

Department of Commerce Acquisition Offices

Procedures Document Information Technology Cellular Service

PART A – Post BPA Implementation Procedures Establishment of Cellular Service Account:

- To establish a new account for an organization, the service order contact(s) that will coordinate service requests for the account should contact their local T-Mobile Wireless Federal Account Business Sales Rep or the alternate contact is the T-Mobile Wireless Federal National Account Manager for NOAA/DOC:

Cary Kinney
cary.kinney2@t-mobile.com
703-589-0078
831-451-4387

- T-Mobile Wireless will respond via phone or email to set up an initial meeting with the NOAA/DOC service order contact and also provide T-Mobile Wireless with a quote based on your stated requirements including but not limited to available service plans, phones and wireless devices. Please state the response time. Customers will be contacted within one business day. A T-Mobile Wireless quote/proposal will be provided within 48 hours of confirmed request or meeting.
- The NOAA/DOC task order procurement contact will provide the name of the agency (issuing office), POC, payment office or credit card information that will be billed for the purchase of equipment. Note that there is a standard format for all address information when completing the T-Mobile Wireless Federal Account Order Forms. Block 1 is the name of the organization/account. Block 2 is the shipping address. Block 3 is the address where the invoice is to be sent. See the sample below:

1. Agency Address:	2. Shipping Address: (no P.O. Boxes)
Name of Agency: DOC/NOAA/F/CIO	Name of Agency: DOC/NOAA/F/MB
P.O. Box:	Street Address: 1315 East-West Hwy
Street Address: 1315 East-West Hwy	Building/Suite #: SSMC3, Room 14999
Building / Suite #: SSMC3, Room 9999	City / State / Zip: Silver Spring, MD 20910
City / State / Zip: Silver Spring, MD 20910	Attention: Jane I. Private
Attention: John Q. Public	Phone #: 301-713-5555
Phone #: 301-713-9999, x999	*Check here if same as billing address: X
3. Billing Address: (Complete only if different from Agency Address) *Check here if same as Agency Address above	
Agency Name / Address / P.O. Box:	

- Referencing the NOAA/DoC BPA, BPA task order #, determine which plan will provide the most cost effective solution for each of the subscribers. Keep in mind that there is a national pool plan starting with 300 minutes which will be shared as an offering on the BPA.
- Provide the names of the subscribers, features required and the model of the cellular phones to be purchased. Note that there are standard phone sets established for NOAA/DOC.

Transition of Cellular Service from a Different Service Provider:

- If the Subscriber has existing service with another provider and **a new phone number will be requested** from T-Mobile Wireless, follow the procedure for the Establishment of Cellular Service Account. After the new service has been established send a request to the previous provider to cancel the old service. Note that termination fees may apply if canceling service prior to contract

term expiration.

OR

If the subscriber has existing service with another provider and **the existing phone number is to be ported (transitioned)** to T-Mobile Wireless, contact your local T-Mobile Wireless contact or rep.

Alternate contact is the T-Mobile Wireless Federal Account Manager for NOAA/DOC:

Cary Kinney
cary.kinney2@t-mobile.com
703-589-0078
831-351-4387

- Identify the service order contact(s) that will coordinate all service requests for the account.
- T-Mobile Wireless will call to set up an initial meeting with the NOAA/DOC service order contact.
- The following information will need to be provided to T-Mobile Wireless:
 1. The account name as it is listed with the existing service provider.
 2. A copy of the most recent invoice from the existing service provider.
 3. The credit card number that will be used to establish the account.
 4. Current list of the names and phone numbers of the cell phone subscribers on the account – including any feature requirements.
 5. The tax exempt id # which is _____.
 6. Any passwords for the current account that are needed when requesting changes.
 7. Referencing the NOAA/DOC BPA, the new plan selection for each of the subscribers. This last should be determined by reviewing the monthly usage history for the account. Accounts with more than five subscribers will be able to share plan minutes.
- Note that the process of porting over existing cell phone numbers from other service providers to T-Mobile Wireless will take longer than the alternative of having new numbers assigned. The porting process may take several days during which the subscribers will need to carry both the old and new phones. Incoming calls will be received on the old phone; outgoing calls will be made from the new phone. A text message will notify users when the service has been ported successfully.
- No additional cancellation request will be required to be sent to the previous service provider when the phone number has been ported. A final bill should be rendered.

Requests for Service and/or Equipment Additions, Changes or Deletions:

- For requests for new service or any equipment orders, the established NOAA service order contact should contact their local T-Mobile Wireless Federal Account Business Sales Representative for NOAA or an alternate contact is the T-Mobile Wireless Federal Account Manager for NOAA:

Cary Kinney
cary.kinney2@t-mobile.com
703-589-0078
Fax # of POC

- For requests to change or delete existing service, the established NOAA service order contact should contact the T-Mobile Wireless Federal Account Liaison:
- **List the names of your POCs**

- Orders can be initiated by fax or electronic mail.
- Provide the NOAA BPA #, Task Order # and the existing account number for your organization in Block 4. See sample below:

4. Billing Information (for Equipment Bill of Sale)	
Task order #: DG133004BU0001 (EXAMPLE #)	
Bill to Existing Account #: 123456789-00001 (Example)	
Credit Card Information (if applicable)	
Name of Agency:	
Name on Credit Card:	
Credit Card type: Select One:	
Credit Card #:	
Expiration Date:	
Amount to be Billed to Credit Card: \$	
Date of Price Quote:	
Signature:	
Printed Name:	
Phone #:	Date:

Provide information for the specific request. If a new subscriber, provide name, features required and phone type to be purchased. If change or deletion of existing subscriber, provide name, phone line, phone type and the nature of the charge.

- All phones will be shipped to the NOAA service order contact. Do not discard the paperwork that accompanies the phone, as it contains information that will be needed for phone activation.
- For activation of new or replacement phone, contact T-Mobile Wireless Federal Accounts Support Team at **[list number]**.

Billing Inquiries:

- For billing inquiries about the vendor invoice, contact T-Mobile Wireless Federal Account Liaison:

Business Care
businesscare@t-mobilesupport.com
800-375-1126 (24x7)

- Note that after the warranty has expired on the phone equipment itself, all equipment repair and replacement is coordinated via customer service at **800-375-1126**. All devices are eligible for upgrades after 12 months of service. Request for early upgrades or replacements will be provided at full retail price.
- It is recommended that individuals or offices with a low tolerance for service outages, maintain spare equipment that can be quickly activated.
- For activation of a new or replacement phone, contact POC Cary Kinney. Provide the phone number and ESN (Electronic Serial Number) found under the battery.

PART B – Initial BPA Implementation/Transition Procedures

Transition of Cellular Service:

- For existing T-Mobile Wireless subscribers, the transition will be an administrative one only. Existing T-Mobile Wireless phones older than 12 months are eligible for replacement

- If the subscriber has existing service with another provider and **a new phone number will be requested** from T-Mobile Wireless, a request to establish a new cellular service account will be submitted at the end of the transition meeting or by contacting your local T-Mobile Wireless Federal Account Rep.
- After the new service has been established and working phones are received, send a request to the previous service provider to cancel the old service. Note that termination fees may apply if canceling service prior to contract term expiration.
- If the subscriber has existing service with another provider and **the existing phone number is to be ported (transitioned)** to T-Mobile Wireless, a request to establish a new cellular service account will be submitted at the end of the transition meeting or by contacting your local T-Mobile Wireless Federal Account Rep.
- Identify the service order contact(s) that will coordinate all service requests for the account.
- T-Mobile Wireless will call to set up an initial meeting with the NOAA service order contact.
- The following information will need to be provided to T-Mobile Wireless:
 1. The account name as it is listed with the existing service provider.
 2. A copy of the most recent invoice from the existing service provider.
 3. The credit card number that will be used to establish the account.
 4. Current list of the names and phone numbers of the cell phone subscribers on the account – including any feature requirements.
 5. The tax-exempt id # is _____.
 6. Any passwords for the current account that are needed when requesting changes.
 7. Referencing the NOAA BPA, the new plan selection for each of the subscribers. This last should be determined by reviewing the monthly usage history for the account. Accounts with more than five subscribers will be able to share plan minutes.
- Note that the process of porting over existing cell phone numbers from the other service providers to T-Mobile Wireless will take longer than the alternative of having new numbers assigned. The porting process may take several days during which the subscribers will need to carry both the old and new phones. Incoming calls will be received on the old phone; outgoing calls will be made from the new phone. A text message will notify users when the service has been ported successfully.
- No additional cancellation request will be required to be sent to the previous service provider when the phone number has been ported. A final bill should be rendered.

Porting Process:

The process for porting existing cell phone numbers from another service provider to T-Mobile Wireless:

- A Federal Account Order Form – LNP is submitted that includes a request for a T-Mobile Wireless cellular phone. Note that phones provided by other carriers will not work.
- To-Mobile Wireless will send out the new phone via FEDEX to the service order contact.

- To activate phones, NOAA service contact will call T-Mobile Wireless Federal Account Liaison:

Cary Kinney
cary.kinney2@t-mobile.com
703-589-0078
831-351-4387

The Service contact will need to provide the T-Mobile order # from the packing slip.

- The phones should be distributed to the subscribers who will carry both old and new phones until the porting process is complete. Incoming calls will be received on the old phone. Outbound calls should be made from the new phone.
- A text message will appear on the T-Mobile Wireless phone that says the porting process is complete. Subscriber should dial *228 and hit the SEND button. Choose option 1 from the menu to complete the process. At this point the old phone should have no service.

If the porting process has not been completed within 5 business days of phone activation, contact:

Cary Kinney
cary.kinney2@t-mobile.com
703-589-0078
831-351-4387

Contact List:
For Changes on Accounts Send to:

Business Care
businesscare@t-mobilesupport.com
800-375-1126 (24x7)

Contract Information
Contract Vehicle GSA-FSS/GS-35F-0503M
BPA #: RA1330-09BU-0045