

## Mobile phone line policy

### 1. Can I bring my personal line over to TRC?

- TRC can bring lines in that are on postpaid accounts.
- TRC is unable to bring in lines with prepaid accounts.
- TRC is unable to bring line that are on a contract where the equipment is financed. For example, "Next" or "Edge" programs offered by the carriers are financed contracts.

### 2. Can I get a new device when I port my line over to TRC?

- This is possible if your exiting line is eligible for an upgrade (typically all carriers have a two year contact).
  - TRC procured devices are TRC property
- If the personal line is not eligible for an upgrade, we can allow the employee to use their personal phone until they require a replacement and eligible for upgrade.
  - We also require the following:
    - Phone make, model, color, and storage: for example iPhone 4 black, 16GB etc.
    - The ICCID and the IMEI number of the current phone.

### 3. What happens to my line once it is released back to me?

- TRC will release the line to the employee on the same carrier the line resided on at the time TRC managed the line.
- TRC will not be held accountable for reimbursing for any fees including early termination fees, equipment replacement, or other fees should the employee decide to take the line to another carrier.
- Equipment should be wiped to manufacture settings prior to leaving TRC.
- All accessories including chargers, phone cases, which were provided or subsidized by TRC are required to be returned.
- TRC will not take the line back once the line has been released.

## Port in/ Transfer of Liability

<ul style="list-style-type: none"> <li>• Moving within the same carrier</li> <li>• Personal line is on the same carrier as TRC</li> </ul>	Notes are required on the employee's personal account to authorize TRC to take fiscal responsibility of the line	Please provide the information below in service request: <ul style="list-style-type: none"> <li>• Current Phone Number</li> <li>• Current Account Name</li> <li>• Current Account Number</li> <li>• Current Account Password</li> </ul>
<ul style="list-style-type: none"> <li>• Moving between carriers</li> <li>• Personal is NOT on the same Carrier as Corporate</li> </ul>	No Notes required on the employee's personal cell phone account for TRC to take over the fiscal liability of the line	Please provide the information below in service request: <ul style="list-style-type: none"> <li>• Carrier Coming From</li> <li>• Current Phone Number</li> <li>• Current Account Number</li> <li>• Current Account Name</li> <li>• Current Account Password</li> <li>• Current Account Billing Address</li> </ul>

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