



Worldline Wireless Managing Your Data Guide

CHANGING YOUR DATA SERVICE

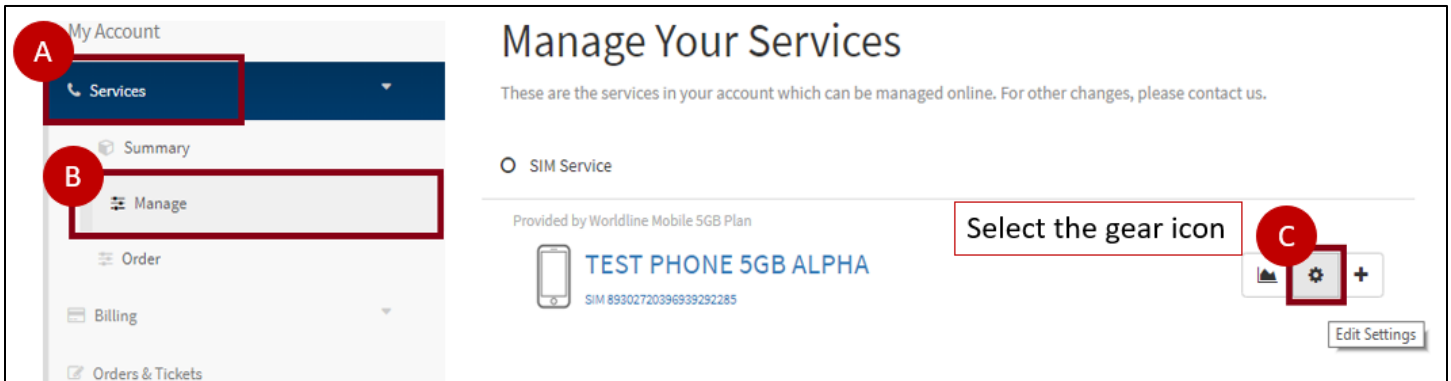
Last Updated: Friday, August 21, 2020

Managing Your Data – Changing Data Plan Guide

There may come a time when you want to increase the maximum data because your current data is not enough, or lower your maximum data because you don't use up your data every month. Below are the self-service instructions to change your data plan.

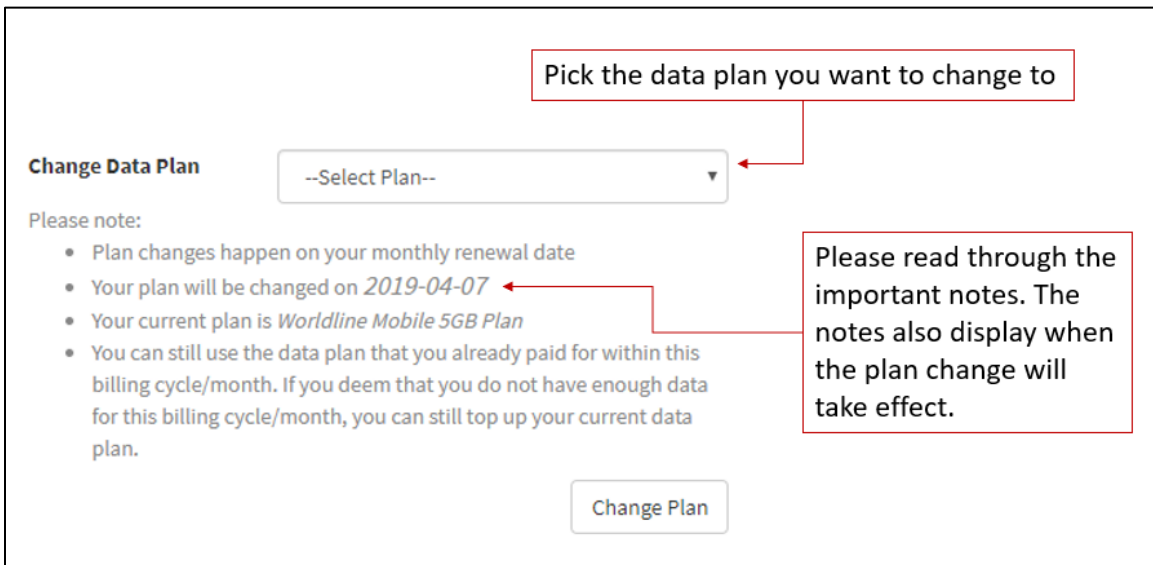
CHANGING YOUR PLAN

1. After you've logged in to your account at <https://www.worldline.ca/myaccount/login>:
 - a. Navigate to Services
 - b. Select Manage from the drop-down menu. You'll then be able to see all the phones you have purchased the data for.
 - c. Select the Gear Icon across from the phone SIM plan to Edit.



The screenshot shows the 'Manage Your Services' interface. On the left, a sidebar under 'My Account' has 'Services' highlighted with a red box and letter 'A', and 'Manage' selected with a red box and letter 'B'. The main area is titled 'Manage Your Services' and shows 'SIM Service' for 'TEST PHONE 5GB ALPHA'. A gear icon is highlighted with a red box and letter 'C', and an 'Edit Settings' button is visible at the bottom right.


2. From the Edit Settings page, navigate to Change Data Plan section, select the plan and click on the Change Plan button.




The screenshot shows the 'Change Data Plan' section. At the top, there is a dropdown menu labeled '--Select Plan--' with a callout box pointing to it that says 'Pick the data plan you want to change to'. Below the dropdown is a 'Please note:' section with four bullet points: 'Plan changes happen on your monthly renewal date', 'Your plan will be changed on 2019-04-07', 'Your current plan is Worldline Mobile 5GB Plan', and 'You can still use the data plan that you already paid for within this billing cycle/month. If you deem that you do not have enough data for this billing cycle/month, you can still top up your current data plan.' A callout box points to these notes, stating 'Please read through the important notes. The notes also display when the plan change will take effect.' At the bottom, there is a 'Change Plan' button.

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3. You will be taken back to the Edit Settings Screen with a pop up that tells you the that the Plan Change has been scheduled. This pop up can be found on the top right corner of the page.

 Plan change scheduled for 2019-04-07

Edit Settings

 **TEST PHONE 5GB ALPHA**
SIM 89302720396939292285

Edit Usage + Order Topup

Friendly Name
Example: Tyler's Phone

Save

Change Data Plan

Please note:

- Plan changes happen on your monthly renewal date
- Your plan will be changed on *2019-04-07*
- Your current plan is *Worldline Mobile 5GB Plan*
- You can still use the data plan that you already paid for within this billing cycle/month. If you deem that you do not have enough data for this billing cycle/month, you can still top up your current data plan.

Change Plan

All Plan Changes for Mobile Data are scheduled to be completed at the end of your billing cycle, which means that changes to your monthly bill also take effect on your next billing cycle.

You can still use the data plan that you already paid for within this billing cycle/month.

You can still top up your existing data plan.