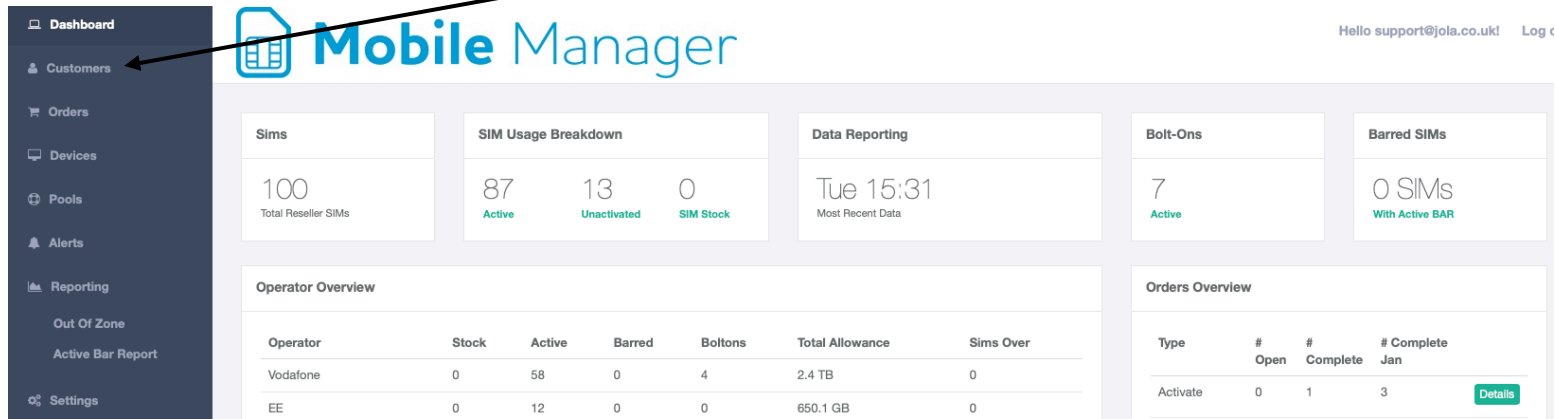


Tariff Changing SIMs

- Once Logged into your Mobile Manager Portal, select **Customers**

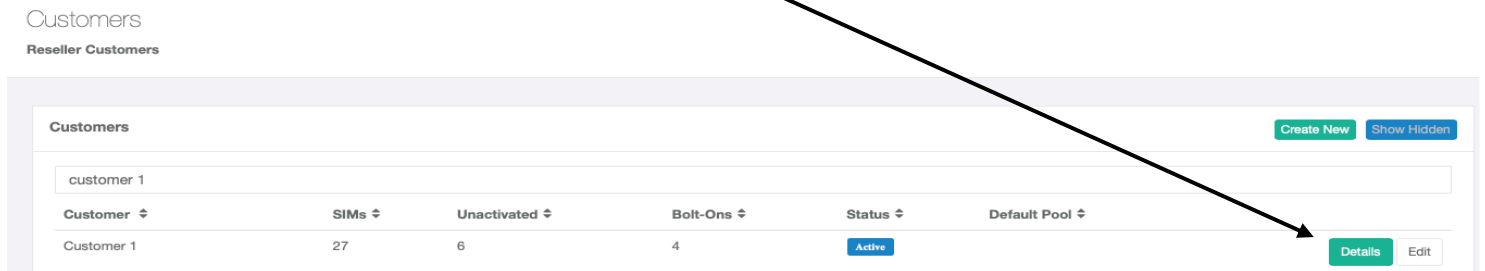


The screenshot shows the Mobile Manager Dashboard. On the left is a dark sidebar with navigation links: Dashboard, Customers, Orders, Devices, Pools, Alerts, Reporting, Out Of Zone, Active Bar Report, and Settings. The main area has a header with the 'Mobile Manager' logo and user info 'Hello support@jola.co.uk!'. Below the header are several summary cards: 'Sims' (100 Total Reseller SIMs), 'SIM Usage Breakdown' (87 Active, 13 Unactivated, 0 SIM Stock), 'Data Reporting' (Tue 15:31, Most Recent Data), 'Bolt-Ons' (7 Active), and 'Barred SIMs' (0 SIMs With Active BAR). Below these are two tables: 'Operator Overview' and 'Orders Overview'.

| Operator | Stock | Active | Barred | Bolt-ons | Total Allowance | Sims Over |
|----------|-------|--------|--------|----------|-----------------|-----------|
| Vodafone | 0 | 58 | 0 | 4 | 2.4 TB | 0 |
| EE | 0 | 12 | 0 | 0 | 650.1 GB | 0 |

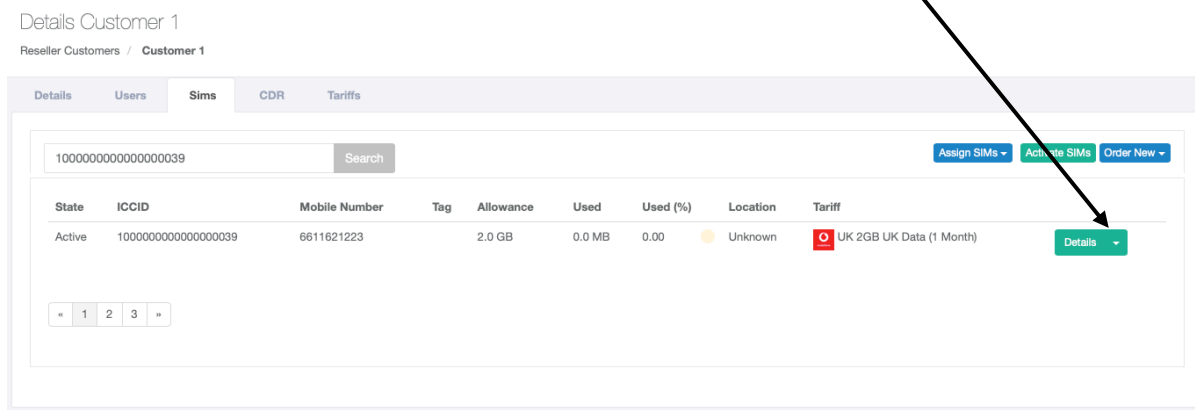
| Type | # Open | # Complete | # Complete Jan |
|----------|--------|------------|----------------|
| Activate | 0 | 1 | 3 |

- In the Customers section, select Details against the customer which the SIM that you would like to Tariff Change is under.



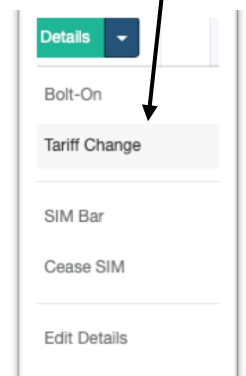
The screenshot shows the 'Customers' section with a search bar containing 'customer 1'. Below the search bar is a table with columns: Customer, SIMs, Unactivated, Bolt-Ons, Status, and Default Pool. The first row shows 'Customer 1' with 27 SIMs, 6 Unactivated, 4 Bolt-Ons, and an 'Active' status. To the right of the table are buttons for 'Create New' and 'Show Hidden'. Below the table, there are 'Details' and 'Edit' buttons for the selected customer.

- After clicking Details, select SIMs and press the drop-down list to the right of the Details button relevant to the SIM.



The screenshot shows the 'Details Customer 1' page. It has tabs for 'Details', 'Users', 'Sims', 'CDR', and 'Tariffs'. The 'Sims' tab is selected. At the top, there is a search bar with the value '10000000000000000039' and buttons for 'Assign SIMs', 'Activate SIMs', and 'Order New'. Below the search bar is a table with columns: State, ICCID, Mobile Number, Tag, Allowance, Used, Used (%), Location, and Tariff. The first row shows 'Active', '10000000000000000039', '6611621223', '2.0 GB', '0.0 MB', '0.00', 'Unknown', and 'UK 2GB UK Data (1 Month)'. To the right of the table is a 'Details' button with a dropdown arrow.

In the drop-down Box, select **Tariff Change**.



The screenshot shows a dropdown menu with the following options: Details, Bolt-On, Tariff Change, SIM Bar, Cease SIM, and Edit Details. The 'Tariff Change' option is highlighted.

- After selecting Tariff Change, this will bring up a page that contains a separate drop-down list with the available tariffs you would be able to change the specific SIM to.

Order Details

Current Tariff

UK 2GB UK Data (1 Month)

New Tariff

✓ UK 100GB UK Data (1 Month)

UK 10GB UK Data (1 Month)

UK 20GB UK Data (1 Month)

UK 40GB UK Data (1 Month)

- Once you have selected the Tariff to which you would like to change the SIM click create order.

Create Order

Written below are the Tariffs from which you would not be able to Tariff Change under normal circumstances.

- EE UK 2GB Fixed IP - 12 Month
- EE UK 5GB Fixed IP - 12 Month
- EE UK 10GB Fixed IP - 12 Month
- EE UK 20GB Fixed IP - 12 Month
- EE UK 40GB Fixed IP - 12 Month
- EE UK 100GB Fixed IP - 12 Month (This Tariff can only be upgraded to 200GB)
- 100GB 12 Month Residential Only
- 100GB 3 Month Special
- 200GB 12 Month Residential Only
- 200GB 3 Month Special
- UK 2GB UK Data (12 Month)
- UK 5GB UK Data (12 Month)
- UK 10GB UK Data (12 Month)
- UK 20GB UK Data (12 Month)
- UK 40GB UK Data (12 Month)
- UK 100GB UK Data (12 Month) (This Tariff can only be upgraded to 200GB)

If you would like to change any Tariff that is Aggregated, please contact your Account Manager by dialling 01158225000 Option 3 or sending an email to sales@jola.co.uk.