```mermaid
flowchart TD
    A[Change Rate Plan]
    A -->|Intent| B{#Change_Rate_Plan}
    B -->|Dialog| C[I can help you with that!<br><br>1.In the <b>I want to:</b> drop down, select <b>Change Rate Plan</b> option. Be sure to enter the ten digit number then select <b>Go</b>.<br><br>2.You will go to the <b>Change Rate Plan screen</b> where you can see all the available options and select the desired one.<br><br>3.To get more information on each plan, simply click on the <b>Plan Details</b> link to see a pop up of all information. That's it - you got it!<br><br>Was this information helpful? $waSession.buttons.optionsYesNo]
    C --> D{ }
    C --> E{No}
    C --> F{Yes}
    E -->|Jump To| G((Transfer to Live Agent))
    F --> H[Glad we could help. When you need us, just ask, anytime. Thank you for choosing FirstNet. Goodbye.]
    H --> I((End Chat))
```

Change Rate Plan

Intent

#Change_Rate_Plan

Dialog

I can help you with that!
1.In the **I want to:** drop down, select **Change Rate Plan** option. Be sure to enter the ten digit number then select **Go**.
2.You will go to the **Change Rate Plan screen** where you can see all the available options and select the desired one.
3.To get more information on each plan, simply click on the **Plan Details** link to see a pop up of all information. That's it - you got it!
Was this information helpful? $waSession.buttons.optionsYesNo

No

Yes

Jump To

Transfer to Live Agent

Glad we could help. When you need us, just ask, anytime. Thank you for choosing FirstNet. Goodbye.

End Chat