

# How to order a mobile phone

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Tangoe Mobi is our platform for requesting or ordering a mobile phone. Tangoe refers to orders or requests as Activities. You can submit the following activity types for the mobile device(s) assigned to you on the Tangoe Mobi platform:

Change Phone Number

Disconnect Service

Order Accessories

Order New Device with New Services

Reset Voicemail Password

Upgrade Device

If you cannot figure out how to submit your order, Tangoe Mobi has a Guide Me process to walk you through creating and submitting your activity.

If you need assistance with the following activities, please call the help desk and open a ticket. A member of the mobile team will need to help you with placing these activities.

Add/Remove Features

Add Service to Existing Device

Change Carrier

Change Plan

Reactivate Line

Reassign Service Number

Suspend Service

Switch Device

Transfer of Liability