You may request an upgrade of your existing device and change your existing wireless service from the CLEAN Platform dashboard at the same time. You may also request for a device upgrade without changing your wireless service, or request for a change in wireless service without upgrading your current device.

Whether you are requesting for a device upgrade and/or a change in wireless service, you may request new accessories for your device at the same time.

To Request for a Device Upgrade

To Request for a Change in Your Existing Wireless Service

To Request for a Device Upgrade

To request for an upgrade of your existing device:

1. On the CLEAN Platform dashboard, click Place Order to display your personal information as well as your existing service and device.

2. Click the Upgrade Device button to the right of your existing device. Alternatively, select the Upgrade Device icon at the bottom, then click Place Order.
3. On the next page, you will be asked if you want to keep your existing wireless service provider. By default, this is set to Yes. To keep your existing wireless service provider, go to Step 4. Otherwise, skip to Step 5.
4. Enter your current IMEI, phone number, and SIM card, then click Next. Skip to Step 7.
5. To transfer your service to another provider, click No, then select a package from the bottom to display a list of wireless service providers.

6. Select your preferred wireless service provider from the list, then click Next.
7. On the next page, the list of subsidized devices from your selected provider is shown by default. Select your preferred device if it is displayed on the list. On the right, click the accessories you want to add to your order. Skip to Step 10. If your preferred device is not on the list, proceed to Step 8.
8. Select either **Pay by Personal Credit or Debit Card** to choose any device and pay by yourself, or **Bring Your Own Device** to bring your own device.

   To choose any device and pay by yourself, select **Pay by Personal Credit or Debit Card**, select your preferred device, then skip to **Step 10**. Otherwise, proceed to **Step 9**.

9. To bring your own device, select **Bring Your Own Device**, then enter the name of your preferred device, a description for the device, and the web page where you can buy the device.
10. Click **Request Device**.

11. On the next page, review the information shown on the screen for correctness.

   If you need to change anything on the page, click the **Edit** icon on the top right of each section, make the needed changes to the information, then click **Save** to go back to the page.
12. Click **Submit Request**. After submitting your request, you will see displayed on your screen the expected delivery date of the upgraded device and/or new service. You will also get an email with the delivery date. Make sure to follow all the instructions in the email to ensure that you get the upgraded device and/or service.

**To Request for a Change in Your Existing Wireless Service**

You may change your existing wireless service from the CLEAN Platform dashboard. You may opt to keep your existing wireless service provider or switch providers when requesting the change.

To change your existing wireless service:

1. On the CLEAN Platform dashboard, click **Place Order** to display your personal information as well as your existing service and device.

2. Click the **Change Service** button to the right of your existing service. Alternatively, select the **Upgrade Device** icon at the bottom, then click **Place Order**.

3. On the next page, you will be asked if you want to keep your existing wireless service provider. By default, this is set to **Yes**. To keep your existing wireless service provider, go to **Step 4**. Otherwise, skip to **Step 5**.

4. Enter your current IMEI, phone number, and SIM card, then click **Next**. Skip to **Step 7**.
5. To transfer your service to another provider, click No, then select a package to display a list of wireless service providers.

6. Select your preferred wireless service provider from the list, then click Next.
7. By default, the list of subsidized devices is shown on the page. Select your preferred device if it is displayed on the list. On the right, click the accessories you want to add to your order. Skip to Step 11. If your preferred device is not on the list, proceed to Step 8.
8. Select either **Pay by Personal Credit or Debit Card** to choose any device and pay by yourself, or **Bring Your Own Device** to bring your own device.

   To choose any device and pay by yourself, select **Pay by Personal Credit or Debit Card**, select your preferred device, then skip to **Step 10**. Otherwise, proceed to **Step 9**.

9. Select **Bring Your Own Device**, then enter the name of your preferred device, a description for the device, and the web page where you can buy the device.
10. Click **Request Device**.

11. On the next page, review the information shown on the screen for correctness. If you need to change anything on the page, click the **Edit** icon on the top right of the section, make the needed changes to the information, then click **Save** to go back to the page.
12. Click Submit Request.

After submitting your request, you will see displayed on your screen the expected delivery date of the upgraded device and/or new service. You will also get an email with the delivery date. Make sure to follow all the instructions in the email to ensure that you get the upgraded device and/or service.