

Nextel.com Registration

User's Guide

NEXTEL.Done.

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Why Register?

Registration is the means by which Nextel customers receive authorization to access Nextel’s suite of products and services from Nextel.com and their Nextel phone. Registration on Nextel.com is a quick and simple process:
Nextel.com Registration

How to Register:

Step 1: To register on Nextel.com select the **Register with Nextel** link:

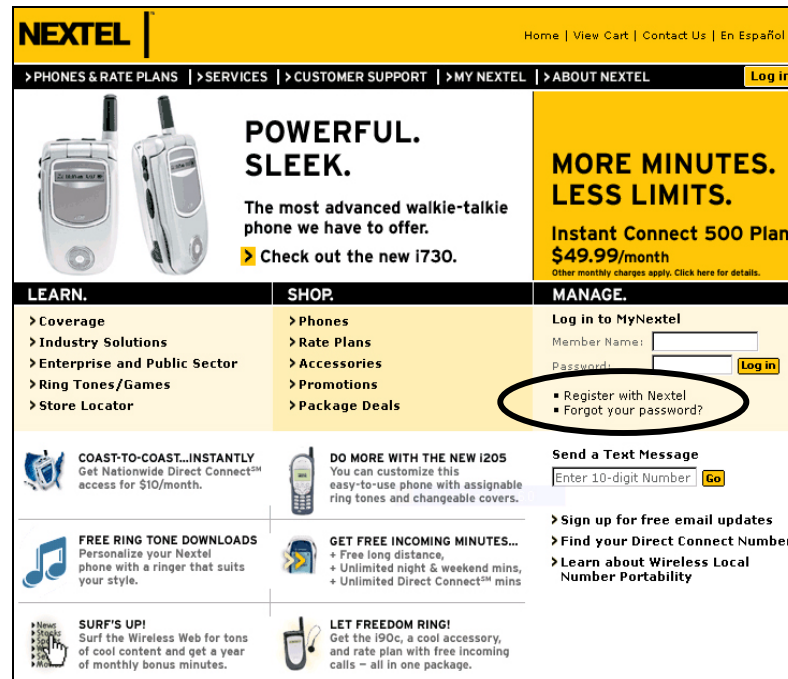


Figure 1: Nextel.com

Step 2: Complete the Member Information page and click **Continue**.

The screenshot shows the 'Registration' page for Nextel. At the top, there is a yellow header with the 'NEXTEL' logo and the word 'Registration'. Below this is a green navigation bar with '>MY NEXTEL' and 'Register with nextel.com'. A sidebar on the left lists 'STEPS' with '1. Member' highlighted in green, followed by '2. Phone (Optional)' and '3. Account (Optional)'. The main content area has a green bar with 'Register with nextel.com' and a message: 'To make registering with nextel.com even easier, we recommend having a couple of things with you:' followed by a bulleted list: 'Your most recent Nextel bill', 'The nextel.com Registration Guide (PDF)', and 'Your Nextel phone'. Below this is the text 'All fields are required'. The form is divided into two sections: 'Personal Information' and 'Member Information'. The 'Personal Information' section includes fields for 'Name' (First: John, Last: Smith), 'Address' (1234 Capitol Hwy), 'City' (Washington), 'State' (DC), 'ZIP code' (20009), and 'Email' (jsmith@domain.com). The 'Member Information' section includes 'Member name' (jsmith) with instructions: 'Case sensitive', 'Use: Letters, numbers or underscores', 'Do not use: Spaces, periods, dashes and other symbols'. It also has 'Password' and 'Re-enter password' fields, both masked with asterisks, with instructions: 'Case sensitive', 'At least 7 characters long', 'Use: Combination of letters and numbers', 'Do not use: Spaces, periods, dashes and other symbols'. At the bottom, there is a checked checkbox for 'Yes, I would like to receive emails regarding news, product updates and special offers.' and two buttons: 'Cancel' and 'Continue >'.

Figure 2: Member Information Page

Step 3: Complete the Phone Information page.

If you do not have a Nextel phone, select **No. I do not have a Nextel phone.**

If you would like to register your Nextel phone, select the radio button **Yes. Here's my phone information.** Enter your Nextel phone number and your **IMEI** or **SIM ID**. If you are unsure of your IMEI or SIM ID, click **How to find your SIM or IMEI** link for more information on how to locate your information.

Click **Continue.**

Figure 3: Phone Information

Step 4: Enter your Account Information

Select **No**. I don't manage a Nextel account.

Click **Continue**.

If you are either a **Services Administrator** or an **Account Administrator**, please see Registering as a Services Administrator or Account Administrator section for registration process.

The screenshot shows the 'Registration' page for Nextel. At the top, there is a yellow header with the 'NEXTEL' logo and the word 'Registration'. Below this is a green navigation bar with 'MY NEXTEL' and 'Register for nextel.com'. A 'STEPS' sidebar on the left lists: 1. Member, 2. Phone (Optional), and 3. Account (Optional), with the third step highlighted in green. The main content area has a yellow header 'Account Information' and asks, 'Are you responsible for maintaining subscribers' services or paying the bill for this account?'. There are two radio button options: 'No. I don't manage a Nextel account.' (which is selected) and 'Yes. Here's my account information:'. Under the 'Yes' option, there are two sub-options: 'Services Administrator' (unselected) and 'Account Administrator' (selected). Below these are two required fields: '* Account number' and '* Billing ZIP code', each with a text input box. At the bottom, there are three buttons: '< Back', 'Cancel', and 'Continue >'.

Figure 4: Account Information

Roles

User: You do not manage nor maintain services and phones other than your own.

Services Administrator: Maintain services, such as Address Book or Mobile Application Manager. Send updates to subscriber phones.

Account Administrator: Pay the Nextel bill. Purchase phones and rate plans. Order services, such as Mobile Email, for subscribers. Can also perform the Service Administrator's duties.

Step 5: Confirmation

After you have completed the registration process, you will receive a confirmation email. Please follow directions within the email to complete the registration process.

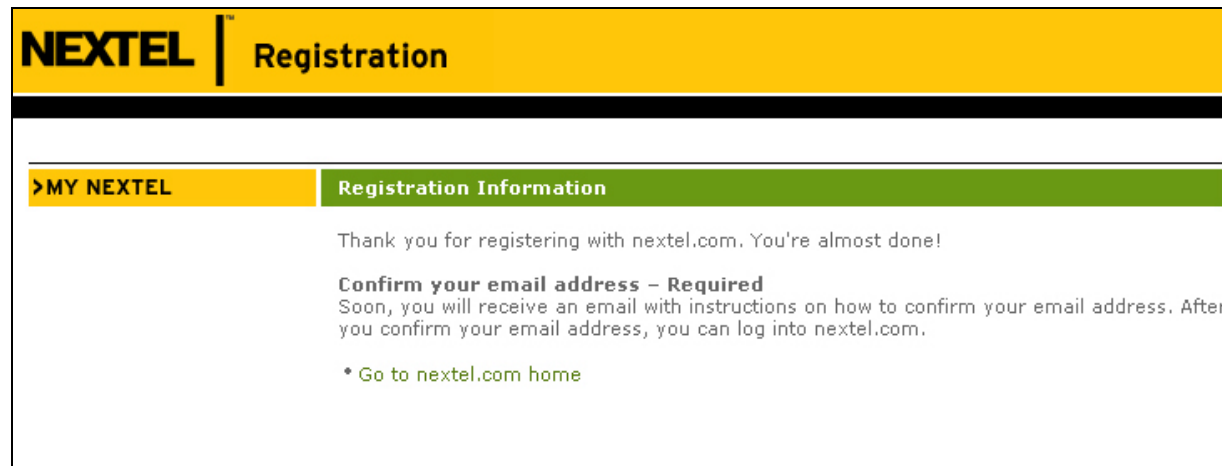


Figure 5: Confirmation

Wireless Local Number Portability (WLNP)

WLNP enables mobile phone users to “port” their existing cell phone numbers between wireless carriers. When a user requests an existing number to be ported over to Nextel service from a different carrier, the process may take several hours to several days. The user will be assigned a “Temporary” Personal Telephone Number (PTN) until the port-in process of the “Requested” or “Permanent” PTN is complete. It is best practice to use your “Requested/Permanent” PTN when registering on Nextel.com. If you choose to register your “Temp” PTN, there are several impacts to consider:

Your “Requested” PTN will be registered and displayed as your phone number and NOT your “Temporary” PTN. At the end of the registration process, you will receive a confirmation page describing the status of your “Port-in” request.

If you are registering a temporary number while your permanent number is being transferred to a Nextel account, a validation occurs to determine whether the permanent number is a valid number. If successful, you will receive a confirmation note.

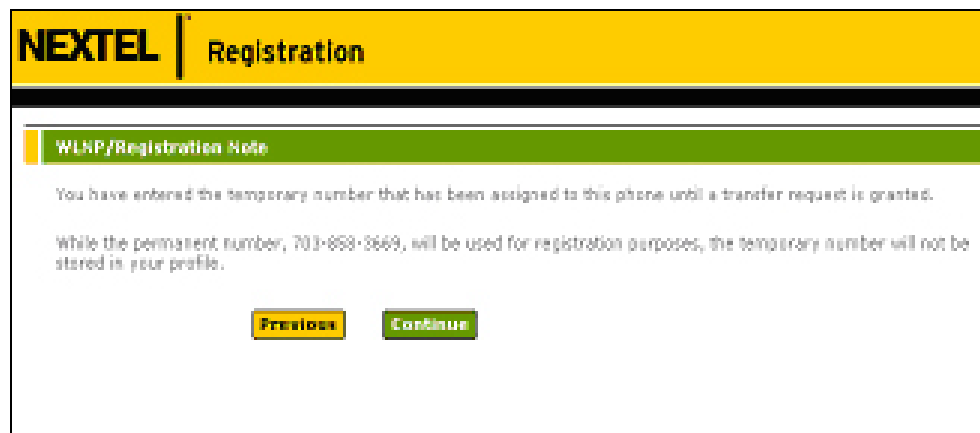


Figure 6: WLNP

If however, your permanent number is invalid, your temporary number will be registered and displayed as your number of record.

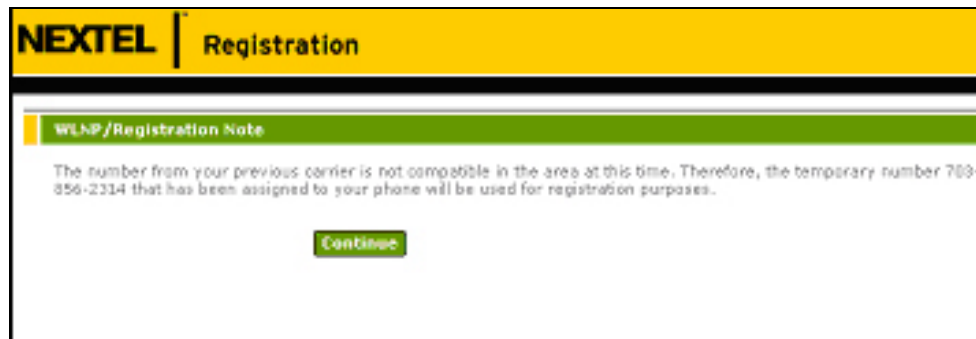


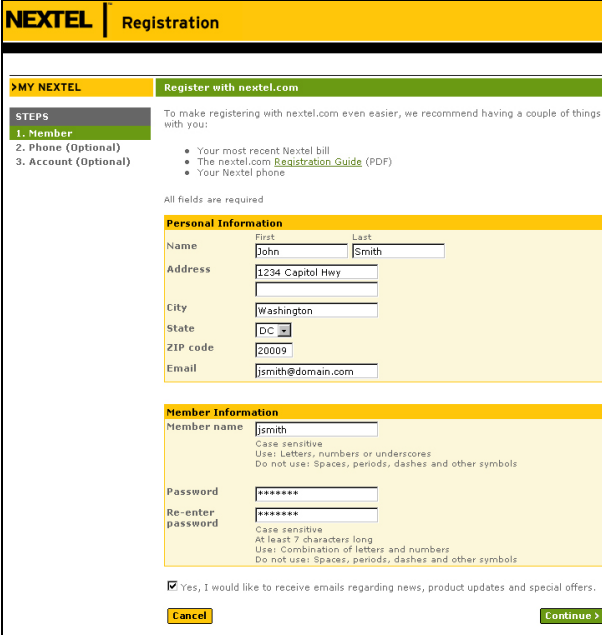
Figure 7: WLNP Note

Registering as a Services Administrator

As a Services Administrator, you are able to maintain services, such as Address Book or Mobile Application Manager and send updates to subscriber phones. To Register as a Services Administrator:

Step 1:

From your browser, go to Nextel.com. Click the Register with Nextel link in the Login section. Complete all the required fields.



The screenshot shows the Nextel.com Registration page. The page has a yellow header with the Nextel logo and the word "Registration". Below the header, there is a navigation bar with "MY NEXTEL" and "Register with nextel.com". The main content area is divided into two columns. The left column contains a "STEPS" section with three steps: "1. Member", "2. Phone (Optional)", and "3. Account (Optional)". The right column contains a message: "To make registering with nextel.com even easier, we recommend having a couple of things with you:" followed by a bulleted list: "Your most recent Nextel bill", "The nextel.com Registration Guide (PDF)", and "Your Nextel phone". Below this, it says "All fields are required". The "Personal Information" section includes fields for Name (First: John, Last: Smith), Address (1234 Capitol Hwy), City (Washington), State (DC), ZIP code (20009), and Email (jsmith@domain.com). The "Member Information" section includes a Member name field (jsmith) with instructions: "Case sensitive", "Use: Letters, numbers or underscores", "Do not use: Spaces, periods, dashes and other symbols". It also has Password and Re-enter password fields, both masked with asterisks, with instructions: "Case sensitive", "At least 7 characters long", "Use: Combination of letters and numbers", "Do not use: Spaces, periods, dashes and other symbols". At the bottom, there is a checkbox checked "Yes, I would like to receive emails regarding news, product updates and special offers." and two buttons: "Cancel" and "Continue".

Figure 8: Member Information page

Click **Continue**. This directs you to the Phone Information page.

Step 2:

A person registering as an Administrator does not need to have or register his/her own phone. If you choose not to register your phone, select **No. I do not have a Nextel phone**.

If you would like to register your Nextel phone, select the radio button **Yes. Here's my phone information**. Enter your Nextel phone number and your **IMEI** or **SIM ID**. If you are unsure of your IMEI or SIM ID, click **How to find your SIM or IMEI** link for more information on how to locate your information.

Figure 9: Phone Information

Click **Continue**.

Step 3:

Select the **Services Administrator** radio button and complete the required fields. Enter your **Account Number** and **ZIP code** exactly as it appears on your bill.

NEXTEL | Registration

>MY NEXTEL Register for nextel.com

STEPS

1. Member
2. Phone (Optional)
3. Account (Optional)

Are you responsible for maintaining subscribers' services or paying the bill for this account?

Account Information

No, I don't manage a Nextel account.

Yes, Here's my account information:

* indicates required information

* **Role**

Services Administrator
Maintain services, such as Address Book or Mobile Application Manager. Send updates to subscribers' phones.

Account Administrator
Pay the Nextel bill. Purchase phones and rate plans. Order services, such as Mobile Email, for subscribers. Can also perform the Service Administrator's duties.

* **Account number** 1111111111
Enter as it appears on the bill, including leading zeros.

* **Billing ZIP code** 20009

< Back Cancel Continue >

Figure 10: Account Information

Click **Continue**.

Step 4:

Enter either: phone numbers on the account or the last balance on the account. This information can be located from your last statement.

The screenshot shows the 'Registration' page on Nextel.com. The page has a yellow header with the 'NEXTEL' logo and the word 'Registration'. Below the header is a navigation bar with '>MY NEXTEL' and 'Register with nextel.com'. A 'STEPS' sidebar on the left lists three steps: '1. Member', '2. Phone (Optional)', and '3. Account (Optional)'. The main content area is titled 'Additional Account Information' and contains the instruction: 'To register as a Services Administrator, please complete one of the following:'. There are two radio button options: '3 Nextel phone number(s) on the account' and 'Last account balance'. The first option is currently selected. It includes three input fields for phone numbers: '(703) 555 - 1234', '(202) 555 - 1234', and '(301) 555 - 1234'. The second option is 'Last account balance' with a text input field containing '\$ 111.11'. Below the input fields are three buttons: '< Back', 'Cancel', and 'Continue >'. The 'Continue >' button is highlighted in green.

Figure 11: Account Information

Click **Continue**.

Step 5:

A Confirmation page displays, click Finish. You will receive a confirmation email. Please click on the link contained within the email to complete the registration process.

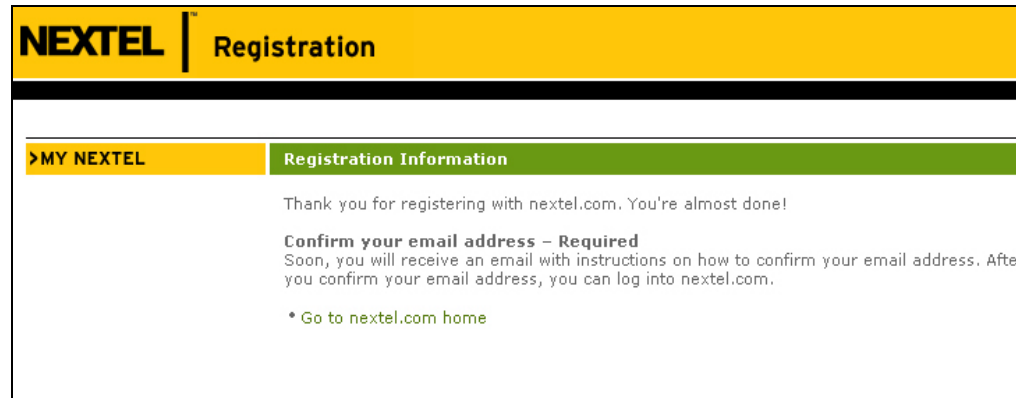


Figure 12: Confirmation

Registering as an Account Administrator

As an Account Administrator, you are able to manage all Nextel phones and services within the account. This includes the purchasing of phones and rate plans, paying the Nextel bill and ordering services, such as Mobile Email, for subscribers. The Account Administrator can also perform the Service Administrator's duties. Registering as an Account Administrator is similar to the standard registration process:

Step 1: From your browser, go to Nextel.com. Click the **Register with Nextel** link in the Login section. Complete all the required fields.

Step 2: Complete the Member Information page and click **Continue**.

Step 3: Select the **Account Administrator** radio button and complete the required fields. Enter your **Account Number** and **ZIP code** exactly as it appears on your bill and click **Continue**.

***Please note:** A person registering as an Administrator does not need to have or register his/her own phone. If you choose not to register your phone, select **No. I do not have a Nextel phone**.*

Step 4: Enter either: 3 phone numbers on the account or the last balance on the account. This information can be located from your last statement and click **Continue**.

Step 5: Once you have entered the appropriate information, you may be prompted to validate certain information for security purposes. In some cases, you may be asked for an **Account Passcode** (see Figure 13) or a **Social Security Number** (see Figure 14). If your account does not have a Passcode or a Social Security Number, you will be asked to enter both phone numbers on the account and the last balance on the account (see Figure 15). This information can be located from your last statement.. Please enter the required information and click **Continue**.

NEXTEL | Registration

>MY NEXTEL Register with nextel.com

STEPS

1. Member
2. Phone (Optional)
3. Account (Optional)

To register as an Account Administrator, please enter the passcode for this account:

Additional Account Information

Account passcode

What's an account passcode?
 An account passcode helps protect your account from unauthorized activity by ensuring that only you, as the person responsible for the account, can view or change confidential information.

A valid passcode is required to register as an Account Administrator. Contact [Customer Care online](#) if you do not have your account passcode.

< Back Cancel Continue >

Figure 13: Passcode

NEXTEL | Registration

>MY NEXTEL | Register with nextel.com

STEPS

- 1. Member
- 2. Phone (Optional)
- 3. Account (Optional)

To register as an Account Administrator, please enter the last 4 digits of the Social Security number on file for this account:

Additional Account Information

Social Security number xxx-xx-

< Back Cancel Continue >

Figure 14: Social Security Information

NEXTEL | Registration

>MY NEXTEL | Register with nextel.com

STEPS

- 1. Member
- 2. Phone (Optional)**
- 3. Account (Optional)

To register as an Account Administrator, please provide:

Additional Account Information

3 Nextel phone number(s) on the account

() -

() -

() -

Last account balance \$

Enter the exact amount. Example: 123.45.

Figure 15: Phone Numbers and Last account balance

Step 6: A Confirmation page displays, click Finish. You will receive a confirmation email. Please click on the link contained within the email to complete the registration process.

