



PLEASE NOTE: You must subscribe to a MY GROUP cellular calling plan. To confirm eligibility or upgrade your cellular calling plan, please contact your local ETC office.

MY GROUP INSTRUCTIONS

1. www.etczone.com
2. Check Cellular Minutes
3. Account Number or Email Address _____
4. Password _____
5. Products & Services
6. Click on MDN (cellular phone number). On Family Share you can click on any MDN and this will automatically update all other MDN's on the account.
7. Enter the number you would like to add. Type in the alias (name) you want associated with the number. Double check the number and once you are sure it is correct press Add.

Once you have added your My Group 5 or 10 you will have the ability to make changes to these any time you need. **Important point to remember:** Changing these numbers is best at the beginning of the bill cycle. If you are on the 23rd bill cycle it is best to make the changes on the 23rd and the 17th if you are on the 17th bill cycle. We strongly recommend you don't change often so you can easily track (additions or deletions are not retroactive). If you are unsure, please make sure to contact customer service to verify the information. Below are the instructions for deleting a number, viewing history and reviewing your My Group usage.

1. To Delete: Click on delete next to the MDN you would like to remove. Once you are sure this is the number you wish to remove click OK. A message will appear saying "number removed".
2. Viewing History: You can view the numbers previously in your list by checking the "show removed headers" checkbox. The previous MDN's will appear with the date they were added and removed.
3. My Group Minutes of Use Review (MOU): When you initially log into the MOU website you are automatically directed to the MOU information. Your My Group numbers will be listed as My Group and the minutes will be listed under the Minutes/Kilobytes section on the right hand side of the screen. If you are a family share customer you will need to click show summary to see the total used.

Final things to remember:

1. The system will not allow you to add any more numbers than what is included in your My Group. You will receive an error message stating you have reached your maximum numbers.
2. You must enter a 10-digit number. You will receive an error message stating it requires a 10-digit number.
3. You cannot add toll-free or 900 numbers to your My Group.