

- **Verizon:** Service on the Samsung Tablets can be suspended for up to 180 days and reactivated at any time. After the initial 90 days they will reconnect, so you will have to request another 90 days if needed.
- **U.S. Cellular:** Service on the Mobile MiFi's and the Samsung Tablets can be suspended for up to 3 months and reactivated at any time.
- **AT&T:** Service can be suspended for up to 90 days and reactivated at any time.

How to prepare before requesting a suspension or pause of service:

Please note these will activate automatically, leaving them off or not in use does not suspend the service.

1. Make sure to turn on all devices (this ensures they are working properly)
2. If you are using a Knox profile you should also configure the devices

Suspending Some: Please prepare a list of all the device IMEI's you wish to suspend or pause service. This can be found in Knox, or on the box for the *mobile MiFi (USCC only)*. Then you will need to fill out [Suspend/Reactivate Request Form](#)

Suspending All: You will not be required to list the device IMEI's but you will need to fill out the [Suspend/Reactivate Request Form](#)

How to prepare before requesting a reactivation of service:

We understand that most districts will be pausing service until the fall, but you can request to reactivate the service at any time using the [Suspend/Reactivate Request Form](#)

Reactivating Some: Please prepare a list of all the device IMEI's you wish to reactivate. This can be found in Knox, or on the box for the *mobile MiFi (USCC only)*. Then you will need to fill out [Suspend/Reactivate Request Form](#)

Reactivating All: You will not be required to list the device IMEI's but you will need to fill out the [Suspend/Reactivate Request Form](#)

Please reach out to mlti.project@maine.gov with any questions regarding service suspension or reactivation we are happy to assist you.