

Customer Support Systems

EveryoneOn is working to make finding information about our services even easier. As such, we have expanded our automated voice system and developed a text message system to help accommodate customers. Please review the notes below to see what functions can be accessed on each system:

CALL 877-947-4321 to:

1. Update Credit Card Information for Account
Customer will need to have their EO Order Number and new credit card number, expiration date, and CSV ready to complete this process.*
2. Exchange Modem
3. Cancel Account
4. Technical Service Issues
Customer will be directed to the appropriate customer service line.
5. Reactivate Account Following Cancellation
6. Check on Status of Order



*This number can be found on the order confirmation email originally sent from orders@everyoneon.org, or by texting 'lookup' to 215-45 (see below).

TEXT your partner code to 215-45 and enter one of the following prompts:

“Internet”

- Learn what EO offers are available for your home

“Training”

- Get information on digital literacy training sites in your area

“Lookup”

- Find EO order number using account information such as- full name, telephone number, and/or email address



VISIT customer support portal at everyoneon.org/support:

- Login to update your account's **phone number**, **email address**, **payment renewal date** (1st/15th), **text notifications**, and **credit card information**. You can also review your **transaction history**.
**Customer will need their EO Order Number and the email address, phone number, or ZIP code used with account to access profile.*
- Make sure to click “Save Changes” after updating any information.

