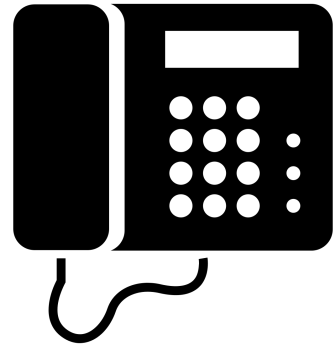# everyoneon

Helping You Get Connected and Stay Connected

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 (you'll 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 the partner code to 215-45:

"Internet"
- Learn what EO offers are available for your home
- Sign up for Mobile Beacon service

"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