

Cancel an account of a deceased family member

You have our sincerest condolences during this difficult time. Losing a loved one is never easy. We want to help you with their account as quickly as possible so you can attend to other affairs. If someone has passed away, you can either close their account or keep the same mobile number under a new account.

Close the account

Call T-Mobile Customer Service at 1-877-746-0909 (or dial 611 from a T-Mobile phone). TTY service is also available for hearing and sight impairment by calling [1-877-296-1018](tel:1-877-296-1018).

For the quickest resolution, it's best to have some information on hand before calling us:

- Name of the person on the account
- Their mobile phone number
- Date of death
- Last four digits of the deceased customer's Social Security number

Steps for authorized and non-authorized users

Include a copy of one of the following forms of documentation with your request:

- Copy of death certificate
- Electronic link to memorial website (Authorized users only)
- Obituary electronic or paper (Authorized users only)
- Copy of memorial (Authorized users only)
- Attorney / legal estate documents
- Cremation documentation
- For military service members. DD Form 1300 (Report of Casualty) is acceptable
- Other reasonable documentation

Also, please include the following:

- Name on the account
- Account number and/or mobile number, see [Find your account number](#)
- Name of deceased, their relationship to you, and your contact information
- Social Security number, if available
- Company letterhead (if it's a business account)

Alternate ways to send the documentation:

If the deceased is from the US, please mail your request to:

Customer Relations

PO Box 37380

Albuquerque, NM 87176-7380

If the deceased is from Puerto Rico, please mail your request to:

T-Mobile Executive Customer Relations

PO Box 191957

San Juan, PR 00919-1957
