

CELL PHONE TIPS



CHOOSE A PROVIDER WISELY

There are many cell phone service providers looking for your business by advertising their reliability, customer service reputation and cell phone deals. How do you choose the right one for you?

Compare cell phone companies

Look at customer satisfaction, turnover rate, and digital network. Can you roam on other networks? Make sure the basics of your cell phone service are covered before you start discussing special deals. Ask your friends around your neighborhood and city what phone company they use and if they are satisfied.

Questions to ask before signing any cell phone contracts:

- * Which areas can I use my cell phone without having to pay roaming fees? Ask for a map showing any home areas and roaming areas, if any.
- * What areas does your company provide service? Ask the salesperson to note where you can have enough signal strength to make and receive calls.
- * Do I have a free trial in which I can try the phone and service out? Most cell phone companies offer a free trial where you can make sure you have the service and coverage you need. If you don't like the service, you can back out of your contract without having to pay a stiff penalty, although you may be responsible for an activation fee and minutes used during the trial period.
- * How long am I contracted to do service with this company? The average contract is between one and two years. Ask about any Early Termination Fees (fees for canceling before the end of your contract.) The average cost of an ETF is between \$175 and \$200.
- * Can the company extend my contract for any reason? Cellular companies may extend the terms of your original contract or obligate you to a new contract if you modify or change your pricing plan, add additional features, or upgrade to a new phone. Make sure you ask if you will be extending your contract when you make changes to your account.
- * How many minutes and how much data is included in the plan? Plans will have various limits for the amount of service included in the base price, but will charge extra or limit the speed of data activity if those limits are exceeded. Also ask about placing calls or using data in international locations..
- * What additional fees will be included on my bill? It is not uncommon for your cellular bill to have an additional \$10 to \$20 worth of fees and surcharges. Examples are additional taxes, fees and surcharges levied by cities, counties, and the federal government.



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