

## Cell Phone Survey - April 2015

Carrier Name	Carrier Website (for Wireless)	Plan Name	Plan or Contract Time Period	Price (per month, or however billed)	Features (exs. Voice, text, data, other)	Cancellation or Termination Policy and Fees	Notes	
Verizon	<a href="http://www.verizonwireless.com/wcms/consumer/shop/shop-data-plans/more-everything.html#configurator">http://www.verizonwireless.com/wcms/consumer/shop/shop-data-plans/more-everything.html#configurator</a>	"More Everything"	2 years	\$80 TOTAL (cost of phone not included) \$40 per single line access for smartphones + \$40 2GB data plan (various amounts of data cost different amounts)	Unlimited Voice, Unlimited Text, data packages are variable, 25 GB cloud storage, international messaging, personal hot spot	<p>You may terminate service for any reason within 14 days of activation. If you purchased a wireless device at a promotional price at the time of activation, you must return it within the device return period to avoid being assessed an Early Termination Fee of \$175, or \$350 if you purchased an Advanced Device. You will remain responsible for your Activation Fee unless you terminate service within three days of activation. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.</p> <p>If you cancel your service after the 14-day period, but prior to the expiration of your minimum term, you will be responsible for all of the above-mentioned charges, including an Early Termination Fee.</p>	Website defaults to 2G data plan and does not show on screen the lower amounts of data packages, and to see the lower amounts available, you need to scroll through the options	
		"More Everything" with "Edge"	2 years (but 30 days following phone purchase, you can pay off the full price of the phone and upgrade your phone	\$65 TOTAL (plus monthly cost of phone) \$25 per single line access for smartphones + \$40 2G data plan (various amounts of data cost different amounts) + cost of phone divided by 24 months (varies by phone selected)	Unlimited Voice, Unlimited Text, data packages are variable, 25 GB cloud storage, international messaging, personal hot spot, also the ability to exchange the phone by paying the rest of the phone off after 30 days following the purchase			
		"More Everything" 700 Minute Plan	2 years	\$25 TOTAL (cost of phone not included) \$20 per single line access for basic phone + \$5 Monthly Data Access. + Additional charges: Pay As You Go data rate: \$1.99/ MB. Personal email is available for an additional \$5 per month.	700 Min Voice, Unlimited Text, Pay as You Go Data			When selecting this plan on the verizon page, then clicking "shop with this plan" you are brought directly to smart phones, not sure there are any "basic" phones available from the list.
		"Single Line" (Promotion)	2 years	\$60 for a single line plus 1 GB of data	Unlimited Voice, Unlimited Text, 1 GB data			the website was confusing about when this pricing applied and the website did not say that various
		2 Smartphone Lines for \$100/MO (Promotion)	2 years	\$100 for 2 lines plus 6GB of data	Shared Data, Unlimited Voice, Unlimited Text			(applies when using the "Edge" plan only)
		Prepaid	No plan or contract	\$45 per month (paid the month prior)	Unlimited Voice, Unlimited Text, 1 GB of data (other data packages cost more),		No plan termination policy.	

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AT&T	<a href="http://www.att.com/shop/wireless/data-plans.html#fbid=EFRwFZclDik">http://www.att.com/shop/wireless/data-plans.html#fbid=EFRwFZclDik</a>	Mobile Value Plan: AT&T Next	No Contract. Installment Agreements: AT&T Next 24: Divide the cost of smartphone over 30 months. AT&T Next 18: Divide the cost of smartphone into 24 installments. AT&T Next 12: Divide cost of smartphone into 20 installments.	\$115.00 TOTAL (plus monthly cost of phone) \$15 smartphone access charge per line (\$15 access charge if greater than 10GB of data; \$25 access charge if 300MB-6GB of data) + \$100 10GB Mobile Data Share Plan (various data plans cost different amounts) + cost of phone divided by number of installments chosen	No activation fee. Unlimited Voice, Unlimited Text, data packages are variable, mobile share value plans come with Mobile Share Value Discount for some data plans of up to \$25 per month.	May terminate service within 14 day period from purchase of service. There may be a restocking fee up to \$35 for some devices, excluding Apple devices if returned unopened. After you have been billed and made two monthly installment payments, as long as your account is in good standing, you are eligible to take advantage of our Pay to Upgrade option.  "Pay to Upgrade" option: To reach upgrade status, you will need to pay your remaining installments in one lump sum. For AT&T Next 24, pay a lump sum amount that completes 24 installment payments. For AT&T Next 18, pay a lump sum amount that completes 18 installment payments. For AT&T Next 12, pay a lump sum amount that completes 12 installment payments. When paid, you are eligible to trade in your AT&T Next smartphone.  Trade in and upgrade option: For 30-month installment plan, after 24 months, can trade in and upgrade. For 24-month installment plan, after 18 months, can trade in and upgrade. For 20-month installment plan, after 12 months can trade in and upgrade. Note that to trade in your smartphone, it must be in good physical condition and fully functional.	After speaking with Customer Service I was able to learn the benefits of this plan: \$0 down, only sales tax due up front.
		Mobile Value Plan: 2 Year Contract	2 years	\$140 TOTAL \$100 10GB data plan + A Customer Service Representative stated that with the 2 year contract, a \$40 activation fee is billed on the first statement, one time only.	Unlimited Voice, Unlimited Text, data packages are variable, no Mobile Share Value Discount for Data Plans	If you have signed an Agreement with a one-year or two-year service commitment, you have 14 days after purchase (or shipping date, if equipment is shipped) to cancel your service without incurring an Early Termination Fee (ETF). After the first 14 days, the ETF is either: (a) \$325 minus \$10 for each full month of your Service Commitment that you complete; or (b) \$150 minus \$4 for each full month of your Service Commitment that you complete. To determine whether your Equipment has a \$325 ETF or a \$150 ETF, check <a href="http://www.att.com/equipmentETF">www.att.com/equipmentETF</a> .  There is no ETF if you purchased your device through AT&T Next. If you cancel wireless service after the first 14 days, the remaining balance on your device becomes due.	Website defaults to Mobile Share Value Plans, not individual data plans and for 10GB of data. Seems to be a promotional offer. (after speaking with a customer service rep, I determined that they refer to the data plans all options under the Mobile Share Value Plan; Beyond that there are two ways to purchase phones: 1. AT&T Next or the 2 year contract. The third way is really be default when a contract runs out - No Annual Contract.  Customer Service Representative indicated limited time offer where consumer pays for 10GB and receives 15 GB. This offer was not listed on the website. The representative did not give an indication of when the offer expired.  It was very difficult on the website to find the terms for the 2 year contract termination.

		No Annual Contract	No contract (applies when bring own phone, pay full price for phone upfront or AT&T Next Installment Agreement has run out)	\$115 TOTAL \$100 10GB Mobile Data Share Plan ( various data plans cost different amounts) + \$15 smartphone access charge for smartphones	Unlimited Voice, Unlimited Text, data packages are variable, no Mobile Share Value Discount for Data Plans	May terminate service within 14 day period from purchase of service. There may be a restocking fee up to \$35 for some devices, excluding Apple devices if returned unopened. Qualifying monthly plan (voice and data) required. Activation and upgrade (up to \$40), early termination fees, and other charges and restrictions apply. If wireless service is canceled after 14 days, Early Termination Fee of up to \$325 may apply minus \$10 for every month using service	Pay full price of phone up front or bring own device  Customer Service Representative indicated limited time offer where consumer pays for 10GB and receives 15 GB. This offer was not listed on the website. The representative did not give an indication of when the offer expired.
	<a href="http://www.att.com/shop/wireless/gophone.html#fbid=EFRwFZclDik">http://www.att.com/shop/wireless/gophone.html#fbid=EFRwFZclDik</a>	Go Phone Plan (Prepaid)	No contract	\$60 per month ( paid the month prior)	unlimited Voice, Unlimited Text, Unlimited international text messaging, 2.5 GB of data (other data packages cost different amounts including packages that have the option to charge by the minutes for voice)	There is no ETF if you purchased your device through AT&T Next. If you cancel wireless service after the first 14 days, the remaining balance on your device becomes due.	After the data plan allotted any extra is at slower rates

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T-Mobile	<a href="http://www.t-mobile.com/cell-phone-plans/individual.html">http://www.t-mobile.com/cell-phone-plans/individual.html</a>	Simple Choice Plan	T-Mobile does not have contracts. You may choose to pay for the device through installments included in monthly bill, which is paid following the month you use the phone. These plans are post-paid and require credit checks.	\$50 for 1 GB DATA	includes unlimited talk, text, & data while on network. Speed reduces after 1GB, no overage fees. Unlimited music streaming on pandora and iheartradio that doesn't count against 4G LTE data. Includes data stash (rolls unused 4G LTE data to the next month) for 3GB	There are no service contracts, no cancellation policies, and no termination fees.	Data Stash- Roll unused 4G LTE data into the next month - only for 3GB or 5GB data options  Jump!- Upgrade to latest devices earlier at \$10/month. Pay 50% of your device cost to be eligible for upgrades. Trade-in of an eligible device in good working order required  \$15 SIM starter kit may be required
				\$60 for 3GB DATA			
				\$70 for 5GB DATA			
				\$80 for UNLIMITED DATA	unlimited talk, text, and data. Unlimited 4G LTE data that includes up to 5GB of smartphone mobile hotspot (SMH) service. Unlimited music streaming plus a subscription to Rhapsody unRadio at no additional charge.		
	<a href="http://prepaid-phones.t-mobile.com/prepaid-monthly-plans">http://prepaid-phones.t-mobile.com/prepaid-monthly-plans</a>	Prepaid	No credit check and no monthly bill (you pay up front before you can use the phone - as you use minutes or texts, it automatically subtracts the money)	\$40 for 1 GB DATA \$50 for 3GB DATA \$60 for 5GB DATA	Includes unlimited talk, text (national and international) , & data while on network. Speed reduces after 1GB, no overage fees. Unlimited music streaming on pandora and iheartradio that doesn't count against 4G LTE data	There are no service contracts, no cancellation policies, and no termination fees.	You pay up front before you can use the phone - as you use minutes or texts, it automatically subtracts the money
	<a href="http://prepaid-phones.t-mobile.com/pay-as-you-go">http://prepaid-phones.t-mobile.com/pay-as-you-go</a>	Pay as You Go	\$3/month for talk and text + \$5/day for 500 MB Data or \$3/month for talk and text + \$10/week for 1GB Data	30 mins of talk or 30 text messages- or any combination of the two, up to 30. Additional talk and text at 10 cents per minute or message	Features available until the end of the 30th day of the payment period; if consumer has a sufficient balance, services automatically renew at expiration. If balance is insufficient to renew for 120 days, account will be suspended for 30 days.		

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Sprint	<a href="http://www.sprint.com/landings/datashare/index.html">http://www.sprint.com/landings/datashare/index.html</a>	Unlimited Plan	Lease for 24 months (billed monthly for service)	iPhone: \$50 per month Other Smartphone: \$60 per month	Unlimited talk, domestic long distance calling, text and data	You may return the phone within 14 days of activation. If you return phone within 3 days of activation, your activation fee will be refunded. After that 14 days return period, you may be charged up to \$350 early termination fee for smartphones and up to \$200 for other devices (cancellation fee may vary depending on the type of phone). Customers are responsible for all usage charges and applicable charges and fees on a prorated basis. For Easy Pay/Leased phones, Sprint will refund any payments, including any applicable taxes and surcharges, made towards the cost of the device, less any applicable fees, and waive your remaining unpaid balance. Easy Pay customers who return by mail will be billed the remaining device balance due under their installment agreement. These charges will be credited when the phone is received and processed by Sprint. Leased devices cannot be returned by mail. There may be a restocking fee of \$35, unless product is returned in its original unopened package. With the Unlimited My Way, My All-In, or service plan when you pay the full price of the phone, service is billed monthly indefinitely until you give Sprint notice of cancellation and it is cancelled, with one month notice required.	Credit approval required for lease option.
			Easy Pay for 24 months (billed monthly for service)	iPhone: \$50 per month, plus 1/24 cost of the phone per month until phone is paid off Other Smartphone: \$60 per month, plus 1/24 cost of the phone per month until phone is paid off	Unlimited talk, domestic long distance calling, text and data		
			Pay Full Price of Phone up front; No contract (billed monthly for service; billing lasts indefinitely until cancellation)	iPhone: \$50 per month Other Smartphone: \$60 per month	Unlimited talk, domestic long distance calling, text and data		
	<a href="http://images.bestbuy.com/BestBuy_US/en_US/images/abt/2013/mob/pr/sprint_mywayplans/Sprint_My_Way_Plan.PDF">http://images.bestbuy.com/BestBuy_US/en_US/images/abt/2013/mob/pr/sprint_mywayplans/Sprint_My_Way_Plan.PDF</a>	Unlimited My Way Plan	No contract (billed monthly for service; billing lasts indefinitely until cancellation)	\$50 per month, plus \$30 for unlimited data or \$20 for 1GB of data	Unlimited talk, domestic long distance calling, text Consumer can add data to the plan (\$30 for unlimited, \$20 for 1GB)		These plans seem not to be listed on the Sprint website but were orally presented to the surveyor. The surveyor also found this information on the Best Buy website.
		My All-In Plan	No contract (billed monthly for service; billing lasts indefinitely until cancellation)	\$110 per month	Unlimited talk, unlimited text, unlimited data. 5GB hotspot service. Data roaming up to 100MB, voice roaming up to 800 minutes.		
	<a href="http://www.sprint.com/landings/prepaid/index.html">http://www.sprint.com/landings/prepaid/index.html</a>	Prepaid Plan	No contract (pay prior to each month)	\$35 with 1GB data \$45 with 3GB data \$55 with 6GB data	Unlimited talk, unlimited text, various amounts of data depending on price of prepaid plan.		