

CONSUMER ALERT:

Cell Phone Service



Arizona Attorney General
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At a glance:

Before purchasing a cell phone and choosing a phone service, it is important to analyze how much you'll be using your phone and what you plan to use it for. Cell phones that are capable of providing more than basic phone coverage will naturally cost more than simpler plans.

If you only intend to use a cell phone for placing calls, make sure you purchase a plan that fits your needs and that you are not being charged for services that you do not intend to use.

TIPS:

- Review your bill carefully, especially the first bill. You may have to pay for the phone device and any activation fees.
- Be wary if there are additional fees on your bill that you don't recognize.

Protect Yourself:

- Before purchasing a plan, shop around. Ask providers what is covered and get everything in writing.
- If you expect to use your phone for simple tasks only, such as calling people, a prepaid cell phone might be a less expensive option.
- If you want your cell phone to do more, such as access the internet or use social media, having a more robust plan might be a more appropriate choice.
- Previously, many phone companies required you to sign a two-year contract, however, there are contract-free options now.
- If you choose a plan with a contract, read it carefully before signing.
- Ask about any potential termination fees and if there will be fees for upgrading your phone to a new one. Get any promises in writing.
- Verify whether there are any roaming fees with your plan; how much they are; and when the fees apply.
- Check to see if you have a free trial period just in case you don't like your new service or phone.

Resources:

Arizona Attorney General's Office

www.azag.gov/complaints/consumer

Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648
or Toll-free: (800) 352 - 8431

For additional information go to:

www.azag.gov/consumer/consumereducation

Task Force Against Senior Abuse Helpline

(602) 542 - 2124 or (844) 894 - 4735

www.azag.gov/scamalert