



8 Tips for choosing cell phone service

California

Public

Utilities

Commission

1 Choose the Right Plan for You

- Plans can include any combination of voice, Texting and data services
- Companies offer:
 - Limited or unlimited minutes
 - Text messages and data(internet)
- Ask about the cost of each plan

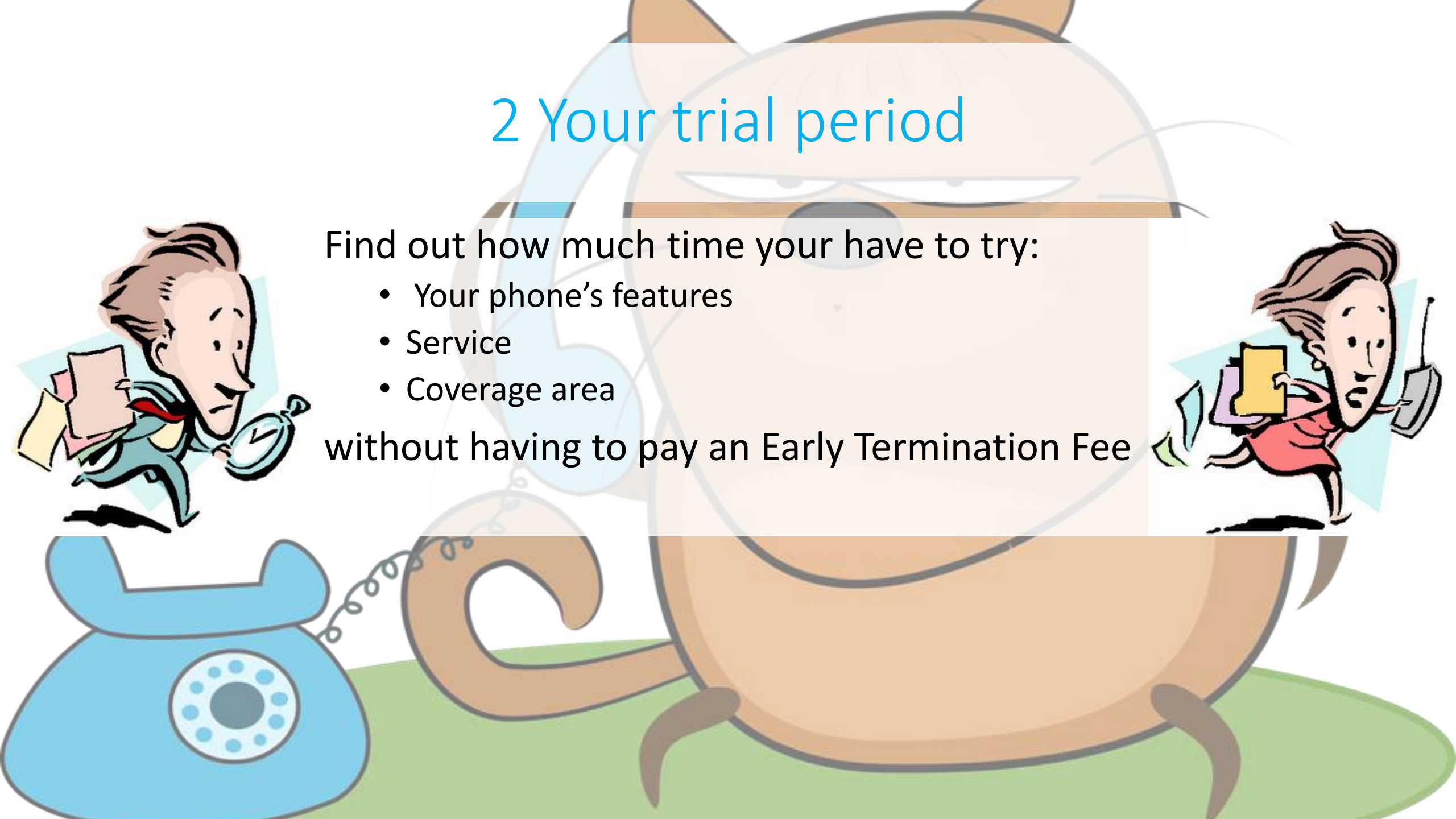


2 Your trial period

Find out how much time you have to try:

- Your phone's features
- Service
- Coverage area

without having to pay an Early Termination Fee



3 Long-Term Contract Alternatives

\$49^{.99}
/30 DAYS → **1GB**
MOBILE WEB

\$39^{.99}
/30 DAYS → **500MB**
MOBILE WEB

\$29^{.99}
/30 DAYS → **100MB**
MOBILE WEB

- Ask about:
 - Monthly or “pay as you go” plans
 - How many minutes you start with and how to buy more minutes



4 Know About “Roaming”



- Roaming charges may apply when you are using your phone on another carrier's network
- The charges are costly
- Ask if roaming charges will be applied

5 Mobile Devices

- Ask about the cost of a device
 - Ask if the device cost varies if taken with or without a contract
- Ask if the device requires specific service



6 Downloading Extra Features

- Ask about:
 - What charges apply for the downloading music, games, apps and other media
 - *You may be responsible for any App that your family or friends download when using your phone
 - If you can block downloads on your phone



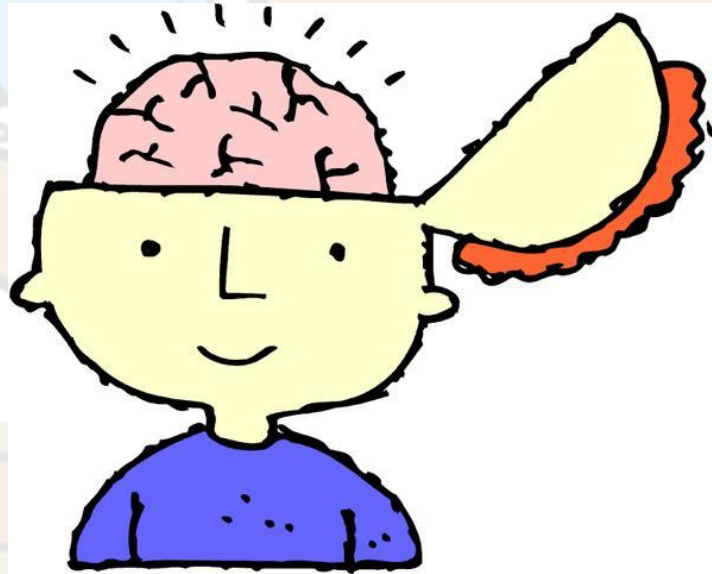
7 Switching Companies



- If you switch companies, you can keep your phone number
- It is best to switch after your contract expires to avoid Early Termination Fee
- You may also need to purchase a new cellphone

8 Understand Your Charges

- Ask to see a sample bill with an estimate of what you will be paying each month
- You should know about Activation Fees, taxes and subcharges



Did you know that discounts on phone service are available to low-income customers?

To find out more about California Lifeline, call your local phone company and ask about California Lifeline or go to

www.californialifeline.com

If you need help with a dispute about your tele-communications service or bill, first contact your company. If your issue is not resolved you can file a complaint at:

www.calphoneinfo.com

Or call the **CPUC** hotline at:

1(800) 649-7570

Questions?





**For any questions contact your local TEAM
organization for assistance:**

(714)481-9600

Thank you !

Created by: Intern Jonathan Lucas 2018