

ATTACHMENT B

U.S. Wireless Carrier Consumer Practices

	ETF policies	Trial period	Point of sale information/documentation	Online, street-level coverage maps	Ability to change plan w/o contract extension	Ability to purchase service w/o a contract (prepaid)	Ability to bring your own phone	Ability to pay full price for a handset and take service w/o a contract	Military Personnel Benefits	
									Suspension	Termination
AT&T	Prorates new and renewed 1 & 2 year consumer contracts. Fees decline by \$5 each completed month of the contract ¹	30-day ²	Follows CTIA Consumer Code ³	Yes ⁴	Yes ⁵	Yes ⁶	Yes ⁷	Yes ⁸	Yes ⁹	No ETF ¹⁰
Sprint Nextel	Prorates new and renewed 1 & 2 year consumer contracts. Fees decline by \$10 per month, beginning with the 5th month of the contract until reaching \$50 for the remaining 5 months of the contract. ¹¹	30-day ¹²	Follows CTIA Consumer Code ¹³	Yes ¹⁴	Yes ¹⁵	Yes ¹⁶	Yes ¹⁷	Yes ¹⁸	Yes ¹⁹	No ETF ²⁰
T-Mobile USA	Prorates new and renewed 1 and 2 year consumer contracts. \$100 with < 180 days left, \$50 with < 90 days left, and the lesser of \$50 or the customers' standard monthly charge with < 30 days left ²¹	14-day (30 days in CA) ²²	Follows CTIA Consumer Code ²³	Yes ²⁴	Yes ²⁵	Yes ²⁶	Yes ²⁷	Yes ²⁸	Yes ²⁹	No ETF ³⁰
U.S. Cellular	Starting in the 5 th month, the ETF will be reduced by \$7.50/month (24 month contract) or \$18.50/month (12 month contract) ³¹	30-day ³²	Follows CTIA Consumer Code ³³	No, State-level only ³⁴	Yes ³⁵	Yes ³⁶	Yes ³⁷	Yes ³⁸	Yes ³⁹	No ETF
Verizon Wireless	Prorates new and renewed contracts Fees decline by \$5 per month ⁴⁰	30-day ⁴¹	Follows CTIA Consumer Code ⁴²	Yes ⁴³	Yes ⁴⁴	Yes ⁴⁵	Yes ⁴⁶	Yes ⁴⁷	Yes ⁴⁸	No ETF ⁴⁹

¹ Press Release, AT&T Implements New Approach to Early-Termination Fees, (May 23, 2008) *available at* <http://www.att.com/gen/press-room?pid=4800&cdvn=news&newsarticleid=25892>; See "Hanging Up on Early Exit Fees" (June 5, 2008), *available at* http://www.businessweek.com/technology/content/jun2008/tc2008063_586218.htm (Last accessed May 29, 2009)

² AT&T Return Policy, *available at* <http://www.wireless.att.com/cell-phone-service/legal/return-policy.jsp> (Last accessed May 29, 2009).

³ CTIA Consumer Code for Wireless Service, *available at* <http://www.wireless.att.com/learn/articles-resources/consumer-code.jsp>. See "Wireless Carriers Adopt Guidelines", *available at* <http://www.cbsnews.com/stories/2003/08/04/tech/main566584.shtml> (Last accessed May 29, 2009)

⁴ See <http://www.wireless.att.com/coverageviewer/> (Last accessed May 29, 2009)

⁵ See <http://www.wireless.att.com/answer-center/main.jsp?t=solutionTab&solutionId=KB61945>. See "AT&T Eases Penalties on Mobile Plans", *available at* <http://www.marketwatch.com/story/att-eases-penalties-on-mobile-plans?dist=SecMostMailed> (Last accessed May 29, 2009)

⁶ <http://www.wireless.att.com/cell-phone-service/go-phones/index.jsp> (Last accessed May 29, 2009)

⁷ <http://www.wireless.att.com/cell-phone-service/legal/plan-terms.jsp> (Last accessed May 29, 2009)

⁸ <http://www.wireless.att.com/learn/basics/shopping-faqs.jsp#106> (Last accessed May 29, 2009)

⁹ http://www.wireless.att.com/answer-center/main.jsp?t=solutionTab&ft=searchTab&ps=solutionPanels&locale=en_US&_dyncharset=UTF-8&solutionId=60168&isSrch=Yes (Last accessed May 29, 2009)

¹⁰ See <http://www.wireless.att.com/businesscenter/business-programs/government/federal-programs.jsp> (last accessed June 1, 2009)

¹¹ http://nextelonline.nextel.com/en/services/termination_fee/early_termination_fee.shtml?id9=vanity:etf (last accessed June 3, 2009).

¹² <http://www.sprint.com/landings/returns/> (last accessed June 3, 2009).

¹³ See http://www2.sprint.com/mr/gp_dtl.do?article=840 (Last accessed May 29, 2009)

¹⁴ See <http://coverage.sprintpcs.com/IMPACT.jsp?PCode=vanity:coverage> (Last accessed May 29, 2009)

¹⁵ See http://support.sprint.com/doc/sp3215.xml?user.status=prospect&user.site=sprint&id12=HispanicHP_SupportTab_Link_ComoPuedoCambiarMiPlanDeServicioPorInternet (Last accessed May 29, 2009)

¹⁶ See http://support.sprint.com/doc/sp10549.xml?id16=prepaid_plans; <http://www.sprint.com/en/boostlanding/> (Last accessed May 29, 2009)

¹⁷ See http://nextelonline.nextel.com/en/legal/legal_terms_privacy_popup.shtml (Last accessed May 29, 2009)

¹⁸ See http://www.t-mobile.com/Templates/Popup.aspx?PAsset=Ftr_Ftr_TermsAndConditions (Last accessed May 29, 2009)

¹⁹ See <http://support.sprint.com/doc/sp10702.xml?id16=military> (Last accessed May 29, 2009)

²⁰ See http://support.sprint.com/doc/sp11408.xml?id16=military_deployment (last accessed June 3, 2009) (deployment must exceed 90 days).

²¹ See http://www.t-mobile.com/Templates/Popup.aspx?PAsset=Ftr_Ftr_TermsAndConditions&print=true&WT.srch=2&Result_Inq=answer&InqSource=TMO. See http://www.consumeraffairs.com/news04/2007/11/sprint_tmobile.html. (Last accessed May 29, 2009)

²² See http://www.t-mobile.com/Templates/Popup.aspx?PAsset=Ftr_Ftr_TermsAndConditions&print=true&WT.srch=2&Result_Inq=answer&InqSource=TMO (Last accessed May 29, 2009)

²³ http://www.t-mobile.com/Company/Community.aspx?tp=Abt_Tab_ConsumerCode (Last accessed May 29, 2009)

²⁴ <http://www.t-mobile.com/coverage/pcc.aspx> (Last accessed May 29, 2009)

²⁵ http://www.t-mobile.com/Templates/Popup.aspx?PAsset=Ftr_Ftr_TermsAndConditions&print=true&WT.srch=2&Result_Inq=answer&InqSource=TMO (Last accessed May 29, 2009) (although some promotional plans require customer to sign another service contract)

²⁶ <http://www.t-mobile.com/shop/plans/Prepaid-Plans.aspx> (Last accessed May 29, 2009)

²⁷ http://www.t-mobile.com/Templates/Popup.aspx?PAsset=Ftr_Ftr_TermsAndConditions&print=true&WT.srch=2&Result_Inq=answer&InqSource=TMO (Last accessed May 29, 2009)

²⁸ Id.

²⁹ See "Military Suspension Can Protect Accounts", *available at* <http://www.washingtonpost.com/wp-dyn/content/article/2008/04/11/AR2008041102819.html> (Last accessed May 29, 2009)

³⁰ Id.

³¹ See http://www.uscellular.com/uscellular/SilverStream/Pages/x_page.html?p=legal_csa (last accessed June 1, 2009)

³² http://www.uscellular.com/uscellular/SilverStream/Pages/x_page.html?p=a_30day (last accessed June 1, 2009)

³³ See http://www.uscellular.com/uscellular/SilverStream/Pages/x_page.html?p=a_code (last accessed June 1, 2009)

³⁴ http://www.uscc.com/uscellular/SilverStream/Pages/x_page.html?p=map_home (last accessed June 1, 2009)

³⁵ See http://www.uscellular.com/uscellular/SilverStream/Pages/x_page.html?p=a_excellence (last accessed June 1, 2009)

³⁶ http://www.uscellular.com/uscellular/SilverStream/Pages/x_page.html?p=b_prepaid (last accessed June 1, 2009)

³⁷ See http://www.uscc.com/uscellular/SilverStream/Pages/x_page.html?p=legal_csa (last accessed June 1, 2009)

³⁸ See id.

³⁹ See http://www.uscc.com/uscellular/SilverStream/Pages/x_page.html?p=military_dc

⁴⁰ <http://news.vzw.com/news/2006/11/pr2006-11-16e.html>; see also <http://www.techdirt.com/articles/20061117/115842.shtml> (Last accessed May 29, 2009)

⁴¹ http://www.verizonwireless.com/b2c/globalText?textName=RETURN_POLICY&jspName=footer/returnPolicy.jsp (Last accessed May 29, 2009)

⁴² <https://www.openwebdevsummit.com/node/41351> (Last accessed May 29, 2009)

⁴³ <http://www.verizonwireless.com/b2c/CoverageLocatorController?requesttype=NEWREQUEST&market=All>; see also "Where Does Your Cell Phone Work?" (Dec 16, 2002), *available at* <http://www.computerworld.com/printthis/2002/0,4814,76664,00.html> (Last accessed May 29, 2009)

⁴⁴ <http://news.vzw.com/news/2007/10/pr2007-10-01a.html> (Last accessed May 29, 2009)

⁴⁵ http://www.verizonwireless.com/pdfs/user_guides/PrepaidPOSBro_English_Internet.pdf (Last accessed May 29, 2009)

⁴⁶ http://www.verizonwireless.com/b2c/globalText?textName=CUSTOMER_AGREEMENT&jspName=footer/customerAgreement.jsp (Last accessed May 29, 2009)

⁴⁷ Press Release, No Contract Required — New Month-To-Month Agreement Gives Verizon Wireless Customers Even More Freedom (Sept 22, 2008) *available at* <http://news.vzw.com/news/2008/09/pr2008-09-22b> (last accessed May 29, 2009); See http://news.cnet.com/8301-1035_3-10048123-94.html (Last accessed May 29, 2009)

⁴⁸ Press Release, Verizon Wireless Adjusts Contract Policy to Accommodate Customers on Extended Military Duty (Sept 13, 2007), *available at* <http://news.vzw.com/news/2007/09/pr2007-09-13.html> (last accessed May 29, 2009).

⁴⁹ Id.