CTIA The Wireless Association®

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 5th 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]

Information Current as of June 3, 2009

[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] *See* 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.