

A GUIDE TO YOUR NEW

WIRELESS SERVICE

WELCOME TO
CONSUMER CELLULAR

We want to thank you for selecting us for your wireless needs. You've made a great choice!

With Consumer Cellular you can count on getting what's most important to you—like flexible, no-contract monthly plans designed to fit your needs, and award-winning, 100% U.S. based customer support. This guide provides a handy overview of many other features and benefits you'll enjoy, and will be a helpful resource anytime you need it.

Thanks again for choosing Consumer Cellular. We're delighted to have you with us!



TALK, TEXT & DATA

With our flexible, affordable wireless plans, you'll have the talk, text and data that you really need each month. Plus, with our service, you get the same premium nationwide coverage, including 5G, as the major carriers so you're able to stay in touch anytime, from anywhere.

USING MINUTES

All calling plans include unlimited minutes. In addition, your service comes with Caller ID, Call Forwarding, Call Waiting, 3-Way Conference Calling and Voicemail.

USING DATA

Your data starts over on the first day of your monthly billing cycle. To make your plan go further, we recommend connecting to Wi-Fi if you plan on streaming videos and music, or downloading large files, as those activities can use large amounts of data.

On unlimited data plans, note that access to high speed data may be reduced after 50GB of use, and you may experience slower speeds for the remainder of your billing cycle.

TRACKING YOUR USAGE

You can check your usage anytime by logging into your account at ***My.ConsumerCellular.com*** or by installing the free MY CC app on your smartphone. You can also call our Usage Hotline at ***(888) 373-1777.*** This call is free from your cellphone. In addition, you can use our Usage Alert service to receive updates when you are getting close to your plan's limits.

CHANGING YOUR PLAN

We recognize that your needs are always changing. That's why our plans are completely flexible, meaning you can change at any time with no additional fees. You can change your plan by logging into your account at ***My.ConsumerCellular.com*** or by installing the free MY CC app on your smartphone.

ROOM TO ROAM

Consumer Cellular has you covered with free calling to Canada and Mexico! We help you reach your loved ones, no matter the distance. We are offering this service to our customers because we know how important it is to stay in touch with your friends and family. Make any calls from the continental United States to Mexico and Canada, and they are included in your plan at no additional charge.

AUTOMATIC UPGRADES

As an added convenience, if you happen to go over the data on your current Consumer Cellular plan, we'll automatically upgrade you to the next level plan. This way, you get the best possible rate for what you've actually used, with absolutely no overage fees.



MANAGING YOUR ACCOUNT

We know it's important to you to understand what you're paying for each month, so our billing process is as straightforward as the rest of our service. If you ever have any questions about your service or bill, don't hesitate to contact our customer support team (see page 8).

MY ACCOUNT

Visit ***My.ConsumerCellular.com*** to register for 24/7 online access to your account. From here, you're able to view your invoice, manage billing preferences, track your usage, add or remove services on your account, find troubleshooting resources and even change your monthly plan, all from your smartphone, tablet, or computer.

UNDERSTANDING YOUR BILL

We bill "in arrears", meaning your monthly invoice will reflect charges due for the previous month's billing cycle. Your invoice will include a "Billing Start Date" and "Billing End Date" along with the detailed usage and charges for that period. Your due date for payment is generally 19 days after the "Billing End Date".

PAYING YOUR BILL

For your convenience we automatically sign you up for AutoPay, so that your bill is paid automatically on the same day each month using a credit or debit card on your account, and paperless billing, which allows you to receive and pay your bill electronically.

100% RISK-FREE GUARANTEE

We stand behind our service, and hope that you're delighted with Consumer Cellular. However, if you're not completely satisfied within 30 days (data use is limited to 500MB), you can cancel your service with no charge. AARP members receive an extended, 45-day risk-free guarantee.

If you started service online or by phone, you can start the return process by contacting customer support at ***(888) 345-5510***. We will send you a prepaid mailing label to return your device. If your purchase was made with one of our retail partners you can return it in store, but you have to call customer support at (***888) 345-5510*** to cancel your service.



AT YOUR SERVICE

If you ever need assistance with your Consumer Cellular service or device, our award-winning, 100% U.S. based customer service team is here to help.

CUSTOMER SUPPORT

Give us a call at ***(888) 345-5510***, or dial ***6-1-1*** on your cellphone and you'll be connected directly for free. You can also visit ***My.ConsumerCellular.com*** and use our online chat for live, real-time access to one of our support specialists.

MY CC APP

The free My CC app comes preloaded on many new devices, or can be downloaded from the Google Play or Apple App stores. It puts the convenience of accessing My Account just a click away on your phone's home screen.

VIDEOS & FAQS

Visit ***ConsumerCellular.com/Help*** to find answers to frequently asked questions about billing, wireless plans, devices and more. You'll also find an extensive library of How-To videos, giving you step-by-step instructions on how to use the key features on your phone, as well as user manuals from the manufacturer.

DIRECTORY ASSISTANCE

For help finding a phone number, call ***(800) Free-4-1-1 (800-373-3411)*** and Directory Assistance will help you locate the number and connect you automatically. The call is free.



SHARE AND SAVE!

ADD-A-LINE

You can make your savings go even further by sharing your talk, text and data with friends and family, each line you add to your account is just $15/month. Friends and family will be able to share all the minutes, texts and data on your plan.

REFER-A-FRIEND

We're confident that you'll be delighted with your Consumer Cellular service—and hope you'll want to tell your friends! If you refer a friend, and they sign up for our service, you'll both receive a $10 referral credit. Refer as many friends as you wish. You'll earn this credit for each and every one. To learn more, visit ***ConsumerCellular.com/Referral***.

ADDITIONAL BENEFITS

The benefits of your Consumer Cellular account go well beyond wireless service. We also offer these additional conveniences to provide you—and your loved ones–with greater value.



AARP MEMBER BENEFITS

As an approved AARP provider, Consumer Cellular has been offering members exclusive discounts for over 13 years, and continues to provide members a 5% discount on monthly service, as well as an extended, 45-day risk-free guarantee. If you'd like to add an AARP membership to your Consumer Cellular account, contact customer service by calling (***888)-502-0966***.



ROADSIDE ASSISTANCE

Add Signature Motor Club Roadside Assistance to your Consumer Cellular account for fast access to help with roadside emergencies. A fee of just $3 per month, per line will be conveniently added to your monthly invoice. To get started, visit ***My.ConsumerCellular.com/RoadsideAssistance***, or call ***(888) 288-1689***.

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