

# Family Cell Phone Plan Problem Solving Case Study

## Meet the Martinez Family

The Martinez's have an AT&T family plan for two smart phones, an iPhone 4s and iPhone 4.

*FamilyTalk Nation 700 with Rollover- Includes \$9.99 Each Additional Line, 700 Shared Anytime Minutes with Rollover, Nationwide Long Distance & Roaming, Unlimited Mobile to Mobile calling to/from other AT&T Mobiles, Unlimited Shared Night (9pm-6am) & Weekend calling, Call Forward Feature, Caller ID, Call Wait, Conference Call Feature, Mobile Purchases & Downloads Detail, Basic Voice Mail Feature, (Additional Minutes \$0.45 each)*

Additionally, Mr. Martinez travels to Canada on business so he pays for the ability to make and receive phone calls while he is there at \$4.99/mth.



*With AT&T Canada, get competitive rates that allow you to stay in touch, no matter where in Canada you call or go.\**

*59¢ per minute while traveling in Canada*

*9¢ per minute when calling from the U.S. to a Canada number.*

Mr. Martinez's phone is out from under contract on 5/7/13 and Mrs. Martinez's phone is out from under contract on 1/19/13. Mr. Martinez would like to get the next version of iPhone when it comes out because he is a big iPhone fan. Mr. Martinez gets a company discount of 25% on his family's plan.

Mrs. Martinez wants to spend less per month on the cell phone bill even if that means owning a different type of smart phone. She wants to use the money saved on her cell phone bill to purchase a movie subscription service. The Martinez family does not have a home phone line so it is imperative that their cell phones work at their home located in Amston, CT. Mr. Martinez uses data at work since there is not free wi-fi provided for him, however Mrs. Martinez uses wi-fi at work and not her cell phone data. They both want the fastest data plan available. Mr. Martinez's parents want Mrs. Martinez to get text messaging added to her plan so they can text her. Right now she can only text iPhone to iPhone for free, otherwise she has to pay \$.20/text.

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