

# Family Cell Phone Plan Problem Solving: Inputs & Information

**Problem:** What is the best cell phone family plan?

## Inputs/Variables:

- Family Characteristics
  - Number of Phones/devices
  - Average Monthly Minutes Used
  - Average Data used per phone line
  - Average Number of Text Messages used per month
  - Other features currently have (foreign calls, mobile hotspot, etc.)
- Current Carrier Costs
  - Text Messaging
  - Data
  - Minutes
- Current phones under contract
  - Dates phones are out from contract
  - Age of phones

## Unknowns

- Future usage
- Dates of newly released phones (iPhone 6, 7, etc.)

## Research

- Carriers available in your area
  - Prices/package costs by carrier
  - Features of each carrier/plan
  - Bundled options
  - Contract term
- Intangibles
  - Cell coverage of each carrier at your house, work, school, etc.
  - Customer Service
  - Fees
  - Data Overage Charges
- Wireless Network
  - Network Type/speed

## Needs Vs. Wants

- Best Phones to have
    - Positives/Negatives of each phone (iPhone, droid, nexus, etc)
  - Plan Features
    - Unlimited Texting, Number of Minutes, Data Usage
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