



TRACF@NE

EDITION

MISC MYTHS

MYTH: The only way to get your phone activated today is getting it with Verizon AT&T or Sprint -

TRUTH: All phones at Walmart can be activated same day. Walmart prides itself with world class customer experiences. If a customer is being refused service please let store management know.

MYTH: Straight Talk Customer Services does not speak English

TRUTH: All Straight Talk Customer Service Reps are fluent in English

MYTH: Prepaid is an inferior product in general. "Why would you settle?"

TRUTH: Unlimited Talk, Text, and Data on America's largest, most dependable networks at up to half the cost? Why pay more?

MYTHBUSTERS

PLANS

MYTH: The Straight Talk \$55 Unlimited Plan is throttled at 12 GB.

TRUTH: The Straight Talk \$55 plan is truly unlimited, however customers who exceed 60 GB of data in a 30 day period may see their speeds slowed. The average customer uses 5.6 GB of data outside of Wi-Fi as Wi-Fi does not count against data usage.

SOURCE: <https://www.statista.com/statistics/752731/worldwide-average-monthly-smartphone-cellular-data-usage/>

MYTH: Once you use your data limit on Straight Talk your internet will be cut off.

TRUTH: Customers internet will slow, but all Straight Talk plans have unlimited data

NETWORK

MYTH: Straight Talk only used 60-70% of Verizon's towers

TRUTH: We have access to all of Verizon towers, make sure that the phone has the correct bands.

MYTH: Beginning 1/1/2020 Straight Talk will no longer be using Verizon's network and will be switching to ATT or Sprint

TRUTH: Straight Talk will continue to use the Verizon network in 2020

MYTH: Major carriers will allow phone calls and texts from their customers first during major storm outages.

TRUTH: Only in a National Emergency, will first responders get priority on the network.

MYTH: Pre-paid doesn't have the same perks as contracts (roaming, unlimited hotspot etc.)

TRUTH: Straight Talk does allow roaming per their Terms and Conditions. The \$55 does have 10 GB of hotspot included. No carrier has unlimited high speed hotspot.

SOURCE: <https://www.straighttalk.com/wps/portal/home/h/legal/terms-and-conditions>

MYTH: Straight Talk does not have 4G LTE speeds.

TRUTH: Straight Talk does have 4G LTE speeds

MYTH: Your signal strength will be weak, as you aren't priority. You will have dropped calls and data will be in and out.

TRUTH: Network prioritization does not effect signal strength. It can effect data speeds. Congestion can effect dropped calls and data coverage, but this effects all customers including postpaid.

MYTH: Straight Talk will always run slower than Verizon postpaid

TRUTH: During normal operating conditions customers will see little to no difference in data speeds.

MYTH: 4G devices will no longer work in 6 months because the major carriers are doing away with the 4G network

TRUTH: In 2025 it is projected that 15% of the worlds telephone networks will be 5G. Right now, 5G networks in the US are something called "non standalone." They need 4G as the anchor to make that initial handshake between a phone and network before passing the device along to a 5G connection. It is projected that the 4G network will be required for the next 10 years at minimum.

SOURCE: <https://www.cnet.com/news/no-5g-isnt-going-to-make-your-4g-lte-phone-obsolete/>

MYTHBUSTERS

DEVICES

MYTH: Prepaid Devices are refurbished or lower quality to postpaid devices.

TRUTH: Devices sold in Walmart are all new in the box and are the same quality as their postpaid counterparts.

MYTH: Unbranded high end devices (iPhone 11, Samsung Galaxy S 10, etc.) are not allowed to be sold on prepaid.

TRUTH: Unbranded devices are allowed to be activate prepaid service with a SOMM SIM

MYTH: Devices with a home button (like the iPhone 6s Plus) will no longer function in 2020

TRUTH: This is simply not true. Any device sold in the store today will work in 2020 and beyond

MYTH: Prepaid devices use a lower quality antenna than postpaid devices.

TRUTH: The antennas in prepaid devices are the same quality as their postpaid counterparts

MYTH: Straight Talk does not offer the same high end devices that postpaid offers

TRUTH: Straight Talk offers literally the same high quality devices as postpaid. (Example: iPhones from the iPhone6s - iPhone11 and Samsung up to the Galaxy S 10)

MYTH: Buy Out Right -vs- Pay over time: Why spend all that money upfront when we can get you the same or a better phone and just pay the taxes today. -

TRUTH: You are paying for the device in full regardless of whether paid in full at the time of activation or over two years with postpaid. By paying in installments over two years you will end up paying more over time as Postpaid service cost more than prepaid for month.

SOURCE: <https://www.comparethemarket.com.au/blog/household/to-buy-a-mobile-phone-outright-or-on-a-plan/>

MYTH: Prepaid phones can't be unlocked for a year, so technically your in a contract with them

TRUTH: While it is true that prepaid devices do require 12 months of service to be unlocked, you are not under contract and can leave with out any penalty at anytime.

MYTH: Straight Talk devices can be purchased and used on new postpaid carriers activations

TRUTH: This is not possible, they can only be used on Tracfone's CDMA (Total, Straight Talk, Tracfone) brands

MYTH: Straight Talk has devices made in a different factory than postpaid devices

TRUTH: This is not true. Straight Talk devices are made in the same factories as postpaid devices

MYTH: On Postpaid you only pay tax for the phone

TRUTH: The customer is signing up for an installment plan which will appear on their monthly bill. If the device is a "free" phone they will be charged every month for the phone with an offsetting credit. If the customer wishes to leave before the end of the installment period (usually 18-24 months) they will have to pay off the device in full to cancel.

MYTH: Straight Talk/Tracfone phones do not use all bands that VZW postpaid phones use and therefore coverage is worse.

TRUTH: Straight Talk devices all use the same bands as their postpaid counterparts

MYTH: Sprint devices –you can pay it off and get it unlocked and put on ST/Total (won't work for 90% of Sprint devices)

TRUTH: Firstly, why wouldn't you just purchase a phone designed to work on the Straight Talk network and avoid the hassle. Sprint devices are designed to be used on Sprints bands, Straight Talk in Walmart works on the Verizon network and their bands.

SPRINT BANDS	LTE 25 / 26 / 41
	CDMA 800 / 850 / 1900

VERIZON BANDS	LTE 2 / 4 / 5 / 13
	CDMA 850 / 1900