



CU Wireless Frequently Asked Questions

Q: What is CU Wireless?

A: A low-cost cell phone program for members who want a phone just for emergencies, or for occasional use.

Q: What if I don't see my question answered here?

A: CU Wireless member service is available to answer any questions during the following hours:
8:30 – 5:30 Mon. Tue. Th.
10:30 – 5:30 Wed.
8:30 – 6:00 Fri.
10:00 – 2:00 Sat.

Q: How much are the phones?

A: Members may purchase phones with no obligation, or can receive a discount for signing a two-year agreement

Q: Can members choose an upgraded phone with the basic plan?

A: Yes. Any phone can be ordered with any plan.

Q: What are the rate plans like?

A: Simple, no frills wireless Plans: All minutes are "Anytime, Anywhere" minutes.

Q: What additional benefits are there?

A: Free Roadside Assistance with emergency and starter plans (\$9.99, \$14.99, \$19.99)
Free roaming and long distance anywhere in the U.S.
All plans include: Voice mail, Call forwarding, Call waiting and three-way conference calling at no additional charge.

Q: Is text messaging available?

A: Yes. Incoming text messages are free, while outgoing text messages are \$0.10 each.

Q: Can a member add Roadside Assistance to a plan that doesn't include it?

A: Yes. Roadside can be added for \$2.99 per month to any plan that doesn't include it.

Q: What happens when a member signs up?

A: Here are the basics

- Most branches have phones on-site which can be activated immediately
- Each month, members receive a statement from CU Wireless
- Shows charges from previous month

- Charges are debited from member's credit union checking or Visa account on pre-determined date (around 10-14 days after statements are mailed)

If shipping is needed,

- Phones are shipped within 1-2 days
- SIM card shipped separately
- SIM card is active when it is shipped

Q: When will members receive their first statements?

A: The first statement will go out around the middle of the month *following* the month in which the member begins service.

Q: When will members first see charges to their credit union accounts?

A: The charges to their account will occur at the end of the month following the month in which they began service.

Q: What if the member signs a two-year agreement, and then later wants to change to month-to-month?

A: The member will be charged the amount of the 2 year contract discount they received when they purchased their phone.

Q: What if a member has service issues or questions about their bill?

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Q: How can a member cancel service?

A: Members can call CU Wireless at 877-818-3656 to cancel service. Their service will be canceled effective the last day of the current month, e.g. a member calling to cancel on June 15th would be canceled effective June 30th. Their final bill would be mailed in July.

Q: Can a member order a phone if they live outside the west coast?

A: Only if the member wants a California, Oregon, or Washington phone number. Even though all CU Wireless plans have free roaming in the U.S., only phone numbers from those three states can be activated at this time.