# Overcome Objections: Resi Astound Mobile

## Mobile Savings

The Mobile Comparison Sheet was replaced with the links below; this ensures the information is always up-to-date

Mobile Calculator

Astound vs. the competition

## Overcoming Objections

**“I don’t know about switching. I already have mobile service with _____.”**

- I’ve had other customers feel the same way. Once they tried Astound Mobile, they found that we provided a great value on one of the nation’s fastest 5G networks

**“Yeah, that price is good, but you said you don’t sell iPhone so I can’t switch to Astound mobile.”**

- With Astound Mobile you don’t need to replace your iPhone as long as it is unlocked. Or buy an unlocked phone from the Apple Store/Best Buy and we can activate it for you

**“I don’t know about not having the phone insurance that my current carrier offers”**

- Your phone manufacturer has you covered in many cases. We’ll provide you the best of both worlds – the best deal in wireless with the service from the people who know your phone best, the manufacturer
- *You have the option to bring your own phone (new) from a third party retail source such as The Apple Store or Best Buy and purchase a service and repair plan directly from them. Then you can activate your service with us. You can even keep your phone number*

**“My friend had Astound Mobile and said your coverage and 5G speeds aren’t all that great.”**

- We operate on one of the nation's largest 5G networks. Like all carriers, many things affect speed and availability. For

example, where you are, the phone itself, and are you inside or outside can all affect your experience

- *Like all mobile carriers, there are numerous factors that can affect your network experience including 5G availability, location/geography, terrestrial topology (mountains, hills, trees, valleys, etc.) population density, phone age/model and its settings*
- *Please review our interactive coverage map to check for coverage in areas and locations that are important to you*

**"You don't have a store like my current carrier to see what phones you sell."**

- One of the best things about Astound Mobile is you can use your existing device or you can go to your local Best Buy, Apple Store or other electronics store to purchase an unlocked phone

**"What's the catch. You don't sound like those other carriers"**

- We've heard from customers such as yourself and designed the service around what we all want – savings and value on a fast and reliable network with astounding customer care
- Also, if you love your phone, but are thinking of switching to a new carrier, you can bring your own compatible and unlocked phone to us (to avoid having the purchase a new phone)
- Finally, Astound has been voted #1 for overall customer satisfaction by PC Magazine, and you can expect the same

great service from Astound Mobile!

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