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Have questions about your phone or service? You've come to the right place.

FAQs

Helpful answers to frequently asked questions.

If you have questions about your phone or service, you can use our support tool to find your answer. Or just give us a call — we're here to help.

Is there a warranty if I need to replace my phone?

Our phones come with a one year warranty with the manufacturer. It is up to the manufacturer's discretion as to whether the phone should be replaced or repaired.

If your phone is not working, contact the manufacturer about repairing or replacing it. The manufacturer's contact information and warranty information is in your manual. If you need a new copy of your manual, you can download your phone's manual from the [Phone Manuals page](#).

Make sure to call us so we can suspend your service while your phone is being repaired.

You are always welcome any time to get a new phone at the same promotional price we offer new customers. We also sell remanufactured phones to our customers, depending on availability. Costs will vary.

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Our customers speak:

"Thank you so much for your speedy and professional assistance! I am very satisfied with Consumer Cellular service, and will do my best to spread the good word about you!" — Linda G.

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