

# MyPhone Mobile Phone Service

MyPhone is a mobile phone service provider that is new to the market. It provides a service to customers on an account basis only and each account is associated with one or more mobile phone numbers (a business account will have several numbers that are all billed together).

Customers requiring the service approach MyPhone and buy the service from the company. The customer can either buy the contract online, or can walk into one of the retail outlets and talk to a sales representative, who will do the sale for them. Each contract requires that the customer buy one or more phone. An existing customer can buy a new phone to replace the existing one. The phone number is related to the contract, but some contracts (e.g. businesses) can have multiple phones (and phone numbers) associated with them.

The brand of the phone is the name of the manufacturer. Popular brands are iPhone, Samsung, Microsoft and Sony, but there are lots of others. The type of phone is specific to the manufacturer and each manufacturer can supply many types of phone. Each type of phone has its own name – e.g. "iPhone 6 Plus", "iPhone 6S Plus", "Galaxy S6 Active". The type of phone has other features (look at a phone sales / comparison website for ideas). As well as this, each physical phone device has its own serial number that is given to it by the manufacturer of the phone and is used for device maintenance issues.

The monthly billing price of the contract which on the type of phone(s) purchased and the use. When an employee goes to sell a phone to a customer, the employee looks up the phone type to see its description, cost and the account price that MyPhone offers with it. When a customer starts a contract, his or her details are taken: name, address, email address, financial details. Contracts are identified by the contract number. The phone number uniquely identifies the SIM card that goes into the purchased phone.

The customer can use the phone in different ways. Each type of usage has its own charge. For example, one charge type is if the customer sends a text message to another MyPhone customer. Another is if the customer makes an overseas phone call. In this case, the duration of the call is significant, as the call is charge in time units. A third type is if the customer buys an application and downloads it from a service provider, or uses data services. Each charge type is stored, with the provider, the call type, the cost per unit and the size of the unit, when the phone is used.

After every billing period (usually 2 months), the billing department sends the customer a bill, itemizing their phone usage. The bill will show all usage instances, with the date and time, phone number accessed, the provider of that phone, the call type, cost per unit, number of units used and total cost of that usage. As well as this, the account rental charge is added to the total, to give the billing amount.

Customer can purchase from MyPhone either online, or by walking into a store. When a customer has a difficulty with a phone, he / she can return it to any store. There is a list of stores, each having a Store address and a phone number.