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**Press Release**

**October 2019**

**Americans blindly trust their mobile carrier, more than 2 in 5 have never switched**

* Nearly half of smartphone owners (45%) prefer their current mobile carrier due to trust in the company
* Most Americans (72%) believe their mobile carrier offers the best smartphone value
* 44% have never switched mobile carriers
* Only about a quarter (27%) consistently evaluate other options before upgrading their smartphone device
* 66% purchase either new or refurbished smartphones directly from the carrier

To say Americans are attached to smartphones is hardly an understatement, given [the majority of Americans (81%) own one](https://www.pewinternet.org/fact-sheet/mobile/), and willingly pay $211B per year in smartphone bills. To add to that, new phones frequently roll out, costing the average American [more than $350 per upgrade](https://www.decluttr.com/mobile-carrier-survey) – and yet, most continue to feed the mobile frenzy. But why?

45% of smartphone owners prefer their current carrier due to trust in the company, with most (72%) trusting that their carrier offers the best value. This carrier commitment is similarly evident in that 44% have never switched carriers, and only 27% consistently evaluate other options prior to upgrading through their carrier. To add to that, about a third (32%) of Americans have been with their wireless carrier for 6+ years.

As the need for a new smartphone arises, Americans are most likely to take the easy route and purchase a new phone directly from the carrier. However, a little research goes a long way. For instance, buying a refurbished iPhone XS can save consumers over $425 on average. Savings for earlier models like the iPhone X are even higher at $460 on average. With 5G soon to become more widely available, carrier rates are only likely to increase. Yet, only 40% of consumers say they’re willing to pay an extra $10 monthly to access a 5G network from their carrier.

Decluttr CMO Liam Howley comments, "With the new 2019 phones from Android, Apple and others now on the market, consumers are deciding whether or not they'd like to upgrade, when they should be asking themselves how they will upgrade. We found that consumers blindly trust their carriers and believe they are getting the best value when they should be annually checking in on their mobile device spending to determine whether they're still getting the best deal. The mobile device landscape is changing more than ever, and as consumers, we too should be evaluating and considering other options, including refurbished devices that often offer more value and savings than wireless carriers."

\*This survey was fielded from August 1-5, 2019 and included 2,003 Americans who own smartphones. Consumer sample provided by panel provider, InnovateMR.

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About Decluttr

Decluttr.com is a fast, easy and free way to sell cell phones, consumer tech like iPads, MacBooks, Consoles and wearables plus CDs, DVDs, games, books and Lego.

The service removes all of the stress of selling unwanted items online. All customers need to do is visit the site or download the app, enter the barcode of the item or scan it, get an instant price, pack into any box and ship them for free to Decluttr.

Thanks to Decluttr’s fast next day payments, customers get paid the day after their items arrive at HQ by direct deposit, PayPal or check – or they can even donate the money they make to charity. To date, the site has paid more than $350m to over 6 million customers - and the service is growing faster than ever.

Decluttr then refurbishes those products back to a good-as-new condition before reselling them for a fraction of the price of new on its own Store as well as global marketplaces, with all tech goods sold with a 12-month warranty.

Decluttr.com been featured on Good Morning America, ABC News, Fox News, The Penny Hoarder, Fast Company, The Wall Street Journal and much more.

For more information on trade-in values, visit [www.decluttr.com](http://www.decluttr.com/).