



## THINKING ABOUT GETTING A MOBILE PHONE?

Before you sign up for a mobile phone contract, make sure you know what is included, and how much you will have to pay.

### ASK THE PEOPLE SELLING YOU THE PHONE:

- How much will I have to pay each month?
- How much data, texts and calls are included each month?
- How much will I have to pay if I use more?
- Will it work at my house or work place?
- How can I pay the bill?

## WORRIED ABOUT A BIG PHONE BILL?

If you get a big phone bill and you are worried you can't pay it, contact your phone company and ask them:

- Can I pay the bill slowly, a bit at a time?
- Will you charge me a fee for paying my bill late?
- Why was my bill so big, and what can I do to keep it low next time?



## GOT A PROBLEM WITH YOUR MOBILE PHONE?

If you are worried you are paying too much or your phone isn't working properly, contact your phone company.

Tell them "I have a complaint", and then tell them what the problem is.

If you're not happy with what your phone company does to fix the problem, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or at [www.tio.com.au](http://www.tio.com.au)