



## 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 LOTS OF QUESTIONS TO GET ALL THE INFORMATION YOU NEED:

- How much will I have to pay each month?
- How much data or internet use is included for this cost each month?
- How many texts and calls are included for this cost each month?
- How much will I have to pay if I go over these limits?
- Will it work at my house or work?
- How can I pay the bill?

## WORRIED ABOUT A BIG PHONE BILL?

If you get a big phone bill and you're worried you can't pay it in time, contact your phone company and talk about what you can do.

### 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?
- What can I do to keep it low next time?



## GOT A PROBLEM WITH YOUR MOBILE PHONE?

Are you worried the phone company is asking you to pay too much money? Or that your phone doesn't work properly? You should contact your phone company.

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

If the phone company doesn't fix the problem when you speak with them, make sure you ask for a reference number in case you need to contact them again.

If you're not happy with the response from your phone company, you can contact the Telecommunications Industry Ombudsman. They're a free service that helps people solve problems with phone or internet companies.

**You can call them on 1800 062 058, or visit [www.tio.com.au](http://www.tio.com.au).**