



## WISWEI YOU THINKING ABOUT GET ONE MOBILE PHONE AH?

Well make sure first before you go sign up for the mobile phone contract, that you sabe wan-eh all gor include lor the mobile phone plan bor you and how much you go have to pay thempla.

**ASK PLENTY QUESTION FOR THEM PEOPLE WHO SELL THE PHONE FOR YOU SO YOU MAKE SURE YOU GO GET EVERY INFORMATION YOU NEED ABOUT THE PLAN FIRST:**

- How much I go have to pay youpla every month?
- How much data can I use or how much internet time is included for this price every month?
- How much text or calls am I allowed for make every month?
- How much I go have to pay if I go over these limits bor my contract?
- E go work there were my house or my work?
- How do you want me for pay this bill?

## YOU WORRY BECAUSE YOU GOT BIG PHONE BILL AH?

If you go get one big phone bill and you worry you go can't pay em on time, contact the phone company bor you and talk for thempla about wannem you can mekem.

**ASK THEMPLA:**

- Can I pay the bill slow one and make one payment arrangement?
- You go charge me any fee for pay my bill late one?
- How come my bill cost this much?
- How can I keep em for my limit next time?



## YOU GOT PROBLEM WERE YOUR MOBILE PHONE AH?

Wiswei you worry the phone company e ask you for pay too muss money ah? Or that phone bor you no work proper way? You should contact the phone company bor you.

Speak for thempla "I have a complaint", and then speak thempla wanneh the problem bor you. If the phone company no go fix the problem bor you when you talk for thempla, make sure you go ask thempla for a reference number cusa in case you go need for contact thempla again.

If you not happy lor the response from thempla, you can contact the Telecommunications Industry Ombudsman. Thempla one free service that help people solve problems bor thempla with them phone or internet companies.

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