



Hot issues

Phone and internet tips for the holidays

With many people travelling or taking time off over the holidays, we thought we'd share some tips to help you keep track of your data usage, use your phone overseas and get issues resolved.

Mobile

If you are travelling locally you may be more reliant on your smartphone and you might find your data allowance getting used up more quickly. Check out our tip sheet on [how to use less data on your smartphone](#) and our blog on [how much excess data will cost you](#).

If you are travelling overseas and want to use your mobile, you have some options to consider. Look at our tip sheet on [global roaming options](#) for more information.

A lot of people are finding unexpected third party charges on their phone bills. It is important to always check your phone bills for any extra charges. If you find third party charges on your phone bill, [follow these steps](#) to unsubscribe, block them and get a refund.

Internet

If your NBN switchover date is soon, check out our [5 things you need to know about NBN](#) tip sheet before making the switch. Read our blog on [picking a good value NBN plan](#) for tips on what to look for in a plan.

Watch out for scam emails and malware over the holidays. Here are some tips on [avoiding phone and internet scams](#). You can report scams to [Scamwatch](#) or to the [Australian Cybercrime Online Reporting Network](#) (ACORN).

Resolving issues

If you have an issue with any of your telecommunications services, you should first make a complaint to your provider. Our tip sheet on [making a complaint](#) will give you helpful tips on how to do this. If you experience any outages, our tip sheet [on claiming compensation](#) might be helpful.

If you cannot resolve the issue with your provider, you should take your complaint to the [Telecommunications Industry Ombudsman](#) (TIO). Remember, you must first complain to your provider before going to the TIO.

Useful links

- Stay Smart Online has published blogs on [shopping safely online](#), [avoiding scams](#), [staying cybersafe while travelling](#) and [what to do if you get scammed](#).

- The ACCC [has warned consumers](#) about travel scams, online shopping scams and parcel delivery scams.