

We've relaunched the My Phone Rights app!

Since launching in 2013, ACCAN's [My Phone Rights app](#) has helped thousands of Australians to better understand their rights as telecommunications consumers. The guides and tips in the app cover a range of topics that are helpful to all telecommunications consumers. My Phone Rights is available now for free on Android and Apple iOS devices.

With the app turning two this year, we thought it was time to revamp the tips and advice to keep up to date with the latest information. After all, the telco industry changes at such a rapid pace.

The app has advice for consumers and also small businesses on how to resolve common phone and internet issues including issues with contracts, bill shock, global roaming and data charges.

New features include:

- A video guide for our tip sheet – [How to use less data on your smartphone](#). This is by far the most popular tip sheet on our website with many of us consuming more mobile data than ever before.
- Auslan video translations for all of the video guides.

The app also has a function that allows you to contact your provider or make a complaint to the Telecommunications Industry Ombudsman (TIO) directly through the app and set reminders in your calendar about when to follow up.

For more information on the app, feel free to get in touch on 02 9288 4000 or media@accan.org.au.

[Download My Phone Rights app for iPhone.](#)

[Download My Phone Rights app for Android.](#)

My Phone Rights Features

Phone/Internet Problems?	Select which problem you're having and find out how to quickly resolve it.
Tips & Advice	Guidance on your rights, when and how to complain and more.
My Complaints	Use this tool to contact your provider, log a complaint and access your complaint history so you can easily follow up on your complaint.
Video Guides	Practical video guides that give advice and tips on how to make a complaint, bill shock and how to use less mobile data.
Contact the TIO	Contact the Telecommunications Industry Ombudsman (TIO) if you are unable to resolve a complaint with your provider.

Background

The My Phone Rights smartphone application was funded by the late Maureen Le Blanc, who greatly contributed to telecommunications consumer representation in Australia over a 20-year period. It is fitting that this generous bequest – which Maureen intended to be used for consumer education – has resulted in this smartphone app, which literally puts the power of consumer rights into consumers' hands.