



Tip Sheet

Poor mobile reception: what can you do?

From time to time most of us will have a call drop out, delayed texts or slow internet on our mobile phone. But, if you regularly have mobile reception problems, then you are not getting the service you are paying for.

Before signing up

Check your chosen provider's coverage maps which can be used as a guide to see if you will get coverage in the areas where you live and work. Providers have an obligation to make this information available to you. Read our tip sheet on [what questions to ask before signing up to a phone contract](#) for other tips.

After signing up

If you experience persistent drop outs and chronically poor mobile reception where you live and work, it means you are not getting the full benefit of the service you have paid for.

Here is what you can do:

- 1. Keep records**
Keep a record of when and where you get poor reception. Before you contact your provider, make sure you gather all the information you have collected on your reception issues.
- 2. Contact your provider**
Contact your provider and tell them you have a complaint about mobile reception. Give them details about when and where the issue occurs. Make a record of each complaint you make to your service provider. Check out our tip sheet on [making a complaint](#) for further tips.
- 3. Agree on a solution**
Agree on a solution with your provider. You might want a one-off or regular discount on your bill. Your provider might offer you a new handset or SIM that works better with their network.
- 4. If you can agree**
If you and your provider agree on a solution, they have 10 days to do what they promised.
- 5. If you cannot agree**
If you cannot agree on a solution, ask to speak to a manager or supervisor.
- 6. Still having problems?**
If the problem continues you can ask to exit your contract without paying a cancellation fee.

Australian Communications Consumer Action Network (ACCAN)
Australia's peak body representing communications consumers

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If you are still not happy with the way your complaint is handled, or the problem does not get fixed in 10 days, you should contact the [Telecommunications Industry Ombudsman](#) (TIO). The TIO is a free service that will help to resolve your complaint quickly. The TIO will need to establish a few facts including what expectations the dealer or provider gave you about coverage; and the extent to which you have been able to use the phone.

Please note: The TIO can help to resolve your complaint if you have given your provider a reasonable opportunity to address the problem *and* you make the complaint within two years of becoming aware of the problem.