



## Tip Sheet

# My mobile handset isn't working

If your mobile phone handset isn't working, you could be entitled to a replacement, repair, or refund depending on the situation.

Mobile phones are commonly purchased under 24-month contracts. It is reasonable to expect that a phone supplied on a 24-month contract should remain free of defects for that period.

Optus, Telstra and Vodafone now offer 24-month express repair warranty for all mobile phones supplied on 24-month post-paid contracts (except for Apple phones).

What to do:

- If you have a problem with a mobile phone handset, you should first contact the business you bought it from (see the ACCC's [how to complain page](#) for guidance)
- If you are unable to resolve your complaint directly, you can contact the [ACCC](#) or your state's consumer affairs or fair trading department for more information on your consumer rights and options.

Source: [ACCC](#)

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak telecommunications consumer advocacy organisation*

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