



## 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 THEM PEOPLE WHO SELLING THE PHONE FOR YOU:

- How much this contract go cost me every month?
- How much data, texts and calls can I make every month?
- How much I go have to pay if I go make more?
- E go work there were my house or my work place?
- How 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 speak for thempla:

- Can I pay this 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 and how can I keep em for my limit next time?



## YOU GOT PROBLEM WERE YOUR MOBILE PHONE AH?

If you worry the phone company e ask you for pay too much money or that phone bor you no work proper you should contact the phone company bor you.

Speak for thempla "I have a complaint", and then speak thempla the problem.

If you're not happy with wannem all go speak for you and thempla no fix the problem, you can contact the Telecommunications Industry Ombudsman on 1800 062 058, or visit the website there lor [www.tio.com.au](http://www.tio.com.au)