



Mobile phones

Mobile phone deals can be complicated and expensive. You should try to understand the mobile phone contract before you commit to it. This fact sheet gives you some questions to ask phone companies so you understand the deal.

I signed a mobile phone contract but there is no service. Can I cancel the contract?

No, probably not, that is why it is important to ask questions.

Ask these questions:

- Will I get reception in my area?
- How long is the contract for?
- How much do I have to pay every month?
- What are the costs for calls, voicemail and SMS?
- Are there any extra costs that I may not know about?
- Is there a cost to break the contract?
- Can you please explain the fine print to me?
- Is there a warranty on the phone?
- Can I get a new phone if it is stolen?

If you are have problems with your service provider call the Telecommunications Industry Ombudsman on 1800 062 058 or visit their website www.ombudsman.wa.gov.au