

BUYING A MOBILE PHONE

A mobile phone service consists of a mobile handset and a connection to a mobile phone network along with a call plan that provides the features you want, at the price you can afford.

Check out Finder to compare phone plans: <https://www.finder.com.au/mobile-plans>

Call plans may involve an up-front payment, minimum monthly payments, call charges, access to additional features such as voicemail and a free call feature; OR you may choose a pre-paid.

Pre-paid is where you buy an amount of phone credit from a store and then, either by following the given instructions, or by contacting your service provider, have the amount of credit loaded onto your phone.

Pre-paid gives you more control over the amount of money you spend and there are no bills or monthly fees.

Choosing a Mobile Phone Service

To choose which phone is right for you, ask yourself these questions:

- Why do I really want a phone?
- What do I really need it to be able to do?
- What would I like it to do?
- What is it going to cost me?
- Can I use my new phone anywhere?
- What does it cost to send messages from the phone (SMS)?
- What size Data Package do I need?

Make sure that the mobile phone you choose works in your area, or the area where you are travelling to. The sales person should be able to tell you, but to be sure contact the network service provider.

There are many different phones and plans available, so you need to look through the brochures, shop around and get a lot of advice on the best deal that suits your needs before you sign a contract.

If you need to know more information about your consumer or rental rights, contact the Consumer Affairs office: 1800 019 319.