

NORTHERN TERRITORY

CONSUMER

AFFAIRS

Buying a Mobile phone?

You'll want good advice

"...If you receive a call or text with an offer that sounds too good to be true, it probably is. Don't get scammed, just hang up..."



Consumer Affairs: 1800 019 319

Choosing a Mobile Phone

Before you buy a mobile phone think about why you need one. This will help you choose a handset and a call and data plan that best suits you. The supply of mobile phone services is a very competitive market so shop around. Make sure that the mobile phone has network coverage in the area where you will be using it.

Pay Monthly - no contract

If you own your own handset, most mobile phone companies offer to connect you to a network on a month-by-month basis. This offers you flexibility to change monthly plans.

Pre-paid - no bills, no worries

Have you considered the pre-paid option? It gives you more control over the amount you spend.

Contracts

Some network service contracts are for a fixed term, and the company connects you to a network for a monthly fee plus call and data costs. Read the contract carefully and read the fine print – the largest writing isn't always the most important.

Numbers beginning with 1900 and 1300 are used to access information, or enter competitions –

THESE ARE NOT FREE CALLS AND CAN BE COSTLY.

1800 numbers are toll free when calling from a handset but call rates apply from a mobile phone.

Phone bills can sky-rocket if you download songs from the internet, download ring tones or download videos

Don't Get Pressured Into Signing a Contract

Ask questions, or take the contract away and seek further advice on the sections you don't understand. Most mobile phone complaints come from people who weren't fully aware of the terms and conditions of the contract they signed.



Use the phone's security

Most phones have security features which you can use to stop other people using your phone. *For example* you can set a Personal Identification Number (PIN) which must be entered before anyone can use the phone.

This feature protects you from someone who might be tempted to 'borrow' your phone and make a few expensive calls without your knowledge.

Know your IMEI number

Every mobile phone has a unique 15-digit electronic serial number known as the International Mobile Equipment Identity (IMEI) number. Dial *#06# to find out your IMEI number, and keep it in a safe place in case your phone is lost or stolen.

Report your lost or stolen phone immediately

Report your lost or stolen phone to your service provider immediately, tell them your IMEI number and they will be able to block your handset so even if the thief changes the SIM card, your phone will be totally useless. Report it to the Police as well.

Bullying:

What you need to know to get bullies off your back. Make sure you only give out your number to the friends you can trust.

Bullying, at any level, is not acceptable, and there is something you can do about it.

Don't respond to unwanted calls and/or SMS

Bullies get a kick out of upsetting their victim, so if you don't let them know they've upset you, you've taken away half their 'fun'. Don't respond to insulting messages, keep them and tell your parents, teacher or another adult.

The law is on your side. It is a criminal offence to use a mobile phone to menace, harass or offend another person.

Protect your personal information

If you decide to sell your old mobile phone or give it away, it is important to protect your personal information.

Did you know that the information stored on the phone SIM card may also be stored on the phone memory?

Some people remove the SIM card from their phone believing that they have deleted all of their personal information.

If the phone memory is not deleted, the new phone owner may have access to your stored phone lists, stored bank account details and other personal information.

Protect your finances

If you receive a text message from a '190' number, you will generally be charged a higher rate than for a standard text message and you could be charged for both the sent and received message.

**For further advice on any consumer issue visit the web site
www.consumeraffairs.nt.gov.au
Or telephone Consumer Affairs on 1800 019 319**

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