

Questions to ask before signing a phone contract



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Before you sign up for a mobile phone contract, it is important that you fully understand what's included. You should ask your provider the following questions:

How much do I have to pay each month?

What is the minimum cost of the plan each month, including the device?

What is "included" in the plan?

How much data (internet) and how many texts/local calls are included each month? For more information about data plans, [click here](#) [2]

What types of calls are not included in the plan?

How much does it cost to call 13/1300 numbers and to call overseas?

What is the minimum amount to pay on my bill?

What is the minimum amount you will have to pay over the duration of the plan?

How good is the mobile reception?

Does the provider have good network reception in the areas where you live, work and travel? If you are signing up with a mobile reseller that uses the Optus or Telstra network (for example amaysim) be aware that you will not get the full range of coverage offered by the network operator. Optus and Telstra do not give resellers access to their full coverage.

Will I get charged for going over my limit?

What will you be charged if you go over your data or call limit? Ask how you can check how much data and calls you have used to make sure you do not go over your monthly limit. Usually your provider will have an app or an online account you can sign into to check your usage.

For tips to help you save data, [click here](#) [3]

Is roaming overseas available?

How much will you have to pay to make calls, send texts or use the internet if you go overseas?

Am I able to end my contract early?

What will you have to pay if you want to end your contract early?

Can I keep my number?

Are you able to keep your existing mobile number?

Will it cost extra to have an unlisted number?

Unlisted numbers (or silent numbers) are numbers not listed in the phone directory.

Content originally sourced from ACCAN

To view this content on ACCAN's website, [click here](#) [4]

But I'm not calling anyone

If you don't use the phone for voice calls, find a plan that only includes text and video call data plans. This could save you money.

One option is Jeenee Mobile's text and light data plan (with no voice call quota and no contract), which is endorsed by Deaf Australia.

To learn more about Jeenee Mobile, [click here](#) [5]

Source URL: <http://www.techfinder.org.au/resource-centre/questions-ask-signing-phone-contract>

Links

[1] http://www.techfinder.org.au/sites/default/files/iStock_000035679502_XXXLarge_5.jpg

[2] <http://techfinder.org.au/resource-centre/learn-about-data-plans>

[3] <http://techfinder.org.au/resource-centre/techfinder-tip-how-save-battery-and-data-your-smartphone>

[4] <http://accan.org.au/tip-sheets/questions-to-ask-before-signing-a-phone-contract>

[5] <http://techfinder.org.au/resource-centre/who-jeenee-mobile>