

# My mobile phone isn't working



**accan**

Australian Communications  
Consumer Action Network



## You can get help with this book

You can get someone to help you



- read this book
- know what this book is about
- find more information





## Hard words

This book has some hard words. The first time we write a hard word

- the word is in **red**
- we write what the hard word means



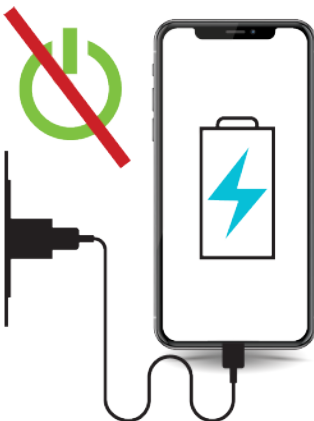
## About this book

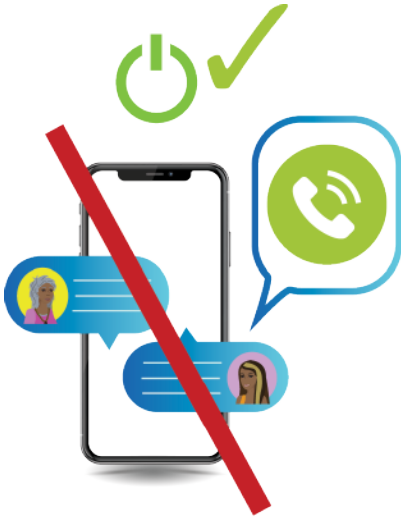
This book is about

- What to do if your mobile phone isn't working

## What can I do if my mobile phone isn't working?

If your mobile phone does not turn on, make sure that it has been charged by plugging it into a power point





If it turns on but you cannot make or get calls, text messages, or use your data you should check that your mobile phone has **reception**



- Reception means that your phone company can connect to your mobile phone



Your phone company must sell you a phone that works in your home or work place



Borrow a friend's phone or use a landline to call your phone company



Tell them “I have a complaint”, and then tell them what the problem is



If the phone company doesn't fix the problem when you speak with them, make sure you ask for a **reference number** in case you need to contact them again



■ A reference number is a special number that lets the phone company keep track of your complaint



If you're not happy with the response from your phone company, you can contact the Telecommunications Industry Ombudsman (TIO)



They're a free service that helps people solve problems with phone or internet companies



You can call them on 1800 062 058, or visit [www.tio.com.au](http://www.tio.com.au)







## More information



For more  
information contact  
ACCAN



Call  
02 9288 4000



Website  
[accan.org.au](http://accan.org.au)



Email  
[info@accan.org.au](mailto:info@accan.org.au)



If you are Deaf or find it hard to hear or talk you can contact the National Relay Service



## **Who is ACCAN?**

We work to make phone and internet services more fair for you





accan



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