



**Your  
Mobile**

---

# Choosing a mobile plan



**Easy  
English**

**accan**



## You can get help with this book

To help you understand this book you can talk to

- a friend
- a family member
- a support person.



They can also help you 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 how to choose a mobile phone plan.

You will need a mobile phone plan to use your mobile phone.



Your mobile phone plan will be ordered through a **telco**.



A **telco** is the company that you pay for your internet. Some telcos are

- Telstra
- Optus
- Vodafone.

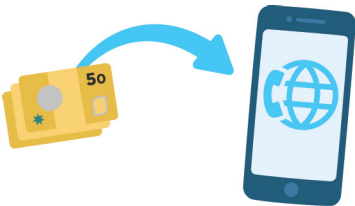
---

## Types of phones plans



There are 2 types of mobile phone plans that you can sign up for.

The first type of mobile phone plan is called a **prepaid plan**.



A **prepaid plan** means you have to pay your telco **before** you can use your mobile phone to



- make calls
- send texts
- use data.



The second type of mobile phone plan is called a **postpaid plan**.

A **postpaid plan** means you pay your telco **after** you have used your mobile phone to

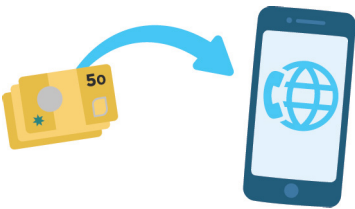


- make calls
- send texts
- use data.

---

## Prepaid plan

If you have a prepaid plan you can only use your mobile phone when you have bought credit.



If you run out of credit you will not be able to use your mobile phone to



- make calls
- send texts
- use data.



With prepaid mobile phone plans you cannot spend more than you already paid.



You can buy a prepaid plan from lots of different places. You can buy credit from



■ a supermarket



■ a newsagent



■ on the internet.



---

## Postpaid plan

You can only buy postpaid plans from a telco.



You will need to show the telco that you can afford to pay your mobile phone plan each month.

The telco might



- ask if you have any debts
- ask to see a pay slip from your job.



You can be charged extra fees on a postpaid plan.

If you use more data than you are allowed you will be charged extra money.

You will also be charged extra money if you buy things on your mobile phone like

- ringtones
- games
- music.



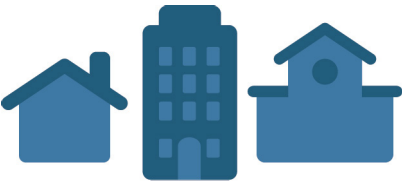
---

## How to find the right plan?



Make sure the telco has **coverage** in the areas where you will often use your phone. This might be where

- you live
- you work
- you go to school.



**Coverage** means areas where your phone will work so you can make calls or send texts.



You can check coverage maps on telcos' websites.



You can also tell the telco sales person where you need coverage.

---

# Do I have enough data to do the things I want to do?

Activity	3 GB	10 GB	15 GB	20 GB+
Email	✓	✓	✓	✓
Web surfing	✓	✓	✓	✓
Facebook	✓	✓	✓	✓
Skype	✓	✓	✓	✓
Music streaming	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓
Youtube	✓	✓	✓	✓
Streaming TV	✓	✓	✓	✓
Downloading movies and TV	✓	✓	✓	✓
Downloading video games	✓	✓	✓	✓

---

**Key:** ✓ = I have enough data  
✓ = I might have enough data  
✓ = I need more data

---

## More Information



For more information  
contact ACCAN



Call  
02 9288 4000

Fax  
02 9288 4019

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



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

[Facebook.com/accanau](https://www.facebook.com/accanau)

[Twitter.com/ACCAN\\_AU](https://twitter.com/ACCAN_AU)





accan

**Australian Communications  
Consumer Action Network**

