

Tips for phone and internet consumers



Telecommunications
Industry
Ombudsman

Signing up for products and services

Check you understand what you are signing up for

Before signing up to a new product or service, check the [Critical Information Summary](#) and make sure you know:

- how long the contract is
- the plan's call and data limits, and when these reset
- what happens if you use more than your call or data limit
- what happens if you cancel the contract early
- the costs to buy any equipment you need to use the service.

Ask whether 'free' or 'included' products have any conditions

If your provider offers you a 'bonus' or 'free' product, ask whether there are costs or conditions attached to it. Consider whether you need the product and check how its value through the provider compares with the market.

Remember product advertising might not contain all the terms and conditions

Advertising generally focuses on the benefits of a product and service rather than your obligations. Check terms and conditions before you decide to sign up for anything – don't just rely on the advertising.

Think about whether the product or service is right for you

There are many products and services on the market and sometimes it can be difficult to understand their differences. If you are unsure about a product or service, ask your provider for information you can take away and read in your own time before deciding. Only sign up for a product or service when you are sure it is right for you.

Talk to your telco if you've signed up for something you didn't expect

If you have signed up for something you didn't expect, talk to your provider about what options are available. Depending on your circumstances, you may be able to change your plan or exit your contract.