



How to use your mobile phone



EasyRead guide

What is in this leaflet

Page



About this leaflet

1

Different types of phone

2



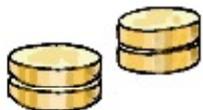
Paying for phone calls

3



Choosing a mobile phone

5



How much will phone calls cost?

6



Things that can help you

10



What to do if things go wrong

12



How to contact us

13



About this leaflet

This is an EasyRead leaflet about using your mobile phone.



Ofcom (the Office of Communications) wrote this leaflet.



We make sure TV, telephone, mobile and internet companies stick to the rules and run a good service.



If you would like more information, please contact us using the details on page 13.

Different types of phone



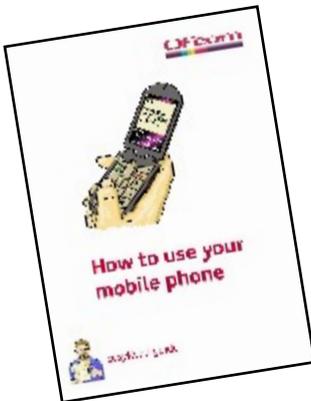
Nearly everyone in the UK has a phone. They can be a **landline phone** or a mobile.



- a **landline** phone is in a building like a house or office.



- you can make phone calls from a mobile phone nearly anywhere. Some phones can also send and receive messages and pictures or let you use the Internet.



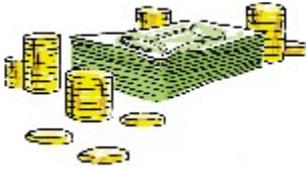
This leaflet is mainly about mobile phones.

There are 2 main things to think about when you choose a mobile phone:

1. How will you pay for using your phone?
2. what type of **handset** or phone do you want?

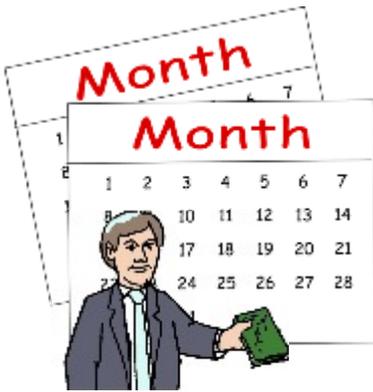


Paying for phone calls

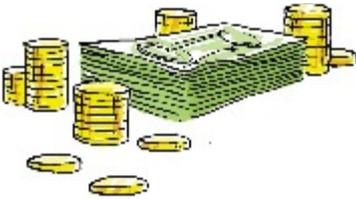


You can **pay monthly** (also called contract) or **pay as you go**.

Pay monthly



You agree to pay the same amount of money each month for a set number of minutes of phone calls, text messages and data (using the Internet).



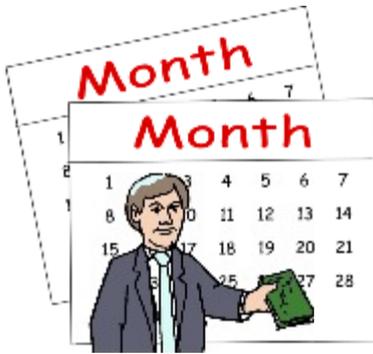
If you use more than this you will have to pay extra.



Using your phone abroad will also cost extra.



The contract (agreement) is usually for 1 or 2 years and includes the cost of the handset (the phone).



If you have a contract, you must pay the money every month until the end of the contract.



If you change to another phone company before your contract ends you may have to pay your phone company some money.



Pay as you go

You buy a phone and top up (buy more) time for phone calls. You can buy top-ups in local shops.



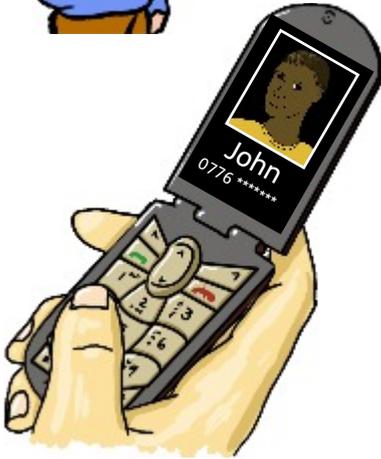
This means you know how much you are spending and can help you check that using your phone does not cost you too much.

It is good for people who do not make many calls.

Choosing a mobile phone



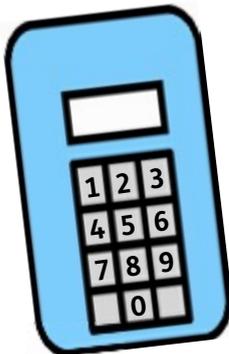
Some mobile **handsets** (phones) make it easier for you to phone people or answer calls.



For example, you can save phone numbers of people you know with their name or photograph and just find it and press it to ring them.



Their name or photograph will show if they phone you.



Other phones have big buttons, work well with hearing aids or are easy to make the sound louder.



It is a good idea to ask someone to help you choose a phone that is easy for you to use.



How much phone calls cost

This is an idea of what phone calls to some types of numbers might cost.



It depends on which phone company you use and what calling plan you have. A calling plan says how much different types of phone calls cost.



Phone calls to other mobiles

Mobile numbers begin with 07.

If you phone these numbers from a mobile phone it usually costs between 8 pence and 40 pence a minute for pay as you go.



Phone calls from one mobile phone to another are usually free if you pay monthly (as long as you have not already used the minutes in your contract for that month).



Phone calls to landline numbers

Most landline numbers in the UK begin with 01, 02 or 03.



If you phone one of these numbers from a mobile phone it usually costs between 10 pence and 40 pence a minute for pay as you go.



Phone calls to these numbers are usually free if you pay monthly (as long as you have not already used the minutes in your contract for that month).

Calls to 0800 numbers



You can phone 0800 numbers free from a landline but it can cost up to 31p a minute from a mobile phone.

You usually have to pay even if you pay monthly.



Calls to 0843, 0844, 0845, 0870, 0871, 0872, 0873 numbers

If you phone these numbers from a mobile phone it usually costs between 12p and 41p a minute.



Premium rate calls

Numbers that start with **09** are called premium rate numbers.

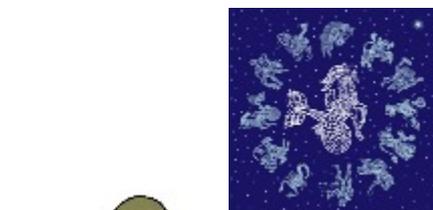
These are the most expensive numbers to phone and can cost up to £2.55 a minute from a mobile phone.

They are mainly used for things like:



- competitions

- TV voting



- horoscopes



- chat lines



- adult lines



- recorded information and professional advice services.



You can tell your phone company if you do not want to be able to ring these numbers from your phone.

Directory enquiries – finding someone’s phone number



Directory enquiries numbers start with 118.

Some companies have a set price of up to £2.55 to find the number then charge you up to £2.55 a minute for the phone call if they connect you.

Others charge from about £1.50 - £4.50 for each minute the phone call lasts.

Things that can help you



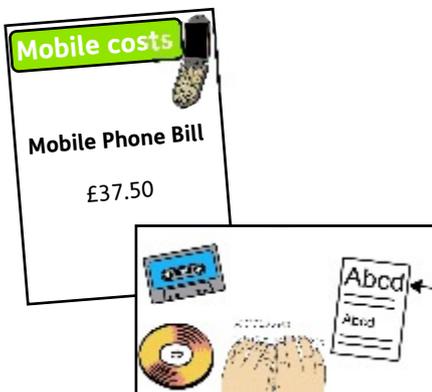
Ask your phone company about these things.

They are free for disabled customers who need them.



- **free directory enquiries** if you cannot read the phone book.

They will find the number and ring it so you can speak to the person. You just pay for a normal phone call and do not pay anything extra



- **bills** in large print, braille or electronic format



- **third party bill management** which means you choose a friend or family member to help you manage your bills.

If there is a problem, they can speak to the phone company for you. You need to tell your phone company the name of the person you have chosen



- **quick fault repair** if you depend on your landline phone because you are severely disabled or very ill.



This means you get it repaired as soon as possible if something goes wrong. It includes repairs at weekends and on bank holidays.



- **text relay** if you cannot hear well or speak clearly on the phone.



You can find out more about this on the website: **www.textrelay.org**

What to do if things go wrong



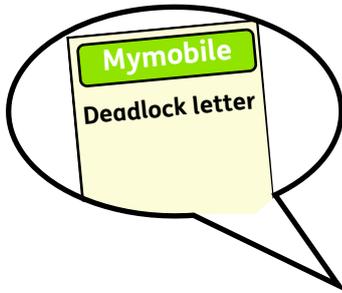
Tell your phone company if there is a problem with your phone or making calls.

If they do not sort it out quickly, tell them you want to make a formal complaint.



If the complaint is not sorted out after 8 weeks, you could use a free service called **Alternative Dispute Resolution (ADR)**.

All phone companies must belong to an ADR scheme.



Ask your phone company which one they belong to and also ask them for a **deadlock letter**. This says you cannot sort out the complaint between you.



Someone from the ADR scheme will look at the problem and decide what they think is fair.



This might mean the phone company has to say sorry to you or has to pay you some money.



To use ADR, ask your phone company for the contact details of the ADR scheme they belong to.

How to contact Ofcom

You can write to us at:

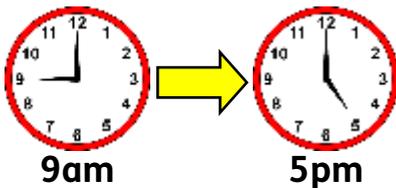


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2a Southwark Bridge Road
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Telephone:

0300 123 3333 or 020 7981 3040.



Monday to Friday
from 9.00 am to 5.00 pm.



Textphone calls only:

020 7981 3043



If you would like to talk to us using British Sign Language, please go to our website:



www.ofcom.org.uk/contact-us/video-relay-service

To use this service you need a computer, webcam and broadband internet connection.



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