



# TECH TIP TUESDAY!

## Mobile Phone Plans



### Choosing a Mobile Phone plan

There are many mobile phone and internet plan options available, and there is a lot to consider when choosing your mobile phone plan. In this handout we show you the types of plans available, items you will want to consider, the different service providers, and what they offer.

#### Types of plans

1. **Phone plans** – where you pay for a handset as well as the mobile and internet service over a 24 or 36 month repayment plan
2. **SIM Only plans** – you own the phone (BYO Phone) and only pay for services month-to-month
3. **Prepaid Plans** – you own a phone and pay for services before you use them.

#### Eleven requirements to consider

1. **Call limits** – how many calls you can make per month.
2. **Data** - What you will be using the internet for. There is no point paying for more data than you need, so check your current usage before buying a new plan.
3. **Coverage** - Where you live and travel to the most. If you live in the city there are plenty of options, but if you are remote or rural it is best to check coverage before locking yourself in
4. **Budget** – how much you can afford
5. **Contract** – do you want to be locked into a plan?
6. **Plan Type** - Do you need a phone plan/SIM Only plan or a prepaid plan
7. **Extras and deals** – It's worth looking at the extras you can get with some phone plans – like streaming services, data banking, international roaming and overseas calls.
8. **Personal Hotspot** - Can you personal hotspot and share data. Do you have other items you need to also connect to the internet?
9. **Unused data** - Does unused data roll over to the next month
10. **Leverage** - Can you leverage off plans that you already have
11. **Senior/Concession/Discount** – does this apply to you? Some providers offer discounted plans, but these are rarely advertised – you have to ask!

Note - **Keeping your phone number** – no matter what plan you choose you will always have the option to transfer your phone number. There are laws that protect your right to do so.



## Providers

### Three main providers

There are 3 major providers – Telstra, Optus and Vodafone whose also won the three mobile networks within Australia.

**Telstra** has the largest network, best coverage of 99.4% of the Australian population, often the fastest, however the most expensive.

- 4 simple plans
- All plans have generous data inclusions
- Data-free streaming of Apple Music with all plans
- Free access to NRL, AFL, AFLW, netball and A-league football streaming
- Jump on Australia's first 5G network if you have the right device

**Optus** – covers 98.5% of the population, a smaller network than Telstra, but not as expensive.

- Often great value for a new smartphone plan
- International calls and roaming included in some plans
- Phones can be paid off over 12, 24 or 36 months
- Optus Sport is a must for any European football plan!

**Vodafone** – has the least coverage out of the three – 96%, however if you are in a city or major town, you should comfortably be able to get coverage. They are the smallest of the three and provide a 30-day network guarantee.

- Largest global footprint
- \$5.00 per day international roaming – great way to travel with your smartphone
- No contract plans give control to the customer
- Bundling discounts with you sign up for an NBN internet plan
- Loyalty discount on the price of the latest smartphones



## **Smaller Providers - MVNOs**

There are also a lot of smaller (and usually cheaper) brands who resell access to those networks. These are known as Mobile Virtual Network Operators (MVNO). They use the same networks as the big three but at wholesale prices and then resell them.

They have lower overheads, small budgets, and don't always sell phones (Woolworths is the major exception, which has most Samsung and some smartphones available). They are often cheaper than the larger providers, largely the same coverage as the service of larger providers, and many plans are contract-free, so you can always leave if you are not happy. They tend to be SIM-only or prepaid, and not as full featured as plans from larger providers.

### **Some of Telstra's MVNOs**

Most Telstra MVNOs only have access to the Telstra wholesale network. The Telstra wholesale network reaches 98.8% of the Australian population, the full Telstra network reaches 99.4%. It is not significant but it could affect coverage in regional and rural areas.

- Aldi mobile
- Lyca Mobile
- Mate
- Tangerine
- Woolworths Mobile
- Belong
- Pennytel
- Telechoice
- Boost (the one with access to the entire Telstra network)
- NU Mobile
- Better Life Mobile
- Aussie Broadband

### **Some of Optus MVNOs**

Optus MVNO's have identical coverage to Optus

- Amaysim
- Spintel
- Coles
- iiNet
- Dodo
- Vaya
- Exetel
- Southern Phone



### Some of Vodafone's MVNOs

Vodafone MVNO's have identical coverage to Vodafone

- Hello Mobile
- TPG
- Kogan
- Lebara

<https://www.whistleout.com.au/MobilePhones/Guides/which-aussie-telco-has-cheapest-unlimited-phone-plan-now>

## Making the move

### How to choose the best plan for you

1. Create a table for your research
2. List your requirements (from the eleven requirements to consider) in the first column
3. List each of the providers you will investigate in the heading of the columns to the
4. Do your research and search for the answers to each of your requirements
5. Fill in the table and compare each of the providers

My Requirements	Telstra	Optus	Vodafone	Aldi	Aussie Broadband
1. Call limit					
2. Data pm					
3. Coverage	primary	primary	primary	Wholesaler	Wholesaler
4. Budget/Cost					
5. Locked in contract					
6. Phone Plan/SIM only plan/ Prepaid plan					
7. Extras/deals					
8. Personal hotspot/share data					
9. Rollover unused data					
10. Leverage off other plans					
11. Senior/Concession discounts					



## How to switch

1. Do not cancel your existing plan, you need this active to port your number across.
2. Back up your existing phone and any information on the existing SIM card.
3. Find a new plan and order a new SIM card online, over the phone or buy in-store.
4. During the sign up process, you will be asked whether you want to 'port' or transfer your existing number to the new account. Simply put your phone number and specify your current provider.
5. After you receive your new SIM card (or SIM card and phone), you activate it. Doing this begins the process of transferring your number.

Your old service will continue to work until the transfer has been completed. In most cases it takes a few minutes, however it could take a couple of hours or if you are unlucky a day.

**If you need any help with working out what plan is right for you and setting this up, please call on 03 9596 4547 to book an appointment or remote support.**

## Book a 1-on-1 appointment

If you require 1-on-1 **tutoring, technical support** or **security check** performed on your devices, please call our office on 03 9596 4547 or email [bookings@stayintouch.net.au](mailto:bookings@stayintouch.net.au) to book an in-home or remote appointment with one of our friendly staff.

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<https://www.eventbrite.com.au/e/102000702848>