

## CONSUMER AFFAIRS ADVICE

### USE THE PHONE'S SECURITY FEATURES TO PROTECT YOURSELF

Most phones have security features which you can use to stop other people using your phone. *For example* you can set a Personal Identification Number (PIN) which must be entered before anyone can use the phone.

The feature protects you from someone who might be tempted to 'borrow' your phone and make a few expensive calls without your knowledge.

#### **WHAT IS AN IMEI NUMBER**

Every mobile phone has a special 15-digit electronic serial number known as the International Mobile Equipment Identity (IMEI) number. Dial \*#06# to find out your IMEI number, and keep it in a safe place in case your phone is lost or stolen.

#### **REPORT YOUR LOST OR STOLEN PHONE IMMEDIATELY**

Report your lost or stolen phone to your service provider (eg Telstra, Optus etc) immediately, tell them your IMEI number and they will be able to block your handset so even if the thief changes the SIM card, your phone will be totally useless. Report it to the Police as well.

#### **Act fast to stop expensive calls being made from your phone.**

#### **PROTECT YOUR PERSONAL INFORMATION**

If you decide to sell your old mobile phone or give it away, it is important to protect your personal information

**Did you know** that the information stored on the phone SIM card may also be stored on the phone memory?

Some people remove the SIM card from their phone believing that they have deleted all of their personal information. If the phone memory is not deleted, the new phone owner may have access to your stored phone lists, stored bank account details and other personal information.

**This information is provided as a guide only, and consumers are urged to contact Consumer Affairs for further information on their rights and responsibilities under the relevant Acts.**

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