

Lost or misplaced mobile phones

If your mobile phone is lost or misplaced someone else may be able to use it and incur costs on your account.

Telecommunications providers have terms and conditions that generally deal with this issue. However they consider that charges incurred on your account, whether it is by the phone or the sim card that goes with the phone, are your responsibility.

Your liability to pay the charges can be minimised by having password protection on your phone so that other people cannot use it. Do not give anyone the password because they can use the phone and you will be liable for the cost of the services they use.

If your phone is lost or stolen you must notify your service provider as soon as you know it is missing or stolen. This will allow the provider to block the sim card from incurring any further charges. You will be liable for all charges before you notify the provider of the loss or theft. Some of the service providers require you to provide them with a police report detailing the loss or theft. You can do this by going to the nearest police station and telling them what happened to your phone.

TDR considers the service provider should not charge you for any services used by the phone after you have notified them of the loss. If you have any difficulties with the telecommunications provider you can **contact TDR on 0508 98 98 98** for assistance.