

# CHECKLIST MOBILE PHONE

You can use this checklist to note down important things that can help you decide on the most suitable telephone contract or rate. You can then also take the list into the shop or complete it with a person of your trust.

## WHAT SHOULD YOU LOOK OUT FOR?

- Do not sign a contract right away in the shop.
- Take someone with you who speaks good German.
- Take these documents with you:
  - Passport
  - Residence permit
  - Bank details (account number, BIC and IBAN)
- Do not sign anything if someone comes to your accommodation/flat, or if they approach you on the street or at the train station.



## BEFORE SIGNING

? How much do you want to pay each month; how much can you afford?

? Which countries would you like to call?

? How much does a call to (name of the country) cost per minute?

? Is there an overseas flat rate to (name of the country) and how much does it cost?

? Do you use messenger services, social networks and do you want to download videos?

Yes

No

? What data volume do you require every month?



# CHECKLIST MOBILE PHONE

## WHAT DOES THE CONTRACT CONTAIN?

? How much data volume does the data flat rate contain?

? How soon can you cancel the contract?

? Do you need a smartphone?

Yes  No

? Does the contract have a 24-month term?

Yes  No

If "No", how many months

? How much does the smartphone cost?

One-off:

per month:

? By how many months is the contract extended if it is not cancelled in time?

? How much are the total costs per month?

**Note:** You have to pay basic monthly costs over the entire contract duration, for example 24 months.

## THE CONTRACT DOES NOT HAVE A DURATION, IT IS A PREPAID CONTRACT

? Where can you buy / top-up your credit?

in different shops

on the Internet

? How can you pay for the credit?

i **ARE YOU UNSURE?**

Get independent and neutral advice! You can get further information from your Consumer Advice Centre (Verbraucherzentrale). [www.verbraucherzentrale.de](http://www.verbraucherzentrale.de)

Gefördert durch:



aufgrund eines Beschlusses  
des Deutschen Bundestages

**verbraucherzentrale**