

PROBLEMS WITH MOBILE PHONES

Dealing with problems on mobile phones

Call Your Provider

Most UK mobile phone operators have call centres and staff in place to deal with nuisance callers who may be bothering you. Each company may have a slightly different way of handling complaints but generally they will offer you the same options. You may be able to change your mobile number, or even block the nuisance caller or bully. However, this is not always possible and it is important to remember action can only be taken against someone's phone account with police involvement.

Details of how to contact the phone operators:

- O2 - 08705214000 or email ncb@O2.com
- Vodafone - call customer services on 191 from a Vodafone phone or on any other phone call 08700700191 for Pay Monthly customers or on 08700776655 for Pay as you go.
- 3 - Call 333 from a 3 phone, or 08707 330 333.
- Orange - for Pay As You Go customers, call 450 on an Orange phone or 07973 100450. For Pay Monthly customers, call 150 from an Orange phone or 07973 100150.
- T-Mobile - customer services on 150 from your T-Mobile phone or on 0845 412 5000 from a landline, or email using the 'how to contact us' section of the **T-Mobile website**.

Check your network's website for customer service numbers.

Go to www.thinkuknow.co.uk to get further information about:

- Your number
- Camera phones
- Bluetooth issues
- Harassment
- GPS tracking