



# WAP services

**This sheet explains how mobile internet browsing works, how you are charged for it, and what to do if you have any problems or complaints.**

WAP is the technical term for the internet on your phone. You can access it directly using your phone's browser button, or through links in text messages. But the important difference when it comes to using the internet on your phone is that you can be charged for browsing in a way you would not when using a computer.

## Premium rate services

- Not all WAP services are provided free. For example, several companies offer pictures or videos to download to your phone. These are known as premium rate services, because you have to pay extra charges on top of your normal phone bill.
- These charges will be taken from your 'pay-as-you-go' credit, or added to your bill. It should be clear on your phone bill what all charges are for.
- A single download typically costs £1.50, but of course if you download more than one item from a particular site you will be charged accordingly, so it is possible to stack up a fairly large bill.
- In addition, when it comes to premium rate services, you may be charged for browsing, even if you don't download specific content, such as pictures or videos. Scrolling down on

a particular site can count as viewing several 'pages' and you can be charged for each one. Prices vary depending on your particular mobile network and price plan.

## Who charges you for using WAP?

There are two sorts of charges that can apply when you use WAP. The main charge to you will be from the company running the website, who can charge you for downloading or viewing a page. In addition, your phone company (e.g. Orange, Vodafone, etc.) can add on a 'data charge' for viewing the web on your phone. Depending on your price plan, you may have to pay according to how much you use the internet on your phone, or you may have unlimited access or charge-free access up to a certain point as part of a package. Details of this can be found on your phone bill. If you 'pay-as-you-go' for your phone, charges for WAP will come off your existing credit.

## Queries and complaints

If you need to find out more about these WAP charges, or think you have been overcharged, you can contact the company providing the service (videos, wallpapers, etc.). Alternatively, if you think your phone company has wrongly charged you for premium rate services, you can contact them to clear it up. If you are unhappy with the response from either or both the phone company and the content provider, PhonepayPlus can take the matter further on your behalf. Call 0800 500 212 or go to: [www.phonepayplus.org.uk/output/Make-a-complaint.aspx](http://www.phonepayplus.org.uk/output/Make-a-complaint.aspx)