

WHICH KIND OF PHONE?

The first decision is the kind of phone, rather than the model. If you're happy with the type of phone you have now, sticking with it makes the move much easier, as your apps, photos and contacts transfer more smoothly and everything works in a familiar way.



An iPhone

Benefits: Simple, consistent and very well supported, typically receiving updates for six years or more. It works seamlessly with an iPad or Mac, and FaceTime makes video calls with family easy.

Drawbacks: It costs more than many Android phones, and can't easily share some things with Windows computers.



An Android phone, such as Samsung or Google Pixel

Benefits: A huge choice of sizes and prices, and works well with a Windows computer and Google's services. Samsung and Google now promise six to seven years of updates on many models.

Drawbacks: Cheaper models from some makers receive updates for only two or three years, so check before buying.



A simple phone, such as Doro

Benefits: Large buttons, a clear screen, a long battery life and often an emergency button that calls a family member.

Drawbacks: It can't run apps such as WhatsApp, online banking or video calls, which family may expect you to use.

Many families find it easiest when everyone uses the same kind of phone, as it makes video calls, sharing photos and helping each other much simpler.

WHAT TO LOOK FOR

- **Years of updates.** The most important thing, and the easiest to overlook. A phone that stops receiving security updates becomes risky to use for banking and email. Look for at least five years from when the phone was launched.
- **Storage.** 128GB is enough for most people, but choose 256GB if you take a lot of photos and videos.
- **Screen size.** A larger screen is easier to read and type on, but harder to hold in one hand and to fit in a pocket. Try one in a shop if you can.
- **Battery life.** Most modern phones last a full day. Reviews will tell you which last longer.

GOOD-VALUE PHONES WE'D RECOMMEND

Phone	From	Updates
Apple iPhone 17e	£599, with 256GB	Typically six years or more
Samsung Galaxy A57	£529, with 256GB	Six years
Samsung Galaxy A37	£399, with 128GB	Six years
Google Pixel 10a	£599, with 128GB	Seven years
Samsung Galaxy A17	Around £170, with 128GB	Six years

Prices correct in October 2026, and often available for less. The Galaxy A17 is our pick on a tighter budget. Other low-cost phones, including many from Motorola, receive updates for only two or three years, so we don't recommend them. For a recommendation tailored to you and your budget, just get in touch.

MAKING IT EASIER TO USE

Every modern phone can make text larger and simplify the screen. iPhones have **Assistive Access**, and Samsung phones have **Easy mode**, both of which show fewer, bigger buttons. We can set these up for you.

HOW TO PAY

1

USUALLY
CHEAPEST

Buy the phone outright, with a SIM-only deal

Benefits: You own the phone, and SIM-only deals are inexpensive. A 30-day rolling deal lets you leave at any time if the price rises or something better comes along.

Drawbacks: You pay for the phone upfront, although some retailers offer interest-free credit.

2

CONVENIENT

A phone on contract

Benefits: No large upfront cost, as the phone is paid for in monthly instalments alongside your calls and data.

Drawbacks: You're tied in for two or three years, often paying more overall, and the monthly price rises each April by an amount set at the start. When the phone is paid off, switch to a SIM-only deal, or you may keep paying for a phone you already own.

R

GOOD
VALUE

Refurbished

Benefits: A nearly new phone for much less, which is also better for the environment.

Drawbacks: Batteries wear with age, and a refurbished phone's may hold noticeably less charge than a new one. Look for battery health of at least 85%, or pay a little extra for a new battery where offered. Buy only from a reputable seller with at least a year's warranty, and check that the phone still has several years of updates left.

BEWARE OF UPGRADE CALLS

Scammers call pretending to be from your network, offering an early upgrade or a better deal, and ask for your account details. Your network won't mind you hanging up and calling it back on the number on your bill. Our [Guide to Spotting Scams](#) explains more.

MOVING TO YOUR NEW PHONE

Your contacts, photos and messages can usually be moved across in one go during setup, as long as your old phone has been backed up first.

1. Before you start, make sure your old phone is backed up: to iCloud on an iPhone, or to your Google account on an Android phone.
2. Have your Apple or Google password to hand, along with any passwords for your email and other accounts.
3. Keep the old phone charged and nearby while you set up the new one, as most phones transfer everything directly between the two.
4. WhatsApp needs backing up separately, from its own settings, before you switch.
5. Check that your banking apps work on the new phone before you reset the old one. Some need to be set up again with a code from your bank.

YOUR OLD PHONE

Once everything is on your new phone, sign out of your Apple or Google account on the old one, then reset it to erase your information. You can trade it in, give it to family, or recycle it at the shop or your council's recycling centre. Our [**Guide to Backing Up**](#) explains how to keep your photos safe.

KEEPING YOUR NUMBER

To move to a new network and keep your number, text **PAC** to **65075** from your current phone. You'll receive a code by text, free of charge, to give to your new network.

WE CAN HELP

We can recommend a phone to suit you, set it up, move everything across from your old one and make it easier to use, from larger text to simpler screens.