

Premium Services - Mobile

1) What are premium services?

A premium service is a phone call to content, live or pre-recorded advice. Premium service calls usually start with a 190, 19, 188 prefix or an international access code.

Examples of premium service calls include: psychic lines, weather services, financial information, adult entertainment or voting lines. Mobile phone users can also access premium data services such as sport, news, ring tones and competitions.

Premium services are charged differently to standard telephone calls, however they are paid for by customers through their mobile bills in the normal way.

2) Financial risks associated with premium services

Premium services, which can be more expensive than standard calls, can result in unexpected high bills. You may not realise that certain calls are charged at higher rates than standard calls. Risks from using premium services include the incurring of an unexpected high bill, potential financial difficulty in repaying the bill and suspension, limitation or disconnection of your mobile service. Non-payment of the bill could lead to credit action, which could reduce your ability to obtain credit for other purposes in the future.

3) Charges associated with premium services

The cost of a premium service call can range from several cents to a few dollars per minute.

Flat rate – this is where you are charged a fixed amount for each call you make, or for each message sent or received. It is a good idea to keep track of how many calls you make or messages you receive as the cost can quickly add up.

Timed rate – this is where your calls are timed and charged at a per minute rate or other time unit used by the supplier. A fixed set up charge or connection fee may also apply. Keeping track of how long you spend on the call will help you keep your costs to a minimum.

Data volume – charges are determined on the basis of the amount of data you download or via the data connection on your mobile

Some premium services are charged once-off for multiple use or deliveries (eg. A monthly fee for daily items), or for each use or delivery (eg. daily horoscopes).

4) Liability for cost

You are usually responsible for the cost of any calls made from your mobile, including calls made by family and friends, even when made without your knowledge.

There are a number of specific rules that relate to the provision of premium services aimed at ensuring that customers are fully informed about the price and content of the services. If these rules have been broken, your provider may not be able to ask you to pay for the service.

5) What actions can you take to restrict premium services?

You can restrict or activate barring to some or all of the following premium services:

SMS and MMS services, Optus Zoo, WAP and GPRS services, International and 190 calls, all types of outgoing calls.

Please call us to activate or discuss these options further.

6) Complaints and Inquiries

If you have a problem with your bill charges or premium services, please contact us directly on 1300 881 778 or in writing to:

ACN Pacific Pty Ltd
PO Box 667
North Sydney NSW 2059

Premium Services - Mobile

If you are not satisfied with the outcome of our complaints resolution process, you can contact the Telecommunications Industry Ombudsman (TIO), who provides a free and independent dispute resolution service for small business and residential consumers.

Please note that the TIO is an office of last resort, so you must attempt to resolve your complaint with us before making a complaint to the TIO.

If your complaint concerns the advertising and/ or the content of 190 services, it should be directed to the Telephone Information Services Standards Council (TISSC). The TISSC is an independent regulatory body that sets standards for these services through a Code of Practice. Please note that the TISSC does not deal with telephone billing disputes or complaints about services that are not 190 premium rate service numbers.

The Australian Communications Authority (ACA) is the governmental regulatory body for telecommunications in Australia. While it does not have a specific complaint-handling role in relation to bills for telecommunications services or premium services, it monitors telecommunications companies' compliance with consumer safeguards and service guarantees.

Telecommunications Industry

Ombudsman

Website www.tio.com.au

Phone 1800 062 058

Fax 1800 630 614

Email tio@tio.com.au

Address PO Box 276 Collins Street
West, MELBOURNE VIC 8007.

Telephone Information Services Standards Council

Website www.190complaints.com.au

Phone 1300 139 955

Email tissc@tissc.com.au

Address PO Box K1021,
HAYMARKET NSW 1240

Australian Communications and Media Authority (ACMA)

Website www.acma.gov.au

Phone 03 9963 6800

Fax 03 9963 6899

Address PO Box 13112, Law Courts,
MELBOURNE VIC 8010

Contact Details

ACN Pacific Pty Ltd

Customer Service: 1300 881 778

Monday – Friday: 7am – 11pm AEST

Saturday: 8am – 8pm AEST

Sunday: 9am – 6pm AEST

Hours of operation on Public Holidays will differ from the above.

Visit www.acnaustralia.com.au for more information on ACN's products or the ACN opportunity.