

## **PREMIUM SMS / MMS SERVICES**

### **What are Premium SMS / MMS services?**

Premium SMS / MMS services are called “premium” because users are charged a premium for using the service. This means they cost more than a standard SMS (text message) or MMS (multimedia message).

Examples of Premium SMS / MMS services include...

- news updates;
- sports & weather reports;
- competition entry;
- reality TV voting;
- dating & psychic “chat”;
- ring tones & wallpaper;

...that are sent **or** received as an SMS/ MMS message to your mobile phone. These services usually have a 6-8 digit number beginning with “19”.

### **How are charges for Premium SMS / MMS services incurred?**

Charges for Premium SMS / MMS services can be expensive & may be calculated in different ways including...

- a ‘sign up’ cost;
- a charge for every message sent or received; and/or
- a combination of cost per message & the amount of data downloaded - for example, a charge for the ringtone or game plus a download charge from your phone company.

Some services are once-off (e.g. 55 cents per message sent) but others can be **subscription services** that send multiple messages to your mobile phone & charge a premium cost each time you send and/or receive messages.

Individual subscription services can usually be terminated by sending “STOP” to the short-code (19 number) associated with the service. See **[www.19sms.com.au](http://www.19sms.com.au)** for further details.

### **Can I prevent Premium SMS & MMS on my Service?**

Yes & it is easy & fast! You can activate barring to prevent all incoming & outgoing Premium SMS / MMS services.

**How can I request barring of Premium SMS / MMS service?**

Call our Customer Service Team on 1300 880 190.

**Is there a charge for barring Premium SMS / MMS services?**

No, there are no fees.

**How long it will take for the barring of Premium SMS / MMS to be activated?**

After receiving the request from a customer, it will take up to 1 business day before barring is activated. After the activation, you will not be charged for Premium SMS / MMS services.

**Will barring of Premium SMS / MMS services affect my other services?**

No, it will not affect other services.

**How do I lodge a complaint about Premium SMS / MMS services?**

If you have complaints about Premium SMS / MMS services, such as consenting to receive them or continuing to receive them after requesting they cease, the first step is to contact the provider of the services on the helpline provided in their adverts or in the “welcome message” you received from the service.

If you do not achieve a resolution with the provider of the service, please contact our Customer Service Team on 1300 880 190.