

## **WHAT ARE PREMIUM SERVICES?**

Premium services are content or live advice services which can be accessed via a phone call, messaging service (eg. SMS) or mobile data connection (eg. GPRS/WAP). These service numbers usually start with a 188X, 19X, 190X prefix or an international access code. Examples of premium services can include sex services, psychic lines, weather services, voting lines for TV shows or competition lines, and high school test result hot lines. You can also access some of these services through another provider by dialling their over-ride code followed by the service number. Proprietary network services also offer premium data services. Examples include news updates, sports or weather reports, ring tones or wallpaper.

### **How can you be charged?**

You can be charged for premium services in several ways:

**Flat rate** - this is where you are charged a fixed amount for each call you make. It is a good idea to keep track of how many calls you make as the cost can quickly add up.

**Timed rate** - this is where your calls are timed and usually charged at a rate per minute determined by the content supplier. A fixed set up or connection fee may also apply. Keeping track of how long you spend on the call will help to keep your costs to a minimum. [The average cost of a premium service can range from several cents to a few dollars per minute, depending on the service and supplier].

**Calls from mobile phones** - if you are accessing a premium service from a mobile phone, additional costs such as charges for the volume of data downloaded via a proprietary network may also apply. Some premium service calls will charge a flag fall for connecting the call, in addition to a per minute rate for airtime.

**Internet dumping** occurs when your modem disconnects your Internet connection and reconnects to an international number by using Internet dialler software. This can lead to unexpected high bills. Further information can be obtained via the Australian Communications and Media Authority website at [www.acma.gov.au](http://www.acma.gov.au).

### **How to Avoid Unexpected High Charges**

To avoid unexpected bill charges, you should be aware of the premium rates being charged, how the premium rates are applied (eg. fixed or timed), and who has access to your phone.

You are usually responsible for the cost of any calls made from your phone or mobile, including calls made by family and friends, even when those calls are made without your consent or knowledge. There are a number of specific rules that providers must follow aimed at ensuring that customers

are fully informed about the price and content of the service. If these rules have been broken, you may not have to pay for the service.

Note: If you are deaf or have a hearing or speech impairment and wish to make calls to premium service numbers via the National Relay Service, then you must have an account with Australian Communication Exchange (ACE) and you will be charged for the calls.

### **What steps can you take to lessen the risk of high, unexpected bills?**

You can bar access to some or all premium services using one of the following options:

#### **YOUR PHONE:**

Barring only 190 calls. This means all calls to 190 numbers are barred permanently.

Barring all calls (excluding local calls). This means all national, international, calls to mobiles and calls to 190 numbers are barred permanently. Note: When you permanently bar calls with us, you may still be able to make long distance and international (including international premium services) calls using another carrier's Override Code.

Temporarily bar all calls (excluding local calls) using Call Control. For a monthly fee, you can temporarily bar calls to mobiles, national, international and 190 calls. We provide you with a PIN, which you can use to activate or de-activate the bars. Note: Even if you have barred calls using Call Control, you may still be able to make long distance and international (including international premium services) calls using another carrier's Override Code.

Barring access to Override Codes. Override Codes are numbers which allow customers to use other carriers on a call by call basis for long distance and international calls. The other carrier determines the call rate applicable to such calls. You can instruct us to bar access to other carrier's Override Codes.

Note: We may bar certain call types if the terms and conditions of your telephone plan do not allow those call types to be made.

#### **YOUR MOBILE:**

Use a PIN on your mobile handset. Refer to your mobile phone manual for instructions on keypad security locks and PIN access code that can be activated via the handset directly.

Bar IDD and Premium Services. You can ask us to bar all numbers starting with 190 and international calls.

Bar SMS. You can ask us to bar outgoing SMS, which will still allow incoming text messages, but restrict outgoing messages.

Bar Access to Internet. You can ask us to remove WAP/GPRS internet access.

### **Concerned about your use of premium services?**

Please contact Commander Customer Service 1300 880 190 as early as possible if you have concerns regarding the usage of your service or your ability to pay by the due date.

Failure to pay your bill may result in suspension or disconnection of your service, and could potentially affect your credit rating. This can, in future, reduce your ability to obtain credit for other purposes.

You may engage a Financial Counsellor to assist you when you contact us. Please consult your telephone directory.

If we are unable to resolve this matter for you, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort for complaints about telephone, mobile and Internet services.

Freecall: 1800 062 058 Freefax: 1800 630 614 TTY: 1800 675 692 Translator and Interpreter Service: 131 450

Phone: 03 8600 8700 Fax: 03 8600 8797 Mail: PO Box 276 Collins Street West Melbourne VIC 8007  
Website: [www.tio.com.au](http://www.tio.com.au) Email: [tio@tio.com.au](mailto:tio@tio.com.au)

If you have a complaint about the content of a 190 service you can contact the Telephone Information Services Standards Council (TISSC). TISSC investigates complaints about message content and advertising of 190 Premium Services.

Phone: 1300 139 955 Fax: (02) 9211 4447 Mail: 190 Complaints PO Box K1021 Haymarket NSW 1240  
Website: [www.tissc.com.au](http://www.tissc.com.au) Email: [tissc@tissc.com.au](mailto:tissc@tissc.com.au)

You can also contact the Australian Communications and Media Authority (ACMA) for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

Phone: For calls from Melbourne: (03) 9963 6800 For calls outside Melbourne: 1300 850 115 Fax: (03) 9963 6899 Mail: PO Box 13112 Law Courts Melbourne VIC 8010 Website: [www.acma.gov.au](http://www.acma.gov.au)