

# Premium Services Notice

CMOBILE as a mobile service provider is required by the Australian Communications and Media Authority (ACMA) to advise you about Premium Services and how you can lessen your risk of exposure to unexpected high bills.

## What are Premium Services?

Premium Services are:

- voice or data services, including short message services (SMS) starting with a dialled prefix of 188, 190, 191, 193, 194, 195, 196, 197, or 199; or
- voice or data services which are used to supply content, including SMS and services accessed by dialling an international number (i.e. telephone numbers dialled using 0011 & country code & number or '+' symbol & country code & number).

## Common examples of Premium Services may include:

- astrology, clairvoyant and psychic services;
- chat, dating and sex services;
- competition entries and voting;
- news, finance, sport and weather services; and
- ringtones, downloads, logos and picture messages.

Content provided under these Premium Services can be supplied by voice, recorded voice announcement, SMS, picture message or by other means.

## What access is available to Premium Services?

Normally when first connected to CMOBILE, access to Premium Services and international calls from your service will be enabled. You can contact CMOBILE customer care on 1300 545 000 to bar access to Premium Services and international calls.

## What is my financial liability for Premium Service charges?

In accordance with our Standard Agreement, usually you will be liable for the full cost of all Premium Service calls made from your service, even if you did not make those calls yourself. There are a number of specific rules that relate to the provision of Premium Services aimed at ensuring that you are fully informed about the price and content of the services. If we have broken these rules, we may not be able to ask you to pay for the Premium Service.

You should always check the cost of a Premium Service before you use it. You should also keep track of how many Premium Service calls you make, and how often and for how long you access Premium Services as the cost can quickly add up. In some circumstances this may lead to you receiving unexpected high bills, incurring a significant financial liability, and could lead to you suffering financial difficulty. If you fail to pay your phone bill, it could result in us restricting the use of your service, and ultimately could result in a default in your record with credit rating agencies, which could reduce your ability to obtain credit for other purposes in the future.

## How do I prevent or control access to Premium Services?

Normally, access to Premium Services from your service will be enabled. However, you can call CMOBILE customer care on 1300 545 000 to bar access to Premium Services and international calls. If you have barred Premium Services and international calls, you can also contact CMOBILE customer care on 1300 545 000 to unbar these services at any time. Please note that if international calls are barred, Premium Services will be barred by default.

As you will be liable for all calls made from your service even if you did not make those calls yourself, you should carefully consider to whom you allow access to your service. You may find it helpful to

read the user guide for your particular handset to find out how your handset may be locked to help prevent unauthorised use of your service.

### **What are the charges for Premium Services?**

Premium Services are generally more expensive than standard voice, data and SMS services. A provider of a Premium Service (the Premium Service Provider) is required to publish a rate for the Premium Service, and should disclose in any advertising that the rate for the Premium Service may be higher when calling from a mobile service.

CMOBILE as a mobile service provider normally charges Premium Services with a mark-up (which can be up to 18% higher than the Premium Service Provider's advertised rate for Premium Services), in addition to the applicable rate for calls on your service.

As CMOBILE's charges for Premium Services includes:

- a Premium Service charge (including CMOBILE's mark-up); and
- a CMOBILE call charge at applicable rates,
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you may find that the Premium Service charge appears separately to the call charge on your CMOBILE bill.

### **How do I make a complaint about Premium Services?**

Should you have a complaint about the charges for Premium Services on your CMOBILE bill you can contact CMOBILE customer care team by telephone on 1300 545 000, by email to [support@cmobile.com.au](mailto:support@cmobile.com.au) or by sending a letter to CMOBILE Pty Ltd, PO Box 21140, World Square NSW 2002.

If you are not satisfied with the way your complaint has been handled by CMOBILE you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For more information about the TIO please see their website at [www.tio.com.au](http://www.tio.com.au).

If you wish to lodge a complaint about the content of a Premium Service, or the way a Premium Service has been advertised, you may contact the Telephone Information Services Standards Council (TISSC) by on telephone 1300 139 955. For more information about the TISSC please see their website at [www.tissc.com.au](http://www.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 and you may contact the ACMA by telephone on 1300 850 115. For more information about the ACMA please see their website at [www.acma.gov.au](http://www.acma.gov.au).