

OVERVIEW

The Australian Telecommunications Industry created the Telecommunications Consumer Protections (TCP) Code, after consultation with regulators and consumer groups. The Code contains a set of rules designed to protect the rights of consumers and to clearly spell out the obligations of retail telecommunications service providers. Most of the Code rules apply from 1st September 2012.

The TCP Code is registered by the Australian Communications and Media Authority (ACMA).

CRITICAL INFORMATION SUMMARY (CIS)

CommsChoice has always been compliant with industry regulation, and we always continue to improve internal processes and procedures to assist our customer to make informed business decisions. So what does this mean for you? From 1 March 2013, our product information sheet will be renamed to “Critical Information Summary” which we will provide to all new customers before you buy a new service or sign a new contract with CommsChoice.

This document will include:

- a description of the service or product with details like what is included and excluded;
- pricing information, such as minimum and maximum charges and the costs of making a two (2) minute call, sending a text or using one (1) megabyte (MB) of data within Australia;
- how much you will have to pay if you end a contract early; and
- how to contact our customer service.

SIGNING UP OR BUYING

CommsChoice will also provide you with additional information such as: -

- describing our products and services accurately without leaving important information out, in a way you can understand;
- providing you with accurate information about our wholesale carriers network coverage, on our website;
- providing you with information about international roaming, e.g. the basic charges and whether roaming is already activated when you buy the service, on our website;
- obtaining your consent before you sign a contract and check that you are legally able to sign a contract;
- advising you of the reasons why, if we refuse to provide you with a service;
- making information available about any of our services that specifically cater to consumers with a disability;
- being able to communicate with you in English and do so courteously; and
- providing our Standard Form of Agreement Contract (SFoA) on our website.

ADVERTISEMENTS

From 27 October 2012, some rules about advertisements changed. CommsChoice have simplified the way we advertise included value plans so that they are easier for you to understand, e.g. most of these advertisements tell you the cost of:

- a two (2) minute national call;
- a national SMS (text message); and
- one (1) megabyte (MB) of data usage in Australia.

YOUR BILL

In most cases, having a contract means CommsChoice must regularly provide you with a bill. CommsChoice bills are:

- easy to read and understand;
- for most included value mobile plans, provide you with your two previous months' bill totals to enable you to track your expenses;
- provide you with at least one way for you to pay your bills without being charged a fee; and
- upon request give you billing information for up to six years if you ask for it *(charges may apply).

CommsChoice does not need to provide you with a bill if:

- you pay by direct debit;
- the charges per billing period are the same as the fixed amount in each billing period; and
- you have agreed that you will not receive a bill unless the bill is more than ten percent (10%) higher than that fixed amount.

KEEPING TRACK OF WHAT YOU SPEND

- From September 2013, CommsChoice will notify you of how much of your included value you have used so far (for SMS, Voice and Data).
- Depending on what service you have, CommsChoice might notify you when you reach:
 - fifty percent (50%) of your allowance;
 - eighty five percent (85%) of your allowance; and
 - one hundred percent (100%) of your allowance.
- This notification can occur by SMS, email or online.
 - for data usage it will commence from September 2013 and notifications for SMS and voice usage will commence from September 2014.

DEALING WITH A PROBLEM

- It is in both CommsChoice and your interests to solve any problems you have in the first instance. CommsChoice has a complaint handling procedure to deal with your complaints, or fix any problems.
- This is what you can expect:
 - complaint handling procedures are easy to understand;
 - complaints will be resolved within 15 working days;
 - if CommsChoice proposes a solution to a problem, we will ask if you are satisfied with the proposed solution. If so, CommsChoice will implement the solution within 10 working days;
 - if you are not satisfied with the proposed solution or if the complaint is taking too long to work through, CommsChoice will tell you about how your complaint could be handled at a higher level. If you ask for your complaint to be escalated, CommsChoice will also do that; and
 - if you are still not satisfied with how CommsChoice has handled your complaint, we will inform you that you can complain to the Telecommunications Industry Ombudsman (TIO) by contacting them at www.tio.com.au