

DR C637 2011 Incorporating Variation No 1 2017 Mobile Premium Services

Public Comment Submissions

July 2 2017

D Pluckhahn - Individual

My elderly mother recieved a \$60 MPS service charge on her June 2017 Telstra mobile phone bill for music and games that she did not request. Her 5 and 8 year old grandchildren had been playing games on her phone and she was always wary to turn the phone to flight-mode while they used it to avoid them making purchases, even though the phone was not connected to a credit card. On the Telstra bill it gave a number to the service provider and it was easy to unsubscribe, although she still has to pay the bill for unwanted and un-used services.

July 11 2017

A Miller - Individual

I Strongly disagree with the opt out mechanism. There are multiple providers who sign you up without your explicit consent. I have been signed up on a data only sim in a modem where SMS are able to be easily checked or replied to. You SHOULD MAKE IT OPT in.

July 12 2017

R Oxby – Individual

There needs to be a double opt-in requirement for all premium services. Too many Content Suppliers ignore the guidelines and charge you for clicking something completely different to an "Agree", "Subscribe" or "Pay with<carrier name>" button! A double opt-in would prevent these deceitful subscriptions, protecting the reputation of the Content Suppliers and End Carriage Suppliers, and not present a significant barrier to legitimate customers.