

**As a consumer of telecommunication services and products, you have a right to the following information, at any time:**

- If your provider won't give you full service for credit reasons, what are they, and what you can do about it
- If you want to limit your spend, can you, and how
- How and when you will be billed
- If you don't understand your bill, who you can contact, and what you have to be told
- What your provider can do with your personal information, what they can't do, and how you can protect your privacy
- What your contract says and how you can get a copy of it
- Under the Government's **Customer Service Guarantee (CSG)**, various protections exist to protect residential and small business customers from poor telephone service.
  - Therefore, if you have asked for a service to be connected to your home, you are entitled to information about when it should be connected, and what you are entitled to if it doesn't occur at the agreed time. In addition, if your home phone has a fault, when it should be repaired, and what you can do if it isn't.
  - For further information about the CSG, contact the Australian Communications and Media Authority (ACMA's) Industry Performance Team on:
    - Telephone: 03 9963 6800
    - Fax: 03 9963 6899
    - Email at [service.guarantee@acma.gov.au](mailto:service.guarantee@acma.gov.au)
- If any terms and conditions of your service have been changed to your detriment, what you can do about it
  - A range of consumer safeguards apply to ensure that consumers receive clear, correct and complete information and that the contracts they sign are fair.
  - For further information about telecommunication contracts ACMA has produced a useful Fact Sheet at [http://www.acma.gov.au/acmainterwr/consumer\\_info/fact\\_sheets/consumer\\_fact\\_sheets/fsc78.pdf](http://www.acma.gov.au/acmainterwr/consumer_info/fact_sheets/consumer_fact_sheets/fsc78.pdf)

**Telecommunications Industry Ombudsman (TIO)**

Established in 1993 by the Australian Federal Government, the TIO provides a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia who have a complaint about their telecommunications service.

The TIO is an office of last resort. This means that you should always contact your service provider in the first instance if you require information or have a complaint.

The TIO is authorised to investigate complaints about the provision or supply of telephone or Internet services, as well as potential breaches of ACIF\* codes.

**Where do you go for the information**

*Your first point of contact should always be your service provider and/or check out their website.*

**Alternatively, check out the following websites:**

Australian Communications and Media Authority (ACMA)

**[www.acma.gov.au](http://www.acma.gov.au)**

Telecommunications Industry Ombudsman (TIO)

**[www.tio.com.au](http://www.tio.com.au)**

Australian Mobile Telecommunications Association (AMTA)

**[www.amta.org.au](http://www.amta.org.au)**

Internet Industry Association (IIA)

**[www.iaa.net.au](http://www.iaa.net.au)**

**This guide is not an exhaustive information source. Should you require any further information about your telecommunication rights and safeguards, please contact your service provider and/or the above agencies.**

*\*ACIF is a division of Communications Alliance Ltd. ACIF codes contain consumer protections that service providers must comply with.*

# Your Telecommunications Service

## As a consumer, what you are entitled to know



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**It is important for consumers to have information about rights and safeguards to feel empowered to make service decisions.**

Many consumers are unaware of their right to information concerning their telecommunications services and products.

As a telecommunications consumer, you are entitled to a range of information about the services you are using or are considering buying.

Did you know that as a consumer, you are entitled to information about your rights and safeguards at various times, including prior to signing-up to a new service and when you may experience a problem?

**For all your telecommunication information entitlements, your first point of contact should be your service provider.**

**Call your service provider if you require information about any of the information entitlements summarised in this brochure.**

The sort of information you are entitled to know covers various phases of your relationship with a service provider from:

- pre-purchase facts and figures,
- information you might need to know about the service you have agreed to buy, as well as
- the many things you should know about your other rights, such as how and where to complain if you have a problem.

Under Government rules and industry codes, you have a right to know the following types of information about your telecommunications service and/or product:

**Before you buy:**

- What it costs
- What are the terms and conditions
- Any instructions on how you use it
- If it's a mobile, where you can use it

**When you decide to buy:**

- Who is supplying the service
- If you have special communications needs, can your provider meet them
- If you have any questions, where you can go
- If you want to change your mind – can you, and what do you do

**If you are in financial difficulties**

- How your provider can help you if you are having trouble paying your bill

**If you want to complain**

- How you can contact your provider, and how they should handle your complaints
- If you are not satisfied with the way your service provider has handled your complaint you can go to the TIO (see "Where do you go for the information" overleaf).

**If you have a query about any of these matters, speak with your service provider – you have a right to this information.**

If your service provider is unable to assist you or provide this information, you can always contact the Telecommunications Industry Ombudsman (TIO) whose number is listed on the back of this brochure