



Cooley, Dorota (REPS)

From: Greg Taylor [Greg.Taylor@law.monash.edu.au]

Sent: Wednesday, 11 June 2008 1:45 PM

To: Committee, Communications (REPS)

Subject: Submission

SUBMISSION No 1

Dear Sir/Madam,

I am writing to make a submission to the enquiry on mobile telephone roaming charges, and about the fourth term of reference in particular.

Some time ago I was surprised to find that my personal mobile service provider states on its web site that a text from most countries overseas to Australia costs 75c, although this is true only if the text is under a specific number of characters. If there are more than the prescribed number of characters, which was I think around 160, the charge is a multiple of 75c depending on how many of these 160-character charging units are used.

The statement apparently referring to a flat rate and not mentioning a limited number of characters is still on the web site of the provider under various countries at :

<http://www.vodafone.com.au/personal/services/roaming/countries/index.htm>.

I complained at the time to the provider, and to avoid an argument they provided me with a refund. I also complained to the A.C.C.C., who responded that the company's call contract indicated at page 109 that a "text" had to consist of less than 160-odd characters. I still have a copy of this response.

I am sure the A.C.C.C.'s statement is factually correct, but the fact that this information is not on the web site is to my mind undesirable at best, and probably misleading and deceptive under s 52 of the *Trade Practices Act 1974*. I was certainly misled and deceived and I suspect that this is happening to other people as well.

For those overseas, the Internet will be a prime source of information about these matters, and it is important that what is shown there should be accurate and as complete as humanly possible. I think your committee should do what it can to ensure that the A.C.C.C. takes this sort of conduct seriously, and it is also worth considering whether legislation should make its undesirable status apparent to providers.

Yours faithfully,

(Dr) Greg Taylor
Law School
PO Box 12
Monash University Vic 3800
(03) 9905 3331