

Telecommunications Consumer Protections Code  
C628:2012

## **CUSTOMER INFORMATION COMPLIANCE STATEMENT (CICS)**

*(Last updated 25<sup>th</sup> July 2013)*



**SWITCHED ON VICTORIA PTY LTD**  
(Trading as Switched On Australia)

ABN 61 137 610 934

[www.switchedonaustralia.com](http://www.switchedonaustralia.com)

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**1300 455 620**



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## 1. BACKGROUND

The information in this document outlines where our customers can access ONLINE information which is required to be made publicly available by a Carriage Service Provider (CSP) under the Communications Alliance Telecommunications Consumer Protections Code C628:2012 (TCP Code).

Additionally, the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)* requires Carriers and CSPs to enter into and comply with the Telecommunications Industry Ombudsman (TIO) Scheme. The TIO provides free-of-charge dispute resolution services to residential and small business consumers.

This document summarises the information requirements included in each chapter of the TCP Code and shows where our customers can access the required information. An overview of the TCP Code is provided for your information on the following page.

To allow easy comparison with the TCP Code obligations, the TCP Code clause numbering will be reproduced along with the respective TCP Code obligation. Note that the TCP Code defines Suppliers as CSPs. Switched On Australia is a Carriage Service Provider (CSP).

Where the information is not relevant to Switched On Australia, 'N/A' will be used.

It should be noted that, while every effort will be made to update this document from time to time, the information provided by Switched On Australia may change at any time without notice. Therefore, any information that is obtained directly from Switched On Australia should take precedence over the information provided in this document.

This document was produced with the assistance of Communications Alliance Industry Consumer Advisory Group (ICAG).

## 2. TCP CODE OVERVIEW

The TCP Code 2012 contains a set of rules designed to protect the rights of consumers and to promote good customer service and fair outcomes for consumers. It clearly outlines the obligations of retail CSPs. Previously existing provisions have been tightened and/or made clearer and new obligations have been added to the 2012 Code.

The Code consists of an Introductory Statement and 9 Chapters.

**Chapters 1 to 3** contain general rules around the functioning of the Code, definitions and general rules which apply to each of the subsequent chapters.

**Chapter 4** provides rules for consumer sales, service and contracts, i.e. it includes obligations around information provision, advertising, selling practices, contracting, dealing with customers with different needs and customer service.

**Chapter 5** sets out the obligations relating to providing customers with bills and billing information.

**Chapter 6** contains rules for the provision and management of credit in connection with a telecommunications service, the denial and restriction of access to services; financial hardship and credit management tools such as spend alerts.

**Chapter 7** sets out the obligations for providers that relate to consumers changing to another service provider or to consumers being transferred as a result of sale of business or reorganisation.

**Chapter 8** contains rules for handling and resolving complaints from consumers including obligations around managing, monitoring, analysing, recording and reporting complaints.

**Chapter 9** contains provisions around the implementation of the Code Compliance Framework. This includes the role of Communications Compliance as well as the compliance and monitoring arrangements put in place to enhance compliance, customer service and protection, transparency and self-regulation of the telecommunications industry.

For further information on the Code or to download a copy of the Code, please visit:

- [Telecommunications Consumer Protections Code C628:2012](#)
- [TCP Code Explanatory Statement](#)
- ["Protecting Our Customers"](#)

### 3. GENERAL CONTACT INFORMATION

#### Contact Details

**Switched On Victoria Pty Ltd:** Trading as Switched On Australia

**Head Office:** Suite 3, Level 4  
10 Queens Road  
Melbourne VIC 3004

**Postal Address:** PO Box 7713, St Kilda Road, VIC 8004

**Phone:** 1300 455 620

**Facsimile:** 1300 038 595

#### Post Sales Support

**Customer Service:** 1300 455 620 – press option 1

**Technical Support:** 1300 455 620 – press option 3

**Online:** <http://switchedonaustralia.com/contact.php>  
[info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

#### Hours of Operation

**Customer Service:** Monday to Friday 9.00am – 5.30pm AEST

**Technical Support:** Monday to Friday 8.00am – 10.00pm AEST  
Saturday 9.00am – 6.00pm AEST  
Sunday 9.00am – 5.00pm AEST

## Our Services: What You Need to Know

### 4. CHAPTER 4 - CUSTOMER SERVICE, SALES AND CONTRACTS

#### Summary of Offers (4.1.2)

To help you compare 'apples with apples' and determine which offer best suits your needs, check out the Critical Information Summaries for all our current offers at:

<http://switchedonaustralia.com/legal/legal.php#CIS>

Alternatively, you can call us on **1300 455 620** and we can post it to you.

#### Other Relevant Information (4.1.3)

#### Consumer Guarantees, Warranties and Goods We Supply

##### Personal, domestic or household goods

If we supply you with goods that are of a kind ordinarily acquired for personal, domestic or household use or consumption then under the Australian Consumer Law, the goods are subject to a number of consumer guarantees that cannot be excluded or limited.

##### Other goods costing \$40,000 or less

If we supply you with goods that are not of a kind ordinarily acquired for personal, domestic or household use or consumption but cost no more than \$40,000, the goods are also subject to the consumer guarantees that cannot be excluded, but can be limited in certain ways. Our customer contract may limit them as allowed by law.

##### The consumer guarantees

These include guarantees that:

- we can give you the title to the goods;
- the goods are free of third party interests;
- the goods are of acceptable quality (within the meaning of the Australian Consumer Law)
- they are reasonably fit for any purpose you have disclosed to us, and for any purpose for which we represent that they are reasonably fit – and some other matters.

You can obtain full details at [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

## Manufacturer's warranties

In addition to the consumer guarantees, goods we supply have the benefit of manufacturer's warranties as follows:

Goods	Manufacturer's Warranty	Web link for more information
<b>MOBILE HANDSETS</b>		
Nokia C2-01	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf</a>
Nokia C2-03	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf</a>
Nokia Lumia 620	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_WP_MLW_ANZ_22Jan13.pdf</a>
Nokia Lumia 800	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_WP_MLW_ANZ_22Jan13.pdf</a>
Nokia Asha 306	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf</a>
Nokia Asha 300	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf">http://download.fds-ncom.nokia.com/supportFiles/phones/files/pdf_guides/other/Nokia_non-WP_MLW_ANZ_22Jan13.pdf</a>
Samsung Galaxy ACE	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
Samsung Galaxy S (duos)	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
Samsung Galaxy S 11	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
Samsung Galaxy S111 16GB	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
Samsung S111 4GB	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
Samsung Note II LTE	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html">http://www.samsung.com/au/support/html/warrantyinformation/warrantyinformation6.html</a>
LG GU285	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.lg.com/au/support/warranty/mobile-phones">http://www.lg.com/au/support/warranty/mobile-phones</a>
LG Optimus L9	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.lg.com/au/support/warranty/mobile-phones">http://www.lg.com/au/support/warranty/mobile-phones</a>
LG Optimus L7	1 year / return to base / repair or	<a href="http://www.lg.com/au/support/warranty/mobile-">http://www.lg.com/au/support/warranty/mobile-</a>

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	replace with a refurbished hand set	<a href="#">phones</a>
Sony Xperia Z	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.sony.com.au/section/warrantyinfo">http://www.sony.com.au/section/warrantyinfo</a>
Sony Xperia Go	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.sony.com.au/section/warrantyinfo">http://www.sony.com.au/section/warrantyinfo</a>
Alcatel OT-282	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.alcatelonetouch.com/global-en/warranty.html">http://www.alcatelonetouch.com/global-en/warranty.html</a>
HTC Desire X	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.htc.com/au/support/warranty-statement.html">http://www.htc.com/au/support/warranty-statement.html</a>
HTC One SV	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.htc.com/au/support/warranty-statement.html">http://www.htc.com/au/support/warranty-statement.html</a>
HTC WP 8S Black/White	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.htc.com/au/support/warranty-statement.html">http://www.htc.com/au/support/warranty-statement.html</a>
Iphone 3G	1 year / return to base / repair or replace with a refurbished hand set	<a href="http://www.apple.com/legal/warranty/">http://www.apple.com/legal/warranty/</a>
<b>TABLETS</b>		
Samsung Galaxy TAB 2 10.1	1 year / return to base / repair or replace with a refurbished tablet	<a href="http://www.samsung.com/au/support/warranty/warrantyInformation.do">http://www.samsung.com/au/support/warranty/warrantyInformation.do</a>
Samsung Galaxy TAB 2 7.0	1 year / return to base / repair or replace with a refurbished tablet	<a href="http://www.samsung.com/au/support/warranty/warrantyInformation.do">http://www.samsung.com/au/support/warranty/warrantyInformation.do</a>
Samsung Note 10.1 4G	1 year / return to base / repair or replace with a refurbished tablet	<a href="http://www.samsung.com/au/support/warranty/warrantyInformation.do">http://www.samsung.com/au/support/warranty/warrantyInformation.do</a>
Samsung Note 2	1 year / return to base / repair or replace with a refurbished tablet	<a href="http://www.samsung.com/au/support/warranty/warrantyInformation.do">http://www.samsung.com/au/support/warranty/warrantyInformation.do</a>
<b>HOSTED VOICE EQUIPMENT</b>		
Cisco SPA301	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SPA303	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SPA502	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SPA504	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SPA525G	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SPA500S	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco Power Packs	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Polycom IP331, no Power Pack	1 year / return to base / repair or replace	<a href="http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf">http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf</a>
Polycom IP335, no Power Pack	1 year / return to base / repair or replace	<a href="http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf">http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf</a>
Polycom IP450 with Power Pack	1 year / return to base / repair or replace	<a href="http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf">http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf</a>
Polycom IP650 with Power Pack	1 year / return to base / repair or replace	<a href="http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf">http://support.polycom.com/global/documents/support/others/plcm_warranty_summary.pdf</a>



Siemens A510 Base + IP Handset	1 year / return to base / repair or replace	<a href="http://gigaset.com/au/en/cms/PageWarranty.html">http://gigaset.com/au/en/cms/PageWarranty.html</a>
Siemens A510H Additional IP Handset	1 year / return to base / repair or replace	<a href="http://gigaset.com/au/en/cms/PageWarranty.html">http://gigaset.com/au/en/cms/PageWarranty.html</a>
Siemens A610 Base + IP Handset	1 year / return to base / repair or replace	<a href="http://gigaset.com/au/en/cms/PageWarranty.html">http://gigaset.com/au/en/cms/PageWarranty.html</a>
Siemens A610H Additional IP Handset	1 year / return to base / repair or replace	<a href="http://gigaset.com/au/en/cms/PageWarranty.html">http://gigaset.com/au/en/cms/PageWarranty.html</a>
NB6Plus4 ADSL2+ 4 Port Modem	1 year / return to base / repair or replace	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
Cisco SRP527W Router	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SLM224P	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SLM224G	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
CISCO SF302-08P	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco SF300-24P	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
OBI ATA 100	1 year / return to base / repair or replace	
OBI ATA 110	1 year / return to base / repair or replace	
<b>SHDSL BUSINESS INTERNET EQUIPMENT</b>		
Cisco 881	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco 891	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco 1941/K9	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco 2911/K9	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
Cisco 2921/K9	1 year / return to base / repair or replace	<a href="http://www.cisco.com/en/US/products/prod_warranties_listing.html">http://www.cisco.com/en/US/products/prod_warranties_listing.html</a>
<b>ADSL INTERNET EQUIPMENT</b>		
DSL Modem – Netcomm NB604	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem – NetcommNB604N	2 years / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G8WV	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G15WN	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G17WN	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G18WN	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G24W	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
DSL Modem - Netcomm 3G29WN	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>

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DSL Modem - Netcomm 3GT1WN	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
NBN Ready DSL Modem - Netcomm NB16WV	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
NBN Ready DSL Modem - Netcomm NF1ADV	1 year / return to base / repair or replace with a refurbished modem	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
ADSL2+ Filter - EM1551B	1 year / return to base / repair or replace with a refurbished filter	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
ADSL2+ Splitter	1 year / return to base / repair or replace with a refurbished splitter	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
<b>MOBILE BROADBAND &amp; WIRELESS EQUIPMENT</b>		
Huawei E1762 USB Stick	1 year / return to base / repair or replace with a refurbished OWB	<a href="http://help.optuszo.com.au/help/wireless/wirelessbroadband/connected/usb#1762">http://help.optuszo.com.au/help/wireless/wirelessbroadband/connected/usb#1762</a>
Wireless Adapter - NP545	1 year / return to base / repair or replace with a refurbished adaptor	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>
Wireless Adapter - NP900N	1 year / return to base / repair or replace with a refurbished adaptor	<a href="http://support.netcommwireless.com/support/warranty">http://support.netcommwireless.com/support/warranty</a>

As advised above, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Further information for product descriptions, manufacturer, technical information and warranty is available at: <http://switchedonaustralia.com/legal/legal.php#Warranty>

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## Mobile Data – How much will you use?

To help you estimate the usage you will need in a phone or data plan, here is a guide to the amount of data that common tasks may incur.

In the example below, if you send/receive about 15 emails, visit 33 web pages, upload 3 posts (with photo) in Facebook, watch 1 hour of standard streaming video and download 3 songs every day, you would use approximately 5GB of data per month.

TYPE OF SERVICE	EXAMPLE DAILY USAGE			
EMAILS SENT/RECEIVE with ATTACHMENTS	15	Emails	Every month you would consume	131.84 MB
WEB PAGES VISITED	33	Pages		990 MB
SOCIAL MEDIA POSTS WITH PHOTOS	3	Posts		43.945 MB
HOURS OF STANDARD STREAMING VIDEO	1	Hours		3600 MB
SONGS DOWNLOADED	3	Songs		360 MB
<b>YOUR ESTIMATED MONTHLY USAGE WOULD BE:</b>				<b>5.0 GB</b>
Below are general guidelines for the amount of data used per service, to help you estimate your usage:				
• 1 email (no attachment)	35	KB	• 1 min. of streaming video (standard)	2 MB
• 1 email (with standard attachment)	300	KB	• 1 min. of streaming video (HD)	5.1 MB
• 1 web page	1	MB	• 1 song downloaded	4 MB
• 1 social media post with photo	500	KB		
Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.				

You can access information about billing and payments at:

<http://switchedonaustralia.com/members.php>

<http://switchedonaustralia.com/yourbill.php>

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## Mobile Coverage Maps

As a reseller, our services may use the networks of either Optus or Telstra, together with our own networks. Where a product is resold from a particular Carrier, we disclose this to you in our product specifications and in the Critical Information Summaries for that product. When you contract with us for a product, you will not be contracting with the original carrier (such as Optus or Telstra). If you have any questions about the networks we use, please contact us on **1300 455 620** or contact us online: <http://switchedonaustralia.com/contact.php>

Where you obtain a mobile service from us that uses the Optus network or is a 3G service using parts of Telstra's 3G network and capabilities, the coverage for that service is as set out at the links below. Please note that coverage depends on a large number of factors, these maps are not a guarantee of coverage, and coverage areas for mobile networks can change.

[www.mobilemaps.net.au/mobile/maps/mcm/3G.html](http://www.mobilemaps.net.au/mobile/maps/mcm/3G.html)

[www.optus.com.au/aboutoptus/About+Optus/Network+Coverage/Optus+Network+Coverage+Maps/](http://www.optus.com.au/aboutoptus/About+Optus/Network+Coverage/Optus+Network+Coverage+Maps/)

## International Roaming

Roaming internationally can be incredibly expensive as the rates and costs are largely determined by overseas providers. By default, international roaming on mobile phones is disabled on our services. You can enable international roaming by contacting us on **1300 455 620** but we strongly recommend that you do not enable international roaming.

International call and data rates are generally far higher than the rates in Australia, and are not included in your mobile phone plan or bundle. Even short periods of international roaming can result in large phone bills, which you will be liable to pay.

We recommend that, if you wish to make mobile calls when roaming, you purchase a temporary SIM card in the country of your destination and use it in place of the SIM card issued by us.

You can find call rates and further information about international usage for Optus services at: [www.optus.com.au/shop/mobilephones/postpaidauto roam](http://www.optus.com.au/shop/mobilephones/postpaidauto roam)

You can find call rates for international usage for Telstra services at: [www.telstra.com/info/roaming](http://www.telstra.com/info/roaming)

## Consumers with Disabilities (4.4.2)

N/A

## Customer Contracts (4.5)

You can download a copy of our Standard Form Customer Contract, which forms part of our contract with our customers, at: <http://switchedonaustralia.com/legal/legal.php#SFCC>

## Customer Service (4.6)

Our aim is to always provide our customers with a VIP customer service experience. This includes having your call answered promptly by our customer care team, who are based right here in Australia. You can locate our contact details for customer service, hours of operation and post sales support on the general contact information on page 4 of this document. To contact us online, please visit: <http://switchedonaustralia.com/contact.php>

## Authorised Representatives and Advocates

If you wish, you can appoint a person to interact with us on your behalf. An advocate is someone who you appoint to interact with us, but who does not have authority to change your account settings or details. An authorised representative is a person who you authorise to operate your account and make changes as if they were you.

To appoint either an advocate or an authorised representative, please complete and send to us our appointment form, which you can obtain from the link below:

<http://switchedonaustralia.com/legal/legal.php#Policies>

## 5. CHAPTER 5 - BILLING AND PAYMENTS

### Information for Consumers about Charging and Billing (5.1)

Our bills have a standard format. An example of one of our bills and a guide to our general billing procedures is available to view at: <http://switchedonaustralia.com/yourbill.php>

We bill monthly and always provide the option to pay us by direct debit without an additional payment fee. If you have set up a direct debit with us, you can check and update your direct debit details via our customer portal at: <http://switchedonaustralia.com/members.php>

Your bill is due on the same day of each month (i.e. 15 April, 15 May, 15 June). Your monthly charges are billed pro rata according to your billing cycle. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

Customers who receive a paper bill may request fully itemised billing at a small additional charge of \$2.50. E-billing customers can have fully itemised bills free of charge.

If you have any other queries about our billing procedures please contact us on **1300 455 620** or view more information online at: <http://switchedonaustralia.com/yourbill.php>. To access your account via our customer portal go to: <http://switchedonaustralia.com/members.php>

## 6. CHAPTER 6 - CREDIT AND DEBT MANAGEMENT

### Access to Credit Management Information (6.1)

If you want to obtain records of your previous bills from us, or view your current spend to verify that charges to be billed to you are correct, you can access Information about your current spending and previous bills free of charge via our customer portal at:

<http://switchedonaustralia.com/members.php>

If you want to access bills which are more than 24 months old, there may be an additional charge.

### Security Tools

Switched On Australia do not provide any direct security tools to our customers at this time, so deem this to be non-applicable.

### Spend Management Tools (6.1 and 6.5)

We provide a number of spend management tools to help you manage your services with us. These include text message advice and barring once you reach 50/80/100% of your allowance for all mobile phones and mobile broadband devices. You can also check any unbilled usage information or any usage types that may not be included in the unbilled usage information provided (such as usage incurred outside Australia, premium service and other third party charges).

You can contact us to request that certain features of your service, such as international use or premium numbers, are limited if they are enabled. You can find out more about our spend management tools on: <http://switchedonaustralia.com/yourbill.php> or check your spending with our easy to use usage meter via the customer portal, at: <http://switchedonaustralia.com/members.php>

### Financial Hardship and Debt Counselling (6.11)

Our financial hardship policy is available at:  
<http://switchedonaustralia.com/legal/legal.php#Policies>

If you are experiencing genuine financial hardship and think you may be covered by our policy, please contact **James Butler in Credit Management** on **1300 455 620** to discuss your needs and provide evidence of the financial hardship for us to consider.

If you are experiencing financial hardship, there are a number of organisations which provide free counselling and assistance. To find a financial counsellor in your area visit:  
[www.fcan.com.au](http://www.fcan.com.au).

A report from a financial counsellor can help show what you can afford to pay towards your telecommunications services and may be required under our financial hardship policy.

 **1300 455 620**

 **info@switchedonaustralia.com**

 **switchedonaustralia.com**

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## 7. CHAPTER 7 – CHANGING SUPPLIERS

N/A - no consumer information is required to be made available publicly.

## 8. CHAPTER 8 - COMPLAINT HANDLING

Provision of a Complaint Handling Process that is accessible, transparent and free of charge (8.1)

If you have any concerns or complaints, you can access our Complaint Handling Process via the details on our website at:

<http://switchedonaustralia.com/complaints.php>

<http://switchedonaustralia.com/legal/legal.php#Policies>

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