



Monday 15 April 2019

Communications Alliance

Via online comments portal: <https://www.commsalliance.com.au/Documents/public-comment>

RE: Draft Mobile Premium Services Industry Code

I write regarding the consultation on the draft *Mobile Premium Services Code* (the Code). CHOICE supports the full submission made by the Australian Communications Consumer Action Network (ACCAN).

In particular, CHOICE notes that under the current drafting, the obligation to provide information about barring premium services only follows a customer inquiry, rather than at the point of sale. Customers should be given the opportunity to set their preferred limit or bar premium services at the point of sale rather than at a later stage. CHOICE is also of the view that the proposed default limit of \$50 is too high. With a \$50 default limit, customers could inadvertently incur significant costs.

These issues could be resolved by including a requirement to inform customers at the point of purchase about how to set a default limit for premium services, or bar these services entirely. The default spend limit should also be reduced to \$0.

For more detailed comments, we refer to ACCAN's submission. For further information on this submission, please contact CHOICE on sagar@choice.com.au

Yours sincerely,

A handwritten signature in black ink, appearing to be "Sarah Agar".

Sarah Agar

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