

If you wish to lodge a complaint about the content and/or advertising of premium rate services (whether it be recorded information, live information, fax or Internet) you may do so by contacting TISSC on:

1300 139 955

Further information about the TISSC complaints process, including case studies of previous complaints, can be accessed from the TISSC website www.190complaints.com.au

You can also address your complaints in writing to:

TISSC

PO Box K1021

Haymarket NSW 1240

Information about Service Providers

Premium rate information services are provided by Service Providers on behalf of Information Providers. Service Providers are required by carriers to abide by the Code of Practice set down by TISSC.

A full list of Service Providers is available at our website

www.190complaints.com.au

or from Telstra on **1300 363 790**.

Telephone Service Providers' Association of Australia (TELSPA) is an industry body representing premium rate Service Providers. Copies of the TELSPA Code of Ethics, and the Service Providers who adhere to this Code, can be obtained from visiting **www.telspa.com.au** or emailing **admin@telspa.com.au**

Community organisations

Consumer members of TISSC are nominated by peak consumer groups with an interest in premium rate services.

These consumer groups include:

Consumers Telecommunications Network (CTN)

Communications Law Centre (CLC)

Australian Consumers' Association

For further information contact:



PO Box K1021, Haymarket, NSW, 1240

Ph: 1300 139 955

Fax: 02 9211 4447

Web: www.tissc.com.au

Email: tissc@tissc.com.au



Telephone Information Services Standards Council

Making
premium rate
services
work for you

What are Premium Rate Services?

Premium rate services generally start with the number prefix 190 and are accessible from fixed and mobile phones, as well as fax machines and the Internet.

They offer a wide range of value added telephony services allowing callers, for example, to:

- Enter competitions
- Listen to recorded information such as weather and time
- Receive call back - wake up calls
- Contact specialists for advice and technical support
- Order and send fax sheets
- Enjoy entertainment such as chat and dating services
- Experience psychic readings
- Access information and entertainment websites.

Premium rate services can be charged at a per minute rate (between 38 cents and \$5.50) or a fixed fee of up to \$38.50 including GST.

What is TISSC's role?

TISSC is an independent regulatory body funded by the telephone information services industry. It consists of representatives of the community, service providers and carriers. TISSC was established to set standards and to assist the telephone information services industry to fulfil its obligations to the public. Its services are free.

What services are covered by TISSC?

TISSC sets standards in the form of a Code of Practice for the content and advertising of premium rate telephone information services. From time to time the TISSC Code of Practice is updated to take account of developments such as technological changes to the ways that Premium Rate Services are accessed by consumers. Services suspected of being in breach of the Code are investigated by TISSC and assessed by the TISSC Arbitrator, who then determines the appropriate remedy.

“TISSC provides free, independent and fair resolution of complaints and disputes about the full range of premium rate information services”

What does the Code of Practice offer?

The Code of Practice covers the advertising and content of Premium Rate Services. Among other things, it:

- Requires all advertising to include the call cost
- Prevents advertising and content being false, misleading or out of date
- Prevents services from being unnecessarily delayed
- Puts in place additional measures to protect children.

Copies of the Code of Practice can be obtained from TISSC, or viewed on the TISSC website at www.190complaints.com.au

When it isn't a TISSC matter...

The TISSC Code of Practice does not deal with billing disputes, which must be taken up separately with your telephone carrier. If you have a question or complaint about a non-premium rate service, there are other consumer bodies that can help you with your problem. The Telecommunications Industry Ombudsman (TIO) may be able to assist, as may your telephone carrier's customer support desk. The contact numbers for some of these organizations are:

Telecommunications Industry Ombudsman:	1800 062 058
Telstra:	1300 363 790
Optus:	1300 300 990
Vodafone:	1300 650 410