

## IMPORTANT INFORMATION

Premium SMS services or 19 SMS services are information and entertainment services that deliver various forms of content to your mobile phone. They can be purchased by making a phone call, sending a text message, or requesting them via the internet or data connection from your mobile phone.

You can purchase these services from a third party provider at the premium price they set, and receive or use them on your mobile handset. We pay the provider on your behalf then recover the charges from you via your mobile phone bill.

**NOTE:** Premium SMS services generally are subscription services and not just one off charges. When you buy content using a 19 number (such as a ringtone) you may be signing up to receive and pay for content on a regular basis that attracts a charge each time it is sent to your phone. You should read the terms and conditions carefully before signing up to determine if it is a once off charge or a subscription service.

**Consider the following tips before responding to a Premium SMS service offer:**

### **1. Think before you respond to an offer**

Providing personal information to a third party may leave you open to fraud. Before responding to an unsolicited offer, ask yourself whether any requests for personal information are reasonable and seem legitimate. If you receive an unusual message from a number or name you don't know, or an unreasonable request for information, do not respond.

### **2. Know who the provider is before you sign up**

Make sure you can identify the company providing a Premium SMS service before you sign up. The 19 Service Finder tool available online via the [19sms.com.au](http://19sms.com.au) consumer information website can help you identify a service provider. Visit [www.19sms.com.au](http://www.19sms.com.au) to access the tool.

### 3. Confirm the costs before you commit

Ensure you read the terms and conditions of the service, including ongoing costs, before accepting an offer. For example you should check whether the service has a one-off charge or is an ongoing subscription. Premium SMS providers are required to provide service terms and pricing up-front so that you can make an informed purchase. Don't sign up to a service if this information is not clearly communicated.

### 4. Text 'STOP'

If you want to discontinue an ongoing Premium SMS subscription simply send an SMS text message to the Premium SMS number with the word 'STOP'.

The first step to stop further messages is to reply to the received ringtone/wallpaper/joke and type in the text 'STOP'.

If this attempt to unsubscribe has been successful you should receive a confirmation text message.

If you are receiving Premium SMS services from multiple providers, you will need to send a 'STOP' message to each provider.

If after sending 'STOP' messages, you continue to receive the messages, contact the provider directly. The provider's contact number is in the SMS you sent the 'STOP' reply to, or by visiting [www.19sms.com.au](http://www.19sms.com.au) and entering the provider's 19 number into the 19 Service Finder tool.

Some providers can supply a copy of requests received and items they have sent to customers (via fax or email). This can be useful in comparing subscriptions that have been requested and the 'STOP' messages sent, confirming whether the correct cancellation codes have been sent through.

Here are some helpful tips to remember before you opt-in to any service:

- CHECK what you are actually purchasing
- CHECK the cost of the service
- CHECK if it is a subscription or one-off
- CHECK if your phone is compatible
- CHECK the terms and conditions
- ASK questions if you are unsure
- Keep RECORDS of what you opt-in / opt-out for
- Text 'STOP' at any time to cancel
- Consider BARRING and SPEND LIMITS to manage your Premium SMS costs.

For more information about mobile Premium SMS services or to access the 19 Service Finder please visit [www.19sms.com.au](http://www.19sms.com.au)

## Complaints

For enquiries or complaints not resolved to your satisfaction by the content provider, please contact us:

- Friendly Customer Service Team – 1300 835 262
- Via Email – [Contact@voicetalk.com.au](mailto:Contact@voicetalk.com.au)
- Via Fax – 1300 733 393
- VIP Customer – Contact your account manager

If we are not able to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman.