

# Making a complaint to your telecommunications service provider

**A new brochure to raise consumers' awareness of their rights when complaining to their telecommunications service provider is now available.**

The brochure provides advice to consumers about what they should expect from their provider when they make a complaint about the telecommunications goods or services they have received.

ACMA developed the brochure in response to the increasing number of consumers contacting the Telecommunications Industry Ombudsman about the way their service provider managed their complaint.

Industry-wide complaints-handling rules for telecommunications providers are set out in the *Telecommunications Consumer Protections Code 2007*.

The code requires that service providers have appropriate complaints-handling processes and policies in place to ensure consumer complaints

are dealt with in an efficient, timely and consistent manner. This brochure outlines the rights that consumers have under the code.

These include the right to have written complaints acknowledged, for complaints to be escalated on request and for consumers to be advised of time frames for complaint resolution. Providers are also required to advise consumers about their options if the complaint is not resolved to their satisfaction.

The brochure is available by calling ACMA's Consumer Interests Section on (03) 9963 6800 or from the ACMA website at <[www.acma.gov.au](http://www.acma.gov.au)> (go to For the public: Consumer & community advice > Telecommunications: Your rights & safeguards).



## Children's and preschool programs granted classification, August 2008

Program title	Series	Episode description	Program style	Program type	Country of origin	New/renewal	Class	Decision date	Applicant
<i>Dex Hamilton—Alien Entomologist</i>	1	1–13	Animation	Drama—series	Australia	New	CD	1/08/08	SLR Productions Pty Ltd
<i>Game Planets</i>	1	1–65	Live action	Light entertainment—competition/game show	Australia	New	C	6/08/08	Quail Television
<i>It's Academic</i>	8	IAC8/001–IAC8/065	Live action	Light entertainment—competition/game show	Australia	New	C	28/08/08	Seven Network (Operations) Limited
<i>It's Academic</i>	9	IAC9/001–IAC9/065	Live action	Light entertainment—competition/game show	Australia	New	C	28/08/08	Seven Network (Operations) Limited
<i>Outback 8</i>	1	1–13	Live action	Other program	Australia	New	C	22/08/08	Network Ten Pty Ltd
<i>Stormworld</i>	1	1–26	Live action	Drama—series	Australia	New	CD	8/08/08	Great Western Entertainment Pty Ltd
<i>Trapped</i>	1	1–15	Live action	Drama—series	Australia	New	CD	21/08/08	Northway Productions Pty Ltd
<i>Zeke's Pad</i>	1	13, 15–26	Animation	Drama—series	Australia	New	CD	28/08/08	Avrill Stark Entertainment

Class – Classification, C – C Classification, CD – C Drama, P – P Classification, PRC – Provisional C, PRP – Provisional P. A classification expires five years after the date it was granted or renewed.