



Media Release

Consumer and Business Affairs

14 November 2006

COMMISSIONER WARNING: VIP TELMOBILE

Consumer Affairs Commissioner Richard O'Sullivan says he is concerned about a Melbourne mobile phone business which has been cold calling consumers with the offer of a "new mobile phone" for free on the Optus network.

VIP Telmobile promises the consumer more than \$100 worth of free SMS text messages and phone calls if they enter into a monthly contract.

"However, the Optus mobile phone signal is not available in many remote locations and we have received complaints from a number of Indigenous consumers about VIP Telmobile," Mr O'Sullivan said.

"Essentially consumers in remote communities may be entering into (by voice signature) a contract for a phone they can't use."

When one Indigenous consumer advised the caller the Optus signal was not available in her community, he suggested she could use the phone when she went to Darwin for "holidays".

"Another Indigenous consumer reported being pressured to enter into a contract and received over 15 calls from the company over a week," Mr O'Sullivan said.

"This sort of business practice is not condoned and all consumers are urged to take care when dealing with such cold calls."

Any consumers who have been contacted by or contracted with VIP Telmobile are asked to contact Consumer Affairs on 8999-1999 or freecall on 1800-019-319

Media contact:
Gary Clements on 8935 7730
