

MEDIA RELEASE

Acting Commissioner for Consumer Affairs

25 July 2007

PHONE-IN FOR PROBLEMS WITH MOBILE PHONES

'Territorians are fed up with mobile phone faults, contract disputes and poor standards of service'.

That's the message from Acting Commissioner of Consumer Affairs Gary Clements, and he is giving Territorians the opportunity to report any problems they have with their mobile phones through a Territory wide phone-in on Wednesday 1 August 2007.

Mr Clements said, "Complaints about mobile phones, warranties and services have been on the increase for some time, with many revealing disappointing and disheartening dealings with certain mobile phone providers.

Consumer Affairs is hoping to hear from consumers with problems including:

- Issues with traders;
- Faulty phone models;
- Warranty issues;
- Problems with repairs;
- Mobile phone telemarketers;
- Undisclosed costs for text or SMS products;
- Issues with service providers;
- Whether disputes have been suitably resolved."

"The aim of gathering this meaningful information is to get an accurate idea of what is happening in the mobile phone industry in order to gauge the true extent of problems that exist in the Territory, and how best to protect Territory consumers.

However, this issue isn't confined to the Territory, and to that end Consumer Affairs will be working with other fair trading jurisdictions at a national level to seek better outcomes for consumers who purchase products and services through local and interstate suppliers" he said.

To be part of the phone-in on Wednesday consumers can contact Consumer Affairs on 1800 019 319. Lines will be open from 8.00am to 4.30pm.

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