

Technocash Pty Ltd
Community CashBack – “Free Calls” Program
Premium services and your responsibility to pay

What are premium services?

Premium services are content or live advice services which can be accessed by making a phone call, by messaging (e.g. SMS) or via a data connection from your mobile phone. Premium services numbers usually start with 188X, 19X, 190X, or an international number, for example 0011. Examples of premium services provided by third parties are psychic and horoscope lines, weather services, voting lines for TV shows or competition lines, adult services, dating and chat services, ringtones and fax back services. Premium services can also include high school test result hot lines and other corporate applications. You can also access some of these services through another provider by dialling their over-ride code followed by the service number. Don't forget international calls cost more than standard calls.

How can you be charged?

You can be charged for accessing premium services in several ways:

- Flat rate – this is where you are charged a fixed amount for each call you make or are charged for each message (whether SMS or MMS) sent and / or received.
- Timed rate – this is where your calls are timed and charged at a rate per minute. A fixed set up or connection fee, commonly called “flagfall” may also apply.
- Calls from mobile phones – if you are calling from a mobile phone, additional costs such as air time may apply.
- Data volume charge – this is where you are charged according to the amount of data you download from or via a proprietary network.
- Subscription charge – this is where a subscription approach is followed for premium services.

Responsibility for your phone bill

You are responsible for the cost of any usage of your phone, including use made by family and friends, even when made without your knowledge. You should always check the cost of the premium service before you use it. It is also a good idea to keep track of how many calls you make, or how often you access these services, and how long they last as the costs can quickly add up, possibly creating an unexpected high bill and potentially contributing to financial difficulty. Failure to be able to pay a phone bill could result in the restriction of your telephone service and ultimately could result in the recording of a default in your record with credit rating agencies, reducing your ability to obtain credit for other purposes in the future.

Note: If you are deaf or have a hearing or speech impairment and wish to make calls to premium service numbers via the National Relay Service, then you must have an account with Australian Communication Exchange (ACE) and you will be charged for the calls.

What steps can you take to lessen the risk of high, unexpected bills?

You can bar access to some or all premium services using one of the following options:

- **Barring only 190 calls.** This means all calls to 190 numbers are barred permanently.
- **Barring access to Premium SMS messages,** or alternatively setting your own spending limit on these services.
- **Barring access to selected i-mode features and content services.** Alternatively you can also set your own spend limit on i-mode content subscriptions.
- **Barring all calls (excluding local calls).** This means all national, international, calls to mobiles and calls to 190 numbers are barred permanently through Technocash.
- **Temporarily bar all calls (excluding local calls) using Easy Call Control.** At a small monthly fee of \$3.30, you can use this service to temporarily bar calls to mobiles, national, international and 190 calls. We provide you with a PIN which you can use to activate or deactivate the bars.
- If you wish to bar all international numbers with your service provider, but don't have a bar put on over-ride codes, you could be charged by another service provider for an international call. Over-ride codes are four digit numbers starting with the prefix 14 and allow customers to use another service provider on a call-by-call basis for long distance and international calls.

Please contact Technocash on +61 2 96871900 with any concerns about premium services and/or the costs you have incurred. This includes any information you may require in relation to unbilled amounts you currently owe.