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House of Representative Submission by 

International Roaming Costs

Members

This submission sets out details of a recent experience in relation to International Roaming and the lack of details made available to members of the public regarding costs .

During the month of May 2008 my wife was given an opportunity to visit family in the UK and Ireland with her aged father .As she had a mobile phone it was considered sensible for her to have the ability to use her phone should the need arise whilst away.

As a retired couple our knowledge of global roaming was rudimentary to say the least and we visited the Telstra shop at Castletown shopping centre in Townsville

Our inquiry was answered merely by the proffering of a telephone number to ring and installation would be completed immediately No other information neither verbal or written was given.

The number was called and the Global Roaming was connected. However when we inquired if there was anything else we should know we were given **no details of costs** which may have been incurred.

My wife departed for the UK on 2 May 2008 and fortunately the billing cycle for her mobile account was completed on 9 May 2008 and the Invoice for payment received about May 15th 2008.For the few call made the costs were some \$384.27

My wife was immediately altered to cease use of the mobile however by the time I was made aware of the cost when the account arrived she had continued to use the phone for a further six days.

Subsequently the next account showed costs of \$754.22

We both acknowledge that companies suppling this service need to make a profit but we sincerely believe that they have a duty to advise people of the potential cost We point out that at no time did any employee of Telstra offer any information either verbally or in writing to us about the costs

The only reference to costs is printed on the account but this is of little use as the costs have already been incurred before the account arrives

We believe that it should be obligatory for an explanation of costs be given with each registration of mobile roaming

Robert Johnston