



## Tell the Australian Communications and Media Authority that you want to end the high cost of 1800 and 13 calls from mobiles

### What is the issue?

ACMA is planning to alter its Numbering Plan so that calls from mobile phones to 1800 numbers will be free and calls to 13 numbers will incur the same fixed rate charge as they would from a landline or a pay phone. They are consulting on their proposal until 30 November 2011.

### What are the facts?

Calls to 1800, 1300 and 13 numbers are free or the cost of a local call from landlines. But it can cost up to \$1.78 per minute to call 1800 free call and 13/1300 low rate numbers from your mobile phone. The organisations that operate the numbers also pay to receive the calls.

### Why is this important?

As mobile phones are quickly becoming the primary mode of telephone contact for Australians, it is crucial that they not incur excessive charges for calling services that are intended to be free or low rate calls (1800 and 13 numbers). We have found that it has become increasingly difficult to provide an accessible service to women throughout NSW by way of telephone advice services, due in part to the increasing reliance on mobile phones by the most disadvantaged women, and the lack of access to free or low-cost calls. This means that disadvantaged people are deterred from placing calls to important community support services at the fear of incurring high fees that they cannot afford. We believe that the alteration of the Numbering Plan will allow for disadvantaged women to better access our counselling and advice services, as well as other telephone support services for people in need, without incurring disproportionate costs.

### Where can I go for more information?

To view ACMA's paper on the proposed Numbering Plan visit:

[http://www.acma.gov.au/WEB/STANDARD/pc=PC\\_410184](http://www.acma.gov.au/WEB/STANDARD/pc=PC_410184)

For further analysis of the issue from a consumer organisation, visit <http://accan.org.au>

### What should I write?

We have written a template submission that you may use as a template for your submission or you can use [ACCAN's online form](#). Submissions are due by close of business on 30 November 2011. Electronic submissions in Microsoft Word or Rich Text Format are preferred.

In general, the ACMA publishes all submissions that it receives. If you would not like your letter to be made public, you should say that it is confidential.

### Where should I send my submission?

You can e-mail [Numbering.Project@acma.gov.au](mailto:Numbering.Project@acma.gov.au) or send a letter by post to:

Manager, Numbering Project  
Australian Communications and Media Authority  
PO Box 13112  
Law Courts  
Melbourne VIC 8010

