

CONSUMER INVITATION

Please come to our meeting about

Bill Shock & Data Downloading

When: Thursday 3rd June, 2 - 4pm

Where: Brisbane Convention & Exhibition Centre, Southbank

Room: Mezzanine 4

Lunch available: 1.30 pm

Cost: Complimentary but places are limited so please RSVP.

RSVP Monday 31 May: info@accan.org.au or by telephone: 02 9288 4000

Using a mobile phone for accessing information has increased as more and more consumers use smart phones and mobile devices such as the iPad. Most mobile phone plans now come with data downloading included as part of the monthly allowance however many consumers are still being stung with unexpected high bills when they exceed their download limit.



**Australian Communicator
Consumer Action Network**



Learning how to use and monitor your download usage effectively is the best protection against high bills. This ACCAN Consumer Meeting will provide information about how to avoid bill shock as well as assistance for case workers advising consumers about how to get redress for any complaints related to download bill shock.

Meeting Program

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| 2:00pm | Acknowledgement of Country and Introductory Comments by Allan Asher, Chief Executive Officer of Australian Communications Consumer Action Network |
| 2:20pm | Presenter from Telecommunications Industry Ombudsman |
| 2:40pm | Presenter from Department Broadband, Communications and the Digital Economy (DBCDE) |
| 3.00pm | Questions and Discussion |