

23 September 2025

The Relevant Officer
Australian Telecommunications Alliance

By email to: info@austelco.org.au

To whom it may concern,

Submission – Proposal to withdraw the MPS Industry Code and MPS Mandatory Information Industry Guideline

Thank you for the opportunity to comment on the ATA's proposal to withdraw the Mobile Premium Services Industry Code (C637:2019) and the Mobile Premium Services Mandatory Information Industry Guideline (G639:2020) (collectively, the **MPS Instruments**).

Historically, our office has had significant experience managing complaints from consumers about mobile premium services (**MPS**). Based on our experience, in 2021 we supported a joint proposal from Communications Alliance (as it was then known) and the Australian Communications and Media Authority to allow the *Telecommunications Service Provider (Mobile Premium Services) Determinations 2010 (No. 1) and (No. 2)* to sunset. At the time, we noted complaint volumes about MPS had dropped significantly since the Determinations had been introduced in 2010, and that such complaints no longer represented a significant proportion of overall complaints to our office.

Since we supported the sunset of the Determinations in 2021, the volume of complaints to our office about MPS has continued to decline. Complaints to our office about these services are now extremely rare. In preparation for our submission to this consultation, we conducted a review of our recent complaints about MPS, covering all complaints lodged since 1 January 2023. Our review did not identify any clear examples of complaints about recent conduct relating to MPS.

The findings of our complaint review accord with the ATA's observation that no mobile network operators offer MPS anymore, and have not offered them for quite some time. Accordingly, we have no objection to the MPS Instruments being withdrawn.

We note the MPS Code's requirements relating to complaints about third-party billing (in clause 6.1.3 of the Code) are mirrored in clause 5.8.1 of the current Telecommunications Consumer Protections Industry Code (C628:2019). We continue to support these provisions as an important safeguard for consumers who may experience problems with charges for third-party services on their telco accounts.

Yours sincerely,

Cynthia Gebert
Telecommunications Industry Ombudsman