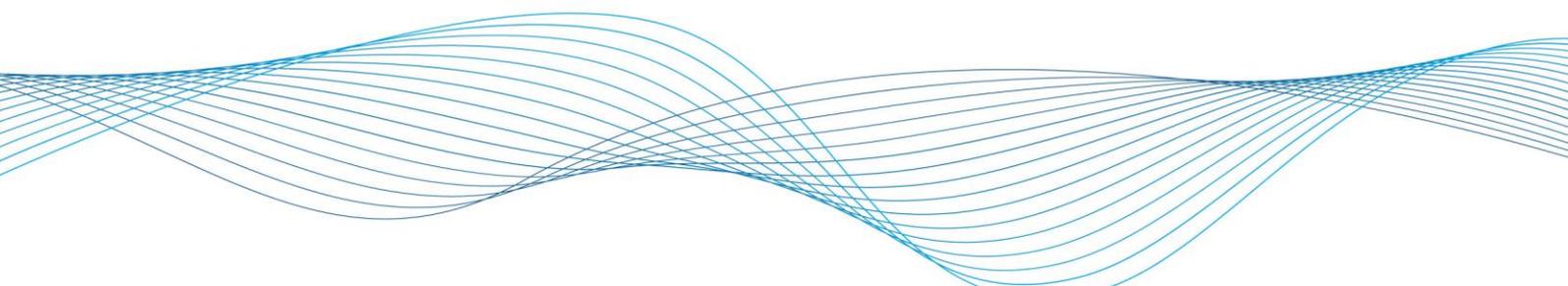




Codes of Practice 2013
Subscription Broadcast Television



SUBSCRIPTION BROADCAST TELEVISION CODES OF PRACTICE

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1. INTRODUCTION

1.1 Preamble

The Australian Subscription Television and Radio Association ('**ASTRA**') is the industry body representing, among others, companies allocated subscription television broadcasting licences ('**Licensees**') by the Australian Communications and Media Authority (the '**ACMA**') under Part 7 of the *Broadcasting Services Act 1992* (the '**Act**'). The majority of Licensee companies and suppliers of subscription television services are members of ASTRA.

These Codes are intended to apply to all Licensees in accordance with Section 123(1) of the Act and are registered by the ACMA in accordance with Section 123(4) of that Act.

Subscription (multi-channel) television broadcasting extends audience choice in terms of the range and diversity of entertainment and information programming. Subscription television services may be delivered by a number of technologies including: multipoint microwave distribution systems (MDS); broadcast direct by satellite to the home (DS or DTH); and broadband cable communications systems (CTV or Cable).

A major distinctive feature of subscription television is the direct contractual relationship between the service provider and the subscriber. This voluntary relationship between the provider of a retail service and a subscriber to that service provides subscribers with freedom of choice along with the capability and responsibility to select the programs they wish to receive. In this sense, Subscription TV is in the nature of an invited guest, brought into the home in the full and prior knowledge of the guest's character.

The Parliament intends that different levels of regulatory control be applied across the range of broadcasting services, datacasting services and internet services according to the degree of influence that different types of broadcasting services, datacasting services and internet services are able to exert in shaping community views in Australia (section 4(1) of the Act).

These Codes are designed to recognise the expectations of the audience about program and advertising content of particular channels at particular times especially as the audience is paying for the service.

Licensees will provide services in accordance with these Codes of Practice which are intended to provide clear and consistent information to enable consumers to make informed decisions about the nature of the programming they elect to receive.

Additionally, Licensees are committed to the protection of subscribers' interests in all aspects of their service provider-subscriber relationships. This will include issues relating to subscriber options, fault repair, subscriber privacy, credit management and billing, all of which are covered by the Codes.

Services whose reception is limited in some way, such as those services providing programs which appeal to a limited audience, are known as "narrowcasting" services. They are subject to separate Codes of Practice for that sector of the broadcasting industry administered by ASTRA. Licensees who provide both broadcasting and narrowcasting programming are subject to both sets of Codes of Practice.

Where a subscriber contracts to take a licensee's service by an agent of the licensee, rather than the licensee itself, these Codes will apply to the licensee.

1.2 Compliance with the Codes

Licensees undertake to comply fully with the Codes, but a failure to comply will not be a breach of the Codes if that failure was due to:

- (a) a reasonable mistake;
- (b) a reasonable reliance on information supplied by another person;
- (c) an act or default of another person, or an accident or some other cause beyond the

Licensee's control, and the Licensee took reasonable precautions and exercised due diligence to avoid the failure.

Where it is possible to remedy a failure to comply with the Codes resulting from one or more of those circumstances, Licensees must do so promptly.

Licensees and subscribers may seek the advice of the ACMA in relation to compliance with the Codes.

While individual Licensees and the Subscription TV industry are committed to implementing the Codes, compliance with the Codes is ultimately the responsibility of the Licensee under the Act.

In the unlikely event that a Licensee breaches the Codes, the Act enables the ACMA to take appropriate action, up to and including imposing a condition of licence requiring that the Licensee comply with the Code. Continued breach of a condition of licence can lead to the revocation of the licence.

1.3 Review and Amendment of the Codes

ASTRA will monitor the operation of these Codes and review them every three years. Any review will be undertaken in full consultation with the public and representative organisations. If any substantive changes to the Codes are necessary such amendments will be made in consultation with the ACMA.

2. PROGRAM CODES

These program codes have been adopted by Licensees to ensure the quality and reliability of services provided to subscribers, and to ensure a system of adequate prior knowledge on the part of subscribers as to the nature of programs being provided.

2.1 General Programs

- (a) Licensees will not broadcast any program which is likely in all the circumstances to provoke or perpetuate intense dislike, serious contempt or severe ridicule against a person or group of persons on the grounds of age, colour, gender, national or ethnic origin, disability, race, religion or sexual preference.
- (b) Licensees will not broadcast a program which is likely in all the circumstances to seriously offend the cultural sensitivity of Aboriginal or Torres Strait Islander people or culturally and linguistically diverse communities in Australia.
- (c) Licensees will not broadcast programs that:
 - simulate news or events in a way that misleads or alarms the audience;
 - depict the actual process of putting a person into a hypnotic state; or
 - use or involve the process known as "subliminal perception" or any other technique that attempts to convey information to the audience by broadcasting messages below or near the threshold of normal awareness.
- (d) Licensees will not broadcast programs that are designed to induce a hypnotic state in the audience.
- (e) Licensees will not breach clause 2.1 (a), (b) or (c) of these Codes if a program includes matter said or done reasonably and in good faith:
 - in broadcasting an artistic work including comedy and satire;
 - in the course of any broadcast or statement, discussion or debate made or held for an academic, artistic or scientific purpose or any other identifiable public interest purpose;
 - in broadcasting a fair and accurate report of, or a fair comment on, any event or matter of

identifiable public interest.

2.2 News and Current Affairs Programs

- (a) News and current affairs programs, including news updates, broadcast by Licensees must:
- (i) present news accurately, fairly and impartially;
 - (ii) clearly distinguish the reporting of factual material from commentary, analysis or simulations;
 - (iii) not simulate news or events in a way that misleads or alarms the audience.
- (b) In broadcasting news and current affairs programs to the extent practicable Licensees:
- (i) must not present material in a manner which creates public panic;
 - (ii) must include only sparingly material likely to cause some distress to a substantial number of viewers;
 - (iii) must exercise sensitivity in broadcasting images of, or interviews with, bereaved relatives and survivors or witnesses of traumatic incidents;
 - (iv) will take all reasonable efforts to provide warnings when there are identifiable public interest reasons for broadcasting material which may seriously distress or seriously offend a substantial number of viewers;
 - (v) will only broadcast reports of suicide or attempted suicide where there is an identifiable public interest to do so and will exclude any detailed description of the method used and any graphic details and will not glamourise suicide in any way; and
 - (vi) will make reasonable efforts to correct significant errors of fact at the earliest opportunity.
- (c) In broadcasting news and current affairs programs Licensees must not use material relating to a person's personal or private affairs, or which invades an individual's privacy, other than where there are identifiable public interest reasons for the material to be broadcast.

Note: The question of intrusion into private domains, such as bereavement or personal tragedy, is one of real difficulty for all providers of news and current affairs programs. It is a matter of balance between what should be reported in the interests of the general public and what, if reported, would cause an individual or group of individuals unnecessary anguish. It is noted that the ACMA has published advisory Privacy Guidelines for Broadcasters available on the ACMA website at www.acma.gov.au.

2.3 Program Promotions and News Updates

Licensees will have particular regard to the need to protect children from unsuitable material in program promotions, news updates and news promotions.

The content of program promotions, news updates and news promotions will be consistent with the classification of the programs (if classified) during which updates or promotions appear and will, where practicable, include classification information about the programs being promoted, (see Part 3 of these Codes).

Program promotions, station promotions and advertisements must be readily distinguishable from program material.

2.4 Closed Captioning

ASTRA members take very seriously their obligations and responsibilities under the various legislative requirements relating to the delivery of their services to the Australian community.

Where closed captioning programming is made available it will be clearly identified with program schedule information provided to media and in program guides.

2.5 Disabling Device

A feature of the technology available to Subscription Television subscribers is the Disabling Device which enables subscribers to block certain levels of classified material or in some instances entirely block out the channel.

Where a subscriber accesses free to air channels through domestic reception equipment supplied by a Licensee via a digital tuner in the domestic reception equipment (and not as part of the Licensee's service), the Disabling Device will enable subscribers to block material based on the material's classification on the electronic program guide for those free to air channels.

Where appropriate the Licensee will promote the use of the Disabling Device or other similar technology.

Licensees will ensure that information on the operation of such disabling devices will be provided to subscribers on installation.

3. PROGRAM CLASSIFICATION CODE

Licensees will classify films and drama programs (and from the date that is one year after the Codes are registered by the ACMA, documentaries and reality television programs) applying the program classification system contained in the Guidelines for the Classification of Films ('**Guidelines**') which appear below (relevant extract - The Categories). Classifications, together with appropriate consumer advice, will be provided to ensure adequate warning regarding program content as set out in clauses 3.3 and 3.4.

Licensees will use their best endeavours to ensure that, where other programs are classified they will carry only classification symbols (identified below in the Classification Categories). This classification will have particular regard to the protection of children and will take into account relevant aspects of the Guidelines.

For the avoidance of doubt, clauses 3.1 and 3.3 do not apply in respect of documentaries and reality programs until the date that is one year after the Codes are registered by the ACMA.

3.1 Program Classifications

Licensees will apply relevant aspects of the Guidelines to all films, drama programs, documentaries and reality television programs. The full text of the Guidelines can be found at Attachment B to these Codes.

The Guidelines are a tool for classifying films, drama programs, documentaries and reality television programs. They help explain the different classification categories, and the scope and limits of material suitable for each category.

Classification decisions are to give effect, as far as possible, to the following principles:

- (a) adults should be able to read, hear and see what they want;
- (b) minors should be protected from material likely to harm or disturb them;
- (c) everyone should be protected from exposure to unsolicited material that they find offensive;
- (d) the need to take into account community concerns about:
 - (i) depictions that condone or incite violence, particularly sexual violence; and
 - (ii) the portrayal of persons in a demeaning manner.

Classification categories

Note: Some of the terms used in these categories are defined in the Guidelines attached.

G General



Impact test

The impact of the classifiable elements for material classified G should be very mild only.

Note: The G classification is for a general audience. However, it does not necessarily indicate that children will enjoy the film or computer game. Some G films and games contain themes, story-lines or game play that do not interest children.

Classifiable elements

THEMES

The treatment of themes should have a very low sense of threat or menace, and be justified by context.

VIOLENCE

Violence should have only a low sense of threat or menace, and be justified by context.

Sexual violence is not permitted.

SEX

Sexual activity should be very mild and very discreetly implied, and be justified by context.

LANGUAGE

Coarse language should be very mild and infrequent, and be justified by context.

DRUG USE

Drug use should be implied only very discreetly, and be justified by context.

NUDITY

Nudity should be justified by context.

PG Parental Guidance



Impact test

The impact of the classifiable elements for material classified PG should be no higher than mild.

Note: Material classified PG may contain material which some children find confusing or upsetting, and may require the guidance of parents or guardians. It is not recommended for viewing by persons under 15 without guidance from parents or guardians.

Classifiable elements

THEMES

The treatment of themes should generally have a low sense of threat or menace and be justified by context.

VIOLENCE

Violence should be mild and infrequent, and be justified by context.

Sexual violence is not permitted.

SEX

Sexual activity should be mild and discreetly implied, and be justified by context.

LANGUAGE

Coarse language should be mild and infrequent, and be justified by context.

DRUG USE

Drug use should be justified by context.

NUDITY

Nudity should be justified by context.

M Mature***Impact test***

The impact of the classifiable elements for material classified M should be no higher than moderate.

Note: Material classified M is not recommended for persons under 15 years of age. There are no legal restrictions on access.

Classifiable elements**THEMES**

The treatment of themes may have a moderate sense of threat or menace, if justified by context.

VIOLENCE

Moderate violence is permitted, if justified by context.

Sexual violence should be very limited and justified by context.

SEX

Sexual activity should be discreetly implied, if justified by context.

LANGUAGE

Coarse language may be used.

Aggressive or strong coarse language should be infrequent and justified by context.

DRUG USE

Drug use should be justified by context.

NUDITY

Nudity should be justified by context.

MA15+ Mature Accompanied



Impact test

The impact of material classified MA15+ should be no higher than strong.

Note: Material classified MA15+ is considered unsuitable for persons under 15 years of age. It is a legally restricted category.

Classifiable elements

THEMES

The treatment of strong themes should be justified by context.

VIOLENCE

Violence should be justified by context.

Sexual violence may be implied, if justified by context.

SEX

Sexual activity may be implied.

LANGUAGE

Strong coarse language may be used.

Aggressive or very strong coarse language should be infrequent.

DRUG USE

Drug use should be justified by context.

NUDITY

Nudity should be justified by context.

R18+ Restricted



Impact test

The impact of material classified R 18+ should not exceed high.

Note: This classification category applies only to films. Material classified R18+ is legally restricted to adults. Some material classified R18+ may be offensive to sections of the adult community.

Classifiable elements

THEMES

There are virtually no restrictions on the treatment of themes.

VIOLENCE

Violence is permitted.

Sexual violence may be implied, if justified by context.

SEX

Sexual activity may be realistically simulated. The general rule is “simulation, yes – the real thing, no”.

LANGUAGE

There are virtually no restrictions on language.

DRUG USE

Drug use is permitted.

NUDITY

Nudity is permitted.

3.2 Programs not to be Broadcast

Licensees will ensure that access to programs classified as "R18+", if and when permitted by Parliament, can be restricted by disabling devices acceptable to the ACMA.

Note: It is a condition of licence that:

“X18+” classified programs and programs Refused Classification (‘RC’) by the Classification Board will not be broadcast by Licensees.

Programs classified as "R18+" will not be broadcast by Licensees until Parliament has approved the broadcast of such programs on subscription television.

3.3 Television Classification Symbols

For programs classified “PG” and above, the classification symbol (identified in the Classification categories above) for the film, drama program, documentary or reality television program being shown will be clearly displayed at the commencement of the program and the classification information will be included in program guides.

3.4 Consumer Advice

For "M" and "MA15+" films and drama programs consumer advice concerning the reasons for a classification must be given at the commencement of a program. The advice will be in a style consistent with relevant aspects of the Guidelines.

4. SUBSCRIBER CODE

As the basis of all subscription television broadcasting is dependent on a direct contractual relationship between the supplier and the consumer, Licensees will inform prospective subscribers about the nature of the service they are subscribing to, including service options, prices and program content.

Licensees are conscious of the importance of being open and informative in their relationship with subscribers and the need to implement arrangements which ensure fairness in their dealings with subscribers. These considerations will be reflected in management processes, methods of billing, responsibility for fault repair, service costs, credit arrangements and subscriber privacy.

Licensees will express agreements with subscribers in "plain English".

4.1 Subscriber Options

If a Licensee rents domestic reception equipment to a subscriber, the rental agreement must allow the subscriber to terminate the agreement on giving one month's written notice to the Licensee.

Note: It is a requirement of the Act that Licensees must make available as an option, domestic

reception equipment on a rental basis.

4.2 Fault Repair

Licensees will ensure a high quality service is available to subscribers. This includes timely response to reported service faults.

Subscribers should initially contact the Licensee with questions or disputes about Fault Repair. In the event that a subscriber is not satisfied with the outcome of discussions with the Licensee, the Licensee will advise subscribers to contact the relevant consumer advisory service of the state or territory in which the subscriber resides. A list of relevant consumer advisory services is attached to these Codes as Attachment A.

Note: The viability of subscription television broadcasting is directly dependent on the level of customer service achieved, including ensuring the subscriber's service is always in full working order.

4.3 Credit Management and Billing

Subscribers should initially contact the Licensee with questions or disputes about credit management and billing. In the event that a subscriber is not satisfied with the outcome of discussions with the Licensee, the Licensee will refer the subscriber to the relevant consumer advisory service of the state or territory in which the subscriber resides (see Attachment A).

4.4 Review of Subscriber Code

ASTRA will monitor subscriber response to credit management, billing, fault repair and servicing and give specific consideration to this area when Codes of Practice are being reviewed.

5. COMPLAINTS CODE

This section applies to any matter covered by the Codes which is the subject of a complaint to a Licensee. Licensees will ensure that relevant staff are aware of the Codes and their provisions, the importance of handling customer complaints professionally and the procedures to be followed in doing so. Licensees will also take all reasonable measures to ensure that Channel Providers are aware of the complaints handling procedures of the Codes.

5.1 Oral and Written Complaints

A complaint in the first instance should be made to the Licensee. A complaint must adequately identify the matter complained of, the nature of the complaint, and the identity of the complainant.

- (a) Every effort will be made to deal with a telephone complaint during the course of the telephone call. If the complaint cannot be properly dealt with immediately Licensees will respond by telephone within the shortest possible period from initial receipt of the complaint.
- (b) In some circumstances complainants may be asked to put their complaint in writing (which may be made by email), for example, if it concerns a matter which is too complex to be dealt with in a telephone conversation. Licensees will respond to written complaints in writing (which may be via email) where possible within the shortest practicable period from the date of receipt of the complaint, but no longer than 60 days after receipt of the complaint. If the complainant has not received a response to a telephone or written complaint within 60 days of making the complaint, or considers the response to be inadequate, he or she may refer the complaint to the ACMA.
- (c) The Licensee will make every reasonable effort to resolve complaints except where a complaint is frivolous, vexatious or not made in good faith. The Licensee will respond to complainants in a courteous and comprehensive manner and deal with the substantive issues of the complaint.
- (d) If a Licensee receives a written complaint within 30 days of the date of broadcast, then the Licensee will use its best endeavours to ensure that a recording of the program is retained by

the Licensee until the matter is resolved.

Licensees will maintain a record of written complaints received and make a summary available to the ACMA annually or on written request.

5.2 Referral of Complaints to the ACMA

With the exception of complaints under the Subscriber Code (Code 4), in responding to a written complaint Licensees will advise complainants that if he or she is not satisfied with the Licensee's response, the complaint may be referred to the ACMA.

(Note: see clauses 4.2 and 4.3 for referral of complaints under the Subscriber Code (Code 4)).

5.3 Publicising of Codes

Licensees will publicise the availability of the ASTRA Codes of Practice at regular intervals in printed program guides and on-air, and will advise subscribers at the time of subscription via the subscription agreement or other alternative means that the Codes (including complaints procedures) are available. Copies of the Codes will be provided to the public on request. The Codes are also available on the ASTRA website www.astra.org.au.

6. ADVERTISING CODE

6.1 Content of Advertising

(a) *Adopting Other Codes*

Advertisements broadcast by Licensees must comply with any relevant Codes adopted by the Australian Association of National Advertisers, including the Code of Ethics, the Code for Advertising to Children and the Food and Beverages Advertising & Marketing Communications Code.

Licensees must ensure advertisements promoting goods or services defined in the:

- Weight Management Code of Practice;
- Therapeutic Goods Advertising Code; and
- Alcohol Beverages Advertising Code,

comply with those Codes.

If a subscriber is not satisfied with the outcome of discussions with the Licensee about a particular advertisement, the Licensee will advise subscribers to contact the Advertising Standards Bureau where appropriate.

(b) *Offensive Advertising*

Advertising shall not deliberately cause serious offense to the intended audience of the channel on which the advertisement is broadcast.

(c) *Dangerous Behaviour*

Advertising shall not promote illegal or unsafe road usage practices or encourage other similar, dangerous behaviour.

6.2 Classification of Advertisements

All advertisements must be given an appropriate television classification based on the usual classification criteria.

6.3 Advertising Directed at Children

This code recognises that special care must be shown in the broadcast of advertisements on channels intended for consumption by children. This clause applies only to advertising broadcast within a block or blocks of programming aimed at children ('**Children's Advertising**'). Such advertisements must comply with the Australian Association of National Advertisers' Code for Advertising to Children, and the Food and Beverages Advertising & Marketing Communications Code.

- (a) No products or services may be advertised, or advertising styles deployed, that could place children in physical, mental or moral jeopardy. All Children's Advertising must be clearly distinguishable from the programming in which it appears.
- (b) Children's Advertising should not seek to exploit children's innate credulity, loyalty or sense of fair play.
- (c) Each channel that broadcasts Children's Advertising will develop and make available via the internet and on request its own code specifically addressing advertising directed at children.
- (d) Children's Advertising involving the use of premium rate telephone services will include the basic terms of any competition and information about the cost of the call in a form which children can reasonably understand.
- (e) For the purposes of this code, unless specifically stated, "children" means people younger than 14 years of age.

6.4 Approval of Advertisements

Where the Licensee is responsible for the production of any of the content of an advertisement to be carried it shall be responsible for ensuring that the advertisement complies with the requirements set out in clause 6.1 of this Code.

6.5 Scheduling of Advertisements

The Licensee must take into account the intellectual and emotional maturity of the intended audience of the channel when scheduling advertisements in the following categories:

- Advertising of Alcoholic Beverages
- Advertising relating to Betting or Gambling
- Advertising relating to intimate products such as condoms, sanitary napkins and tampons etc
- Advertising for films available at the cinema or on DVD or computer games, particularly those aimed at an adult audience
- Advertising relating to religion
- Advertising inviting responses via a premium phone service
- Advertising relating to merchandising particularly when scheduled within children's programming
- Advertising within a block or blocks of programming directed at children
- Advertising relating to competitions.

6.6 Betting Advertising in a Live Sporting Event

The subscription television industry has agreed with the Australian Government on provisions to reduce and control betting advertising including the promotion of betting odds in broadcasts of live sporting

events. Licensees must comply with the provisions relating to betting advertising including the promotion of betting odds in Appendix A.

7. DEFINITIONS

In these Codes:

"**ACMA**" is the Australian Communications and Media Authority.

"**advertising**" means any material which is broadcast by a Licensee for which the Licensee receives payment or other valuable consideration for broadcast in breaks within or between the programs or by visual and/or oral superimposition on a program which is undertaken by, or on behalf of, an advertiser and over which the advertiser has a reasonable degree of control, and that draws the attention of the public in a manner calculated to promote or oppose directly or indirectly a product, service, person, organisation or line of conduct, For the avoidance of doubt Advertising does not include on-air station ID's, promotional spots or image campaigns for the individual channel nor does it include community service announcements or advertisements on behalf of election authorities.

"**broadcasting service**" means a service that delivers television programs or radio programs to persons having equipment appropriate for receiving that service, whether the delivery uses the radiofrequency spectrum, cable, optical fibre, satellite or any other means or a combination of those means, but does not include:

- (a) a service (including a teletext service) that provides no more than data, or no more than text (with or without associated still images); or
- (b) a service that makes programs available on demand on a point-to-point basis, including a dial-up service; or
- (c) a service, or a class of services, that the Minister determines, by notice in the *Gazette*, not to fall within this definition.

"**Channel Provider**" means an entity which provides an entire channel of programming to a Licensee in return for payment or other valuable consideration.

"**closed captioning**" means the subtitling of programs for the deaf and hearing impaired, accessible through a digital set top box or Teletext-capable receiver.

"**Codes**" are rules, developed and endorsed by the subscription television broadcasting industry, formulated to reflect community standards in program content and presentation, and to ensure fair dealing with customers with regard to billing, fault repair, privacy and credit management.

"**consumer advice**" is a printed or spoken notification explaining why a program is classified as "M" or "MA15+" (or, when permitted, "R18+"), indicating the presence and level of violence, explicit sex scenes and/or language in the program.

"**domestic reception equipment**" means all equipment supplied by the Licensee, including both hardware and software, that is necessary to receive the service for home consumption by a subscriber. This includes the device that is used to descramble electromagnetic signals to allow programs to be displayed, for example, on a conventional television set used by the subscriber.

"**disabling device**" is a device which allows consumers to disable reception of a particular program or channel by the domestic reception equipment.

"**drama program**" means:

- (a) a program that has a fully scripted screenplay in which the dramatic elements of character, theme and plot are introduced and developed to form a narrative structure; or
- (b) a program that has:
 - (i) a partially scripted screenplay in which the dramatic elements of character, theme and plot are introduced and developed to form a narrative structure; and
 - (ii) actors delivering improvised dialogue that is based on a script outline or outlines developed by a writer or writers; or
- (c) a program that has actors delivering improvised dialogue that is based on a script outline or outlines:

- (i) developed by a writer or writers; and
- (ii) in which the dramatic elements of character, theme and plot are introduced and developed to form a narrative structure;

and includes:

- (d) a fully scripted sketch comedy program; or
- (e) an animated drama; or
- (f) a dramatised documentary;

but does not include:

- (g) a program that involves the incidental use of actors; or
- (h) advertising or sponsorship matter (whether or not of a commercial kind).

"Licensee" means a holder of a subscription television broadcasting licence allocated by the ACMA under the Act.

"licence" means a licence allocated by the ACMA under the Act.

"news and current affairs programs" means programs which report on current or recent happenings and include short bulletins, filmed coverage of international, national and local events, report on weather and essential services.

"personal information" has the same meaning as in the *Privacy Act 1988* (Cth).

"program", in relation to a broadcasting service, means:

- (a) matter the primary purpose of which is to entertain, to educate or to inform an audience; or
- (b) advertising or sponsorship matter, whether or not of a commercial kind.

"program guide", unless otherwise specified refers to a Licensee's printed or electronic program guides.

"program promotions" are announcements and previews advertising scheduled programs.

"subscriber" means a person that enters into an agreement with a subscription television broadcaster to receive a subscription television broadcast service.

"subscription broadcasting service" is a broadcasting service that:

- (a) provides programs that, when considered in the context of the service being provided, appears to be intended to appeal to the general public; and
- (b) is made available to the general public but only on payment of subscription fees (whether periodical or otherwise); and
- (c) complies with any determinations or clarifications under section 19 of the Act in relation to subscription broadcasting services.

"subscription fee" means any form of consideration given or requested in exchange for the reception of programs.

"subscription television broadcast services" are subscription broadcasting services that provide television programs to subscribers.

Betting Advertising during a Live Sporting Event

- (1) From 5:00am to 8:30pm, a Licensee must not broadcast Betting Advertising during a Live Sporting Event:
- a) from 5 minutes before the Scheduled Start of Play, where live-to-air coverage of Play commences no earlier than the Scheduled Start of Play;
 - b) in all other cases, five minutes before the broadcast of the first Program that includes the Live Sporting Event,
- until 5 minutes after the conclusion of live-to-air coverage of Play.
- (2) From 8.30pm to 5:00am, a Licensee must not broadcast Betting Advertising during Play in a Live Sporting Event but may broadcast Betting Advertising:
- a) before Play has commenced;
 - b) during Scheduled Breaks in Play;
 - c) during Unscheduled Postponements in Play; and
 - d) after Play has concluded.

Promotions of Betting Odds during a Live Sporting Event

- (3) From 5:00am to 8.30pm, a Licensee must not broadcast a Promotion of Betting Odds during a Live Sporting Event:
- a) from 5 minutes before the Scheduled Start of Play, where live-to-air coverage of Play commences no earlier than the Scheduled Start of Play;
 - b) in all other cases, five minutes before the broadcast of the first Program that includes the Live Sporting Event,
- until 5 minutes after the conclusion of live-to-air coverage of Play.
- (4) From 8.30pm to 5:00am, a Licensee must not broadcast a Promotion of Betting Odds during Play in a Live Sporting Event but may broadcast a Promotion of Betting Odds other than by a Commentator:
- a) before Play has commenced or after Play has concluded; and
 - b) during Play in a Long Form Live Sporting Event, as part of a distinct break of at least 90 seconds, and in the Permitted Frequency, provided that the Promotion of Betting Odds is not for a race, match or game that has already commenced.

Promotion of Betting Odds by a Commentator

- (5) A Licensee must not broadcast a Promotion of Betting Odds by a Commentator of a Live Sporting Event any time:
- a) from 30 minutes before the commencement of Play; and
 - b) until 30 minutes after the conclusion of Play.

Representatives of gambling or betting organisations

- (6) During a Live Sporting Event, representatives of gambling or betting organisations must be clearly identifiable as such and must not appear as part, or as a guest, of the commentary team at any time.
- (7) During a Live Sporting Event representatives of gambling or betting organisations:
 - a) undertaking a Promotion of Betting Odds; or
 - b) appearing in Betting Advertising,must not be at or around, or appear to be at or around, the sports venue where the event which is the subject of the Live Sporting Event is taking place.

Content Safeguards

- (8) Promotions of Betting Odds and Betting Advertising during a Live Sporting Event must be:
 - a) socially responsible; and
 - b) accompanied by a responsible gambling message.
- (9) Promotions of Betting Odds and Betting Advertising during a Live Sporting Event must not:
 - a) mislead or deceive the audience;
 - b) be directed at children;
 - c) portray children as participating in betting or gambling;
 - d) portray betting or gambling as a family activity;
 - e) make exaggerated claims;
 - f) promote betting or gambling as a way to success or achievement; or
 - g) associate betting or gambling with alcohol.

Restrictions on Low Audience Share Channels

- (10) Subject to clause (12), the restrictions in clauses (1) and (3) do not apply to the broadcast of a Live Sporting Event on a Low Audience Share Channel except in a broadcast of a Listed Event.
- (11) Subject to clause (12), clauses (2) and (4) apply to a Licensee in relation to the broadcast of a Live Sporting Event on a Low Audience Share Channel without any time of day restriction, except in the broadcast of a Listed Event.
- (12) Where a Licensee broadcasts a Listed Event on a Low Audience Share Channel, the Licensee must comply with the restrictions in clauses (1), (2), (3) and (4), as applicable to the time of day of the broadcast.
- (13) The Licensee must draw to the reasonable attention of prospective viewers of any Low Audience Share Channel that the restrictions in clauses (1) and (3) do not apply to that channel, including through notification:
 - a) on its website; and
 - b) in any promotional material that includes the Licensee's pricing and packaging for any Low Audience Share Channel(s). For the avoidance of doubt, above the line advertising campaigns are not subject to this requirement.

Exemptions from this Appendix

- (14) This Appendix does not apply to a Live Sporting Event of horse racing, harness racing or greyhound racing.

- (15) The restrictions in clauses (1) and (3) do not apply to Exempt Programs broadcast during a Live Sporting Event from 5 minutes after the broadcast of the Live Sporting Event has been suspended until 5 minutes prior to the resumption of the broadcast of the Live Sporting Event.
- (16) This Appendix does not apply to a service that is delivered by a Licensee:
- a) on a pay-per-view basis;
 - b) as an alternative subsidiary service associated with a Live Sporting Event that is accessed through an active choice by the viewer (for example, by using a button on a remote control to select data relating to Betting Odds on a particular event); or
 - c) as a Subscription Narrowcasting Service provided only to:
 - i. limited locations where children are not ordinarily present, including mining or military sites or commercial outlets connected with the racing or wagering industry and that is not available for private or domestic use;
 - ii. channels intended for adults-only audiences with technical age-gating access restrictions; or
 - iii. commercial premises that are licensed to serve alcohol or offer gambling (including wagering or gaming services) and that is not available for private or domestic use.
- (17) It will not be a breach of this Appendix if:
- a) a failure to comply arises from a Live Sporting Event originating from outside Australia; and
 - b) the Licensee has not added the Promotion of Betting Odds or Betting Advertising; and
 - c) the Licensee does not receive any direct or indirect benefit for the Promotion of Betting Odds or the broadcast of the Betting Advertising in addition to any direct or indirect benefit received from broadcasting the Live Sporting Event; and
 - d) it is not reasonably practicable for the Licensee to remove the Promotion of Betting Odds or Betting Advertising.
- (18) Clauses (1)(b) and 3(b) of this Appendix will not be contravened in respect of any Promotion of Betting Odds or Betting Advertising broadcast during a Live Sporting Event in circumstances where:
- a) the Live Sporting Event has a Scheduled Start of Play; and
 - b) Play commences at a different time to the Scheduled Start of Play; and
 - c) the Licensee was only made aware less than one hour prior to the broadcast of the first Program that includes the Live Sporting Event, that the commencement of Play would be different to the scheduled start time for that event; and
 - d) there would have been no contravention had Play commenced at or after the Scheduled Start of Play.

Definitions and interpretation

- (19) In this Appendix, a reference to a time of day means AEST or AEDT (as applicable), unless:
- a) a Sports Channel or any Related Channel delivers addressable advertising, in which case the time zone that applies to that Sports Channel and any Related Channels is the time zone in which the viewer is located; or
 - b) a Sports Channel or any Related Channel which is a Subscription Broadcasting Service or Subscription Narrowcasting Service broadcasts concurrently, or has broadcast concurrently, different content on that

Subscription Broadcasting Service or Subscription Narrowcasting Service in different geographical areas, in which case the time zone that applies to that Sports Channel and any Related Channels is the time of the relevant geographical area. Where such an area observes different time zones, the time zone observed by the largest proportion of the population of the area will apply.

(20) The audience share of a Sports Channel for the purpose of classification as a Low Audience Share Channel will be determined as follows:

- a) by reference to 28 day consolidated OzTAM ratings information for full day averages in metropolitan areas (total individuals, total TV share for 5 city metro, consolidated 28 days, 02:00-25:59). For periods prior to April 2016, reference will be made to 7 day consolidated OzTAM ratings information for full day averages in metropolitan areas (total individuals, total TV share for 5 city metro, consolidated 7 days, 02:00-25:59);
- b) if OzTAM data is not available for a Sports Channel, to qualify as a Low Audience Share Channel the Licensee must provide other evidence that reasonably demonstrates the average viewership of the channel(s) is at or below a 0.5% share of the metropolitan broadcast television audience over the applicable period; and
- c) where the Sports Channel has a Related Channel, its audience share is taken to be the aggregated audience share for all Related Channels.

(21) In this Appendix:

“Accidental” means an unscripted and unplanned reference (including remarks by a Commentator) for which the Licensee does not receive any direct or indirect benefit (whether financial or not, and in addition to any direct or indirect benefit that the Licensee receives for broadcasting the Live Sporting Event).

“AEST” means Australian Eastern Standard Time (UTC+10:00).

“AEDT” means Australian Eastern Daylight Time (UTC+11:00).

“Betting Advertising” includes any writing, still or moving pictures, signs, symbols or other visual images or any audible message(s) (or any combination of those things) that comprises a distinct promotional reference to:

- a) a gambling or betting service; or
- b) a gambling or betting organisation (including generic information about a gambling or betting organisation’s brand, business or services).

Betting Advertising does not include an advertisement or a reference:

- a) relating to such things as Government lotteries, lotto, keno or contests;
- b) relating to entertainment or dining facilities at places where betting or gambling take place, or a tourism commercial which incidentally depicts betting or gambling, provided in each case that the contents do not draw attention to betting or gambling in a manner calculated to directly promote their use;
- c) that is Accidental; or
- d) that is an Incidental Accompaniment.

“Betting Odds” means comparative, generally monetary, odds offered in respect of a game or event for a bet on the chance of any occurrence or outcome within that particular game or event, or the overall outcome of the game or event. For the avoidance of doubt, **Betting Odds** includes comparative odds for horse, harness and greyhound racing.

“Channel Provider” means a person who:

- a) packages a channel (which may include programs produced by the person); and
- b) supplies the Licensee with the channel,

where, apart from any breaks for the purposes of the transmission of incidental matter, the channel is televised by the Licensee.

“Commentator” means a person who is a host, guest or otherwise participating in a Live Sporting Event and includes a person calling, or providing analysis on the sporting event or game, but does not include discrete or distinguishable contributors, including clearly identified representatives of gambling or betting organisations.

“Exempt Program” means:

- a) a program that is not a Related Program of at least 30 minutes duration that is broadcast within a Scheduled Break in Play during a Live Sporting Event or planned suspension of coverage of a Live Sporting Event and is either:
 - i. listed in the Licensee’s EPG at least 24 hours prior to the broadcast of the Program; or
 - ii. published on the Licensee’s website at least 24 hours prior to broadcast of the Program and notified to providers of electronic program guides at least 24 hours prior to the broadcast of the Program; or
- b) a program that is not a Related Program of at least 30 minutes duration that is replacement programming within an Unscheduled Postponement in Play during a Live Sporting Event or due to changes in the broadcast schedule and is accompanied by an advice (e.g. a pull through or announcement) that alerts the viewer or listener that the Live Sporting Event will be suspended.

“Incidental Accompaniment” means a reference or other material which occurs or is included in the normal course of broadcasting a Live Sporting Event for which the Licensee does not receive any direct or indirect benefit (whether financial or not, and in addition to any direct or indirect benefit that the Licensee receives for broadcasting the Live Sporting Event) and includes:

- a) the name of a sporting venue;
- b) branding on a player’s or official’s uniform; or
- c) advertising or signage which is at the venue of the event which is the subject of the Live Sporting Event, for example, on a field barrier, big screen or scoreboard.

“Listed Event” means a Live Sporting Event that is included on the *Broadcasting Services (Events) Notice (No. 1) 2010* (as amended or replaced from time to time).

“Live Sporting Event” means a live-to-air broadcast of a sporting event that includes Play. A Live Sporting Event includes a Long Form Live Sporting Event.

Live-to-air includes:

- a) a delay of less than 90 minutes where broadcast as plausible live without reformatting; and
- b) replay material during Play and any Unscheduled Postponements in Play.

A Live Sporting Event does not include one or more live crosses to a Live Sporting Event from within a program that is not a Related Program, provided that:

- a) the live crosses collectively represent no more than an insubstantial part of the program; and
- b) the licensee does not promote, prior to the commencement of the program, that the program will or may contain live crosses; and
- c) the licensee does not promote any individual live cross more than 15 minutes before that live cross.

For the avoidance of doubt, a live cross as contemplated in this definition will not make the program a Related Program.

“Long Form Live Sporting Events” include:

- a) sporting events of extended duration, such as golf, cricket (excluding 20/20 cricket) and motor sports events;
- b) tournaments for single sports that involve concurrent games or matches, such as tennis championships; and
- c) multi-sport events, such as the Olympic and Commonwealth Games.

“Low Audience Share Channel” means a television Sports Channel that has an average share of the metropolitan broadcast television (free-to-air television and subscription television) audience of 0.5% or smaller over a period of the three previous consecutive financial years or, if a channel has operated for less than three financial years, over all full financial years of its operation.

Where a Low Audience Share Channel exceeds an average metropolitan broadcast television audience share of 0.5% over a period of the three previous consecutive financial years or over all full financial years of its operation (as applicable), the channel will cease to be a Low Audience Share Channel from 1 January of the following year.

Subject to the above, where, at the time of its commencement, a new channel:

- a) does not have any Related Channel, the new channel will be considered a Low Audience Share Channel for the period from its commencement until the end of the channel’s first full financial year of operation;
- b) has Related Channels and each Related Channel is a Low Audience Share Channel, the new channel will be considered a Low Audience Share Channel for the period from its commencement until the end of the channel’s first full financial year of operation; or
- c) has any Related Channel that is not a Low Audience Share Channel, the new channel will not be considered a Low Audience Share Channel for the period from its commencement until the end of the channel’s first full financial year of operation.

“Permitted Frequency” means, in respect of the following Long Form Live Sporting Events:

Tennis	Not more than once per Session. To be placed between matches where the broadcast moves from one match to another.
Golf	Not more than once on each day of competition.
Formula 1, Moto GP and Supercars	Not more than once on each day of competition. To be placed no later than the end of the warm-up lap for Supercars Championship Series Race, or the relevant feature race.
Cricket	Not more than once on each day of competition. To be placed between Sessions.

Olympic and Commonwealth Games	Not more than once every 3 hours on each day of competition.
Rugby Union Sevens, Rugby Union Tens and Rugby League Nines Tournaments (or other similar tournaments)	Between matches and not more than 4 times on each day of competition.
Other	Not more than once on each day of competition.

“Play” means the period of the actual run of play or active progress of the sporting event or game which is the subject of the Live Sporting Event. It commences at the formal commencement of the relevant match, game, race or similar (e.g. first siren, whistle or at the commencement of active play as applicable) and concludes at the formal conclusion or abandonment of active play (e.g. final whistle, siren, or at the conclusion of active play) for the relevant match, game, race or similar. In respect of Long Form Live Sporting Events over multiple days and/or involving multiple concurrent events or games, Play commences at the commencement of the first match, game or race of each day and concludes at the conclusion of active play of each day.

Play includes *ad hoc* unscheduled breaks such as:

- a) stoppages for injuries;
- b) stoppages for adjudication by third or TV umpires/referees;
- c) time outs and substitutions in games such as basketball.

“Promotion of Betting Odds” means a distinct promotional reference that provides Betting Odds and includes any writing, still or moving pictures, signs, symbols or other visual images, or any audible message(s) (or any combination of those things). A Promotion of Betting Odds includes superimposed text and graphics such as banner advertisements and sponsorship logos, spot commercials and paid, clearly identified sponsorship segments presented by person(s) but does not include a reference or material that is:

- a) Accidental; or
- b) An Incidental Accompaniment.

“Related Channels” means two or more Sports Channels that are:

- a) co-branded; or
- b) provided to the Licensee by the same Channel Provider; or
- c) provided by the Licensee itself.

“Related Program” means a program that:

- a) is hosted or takes place at the venue of the Live Sporting Event; or
- b) contains commentary or analysis on the Live Sporting Event; or
- c) contains highlights or replay coverage of the Live Sporting Event; or
- d) involves or profiles participants in the Live Sporting Event.

A news or current affairs Program will not be a Related Program where the items in b), c) and/or d) form no more than an insubstantial part of the program as a whole.

“Scheduled Break in Play” means a stoppage in a sporting event or game that is the subject of a Live Sporting Event. A Scheduled Break in Play will differ depending on the sporting event or game that is the subject of the broadcast, for example:

Sport	Scheduled Break
Test Cricket	<ul style="list-style-type: none"> • Between each Session (ie., lunch break and tea break) • Drinks break • Change of innings
One Day International Cricket	<ul style="list-style-type: none"> • Between each Session / Change of innings • Drinks break
T20 Cricket	<ul style="list-style-type: none"> • Between each Session / Change of innings • Between the conclusion of second innings and Super Overs • Between Super Overs
Rugby League	<ul style="list-style-type: none"> • Half-time • Between full time and commencement of extra time
Rugby Union	<ul style="list-style-type: none"> • Half-time • Between full time and commencement of extra time
Football (Soccer)	<ul style="list-style-type: none"> • Half-time • Between full time and extra time • Between extra time and the commencement of a penalty shoot-out
AFL	<ul style="list-style-type: none"> • Quarter time • Half-time • Three-quarter time • Between full time and extra time
Tennis	<ul style="list-style-type: none"> • Between each set • A distinct break of at least 90 seconds (including when during a Session the broadcast switches from one match still in Play to another match in Play at the same time), such break to occur not more than once every hour

Sport	Scheduled Break
Basketball	<ul style="list-style-type: none"> • Quarter time • Half-time • Three-quarter time • Between full time and overtime
Netball	<ul style="list-style-type: none"> • Quarter time • Half-time • Three-quarter time • Between full time and overtime
Golf / Supercars endurance races / Swimming Championships	<ul style="list-style-type: none"> • A distinct break of at least 90 seconds, such break to occur not more than once every hour
Formula 1 / MotoGP / Supercars non-endurance races	<ul style="list-style-type: none"> • Between each Session
Olympic Games & Commonwealth Games	<ul style="list-style-type: none"> • Between each day, twilight and night session • A distinct break of at least 90 seconds (including when during a session the broadcast switches from one event still in Play to another event in Play at the same time), such break to occur not more than every 2 hours
Rugby Union Sevens, Rugby Union Tens and Rugby League Nines Tournaments (or other similar tournaments)	<ul style="list-style-type: none"> • Half-time • Full time • Between each morning, afternoon and evening session

This is not an exhaustive list and other sporting events or games may also contain a Scheduled Break in Play, as determined by the rules and regulations of that sport.

“**Scheduled Start of Play**” means the scheduled commencement time of live-to-air coverage of Play as:

- a) listed in the Licensee’s EPG at least 24 hours prior to the broadcast of the Program; or
- b) published on the Licensee’s website at least 24 hours prior to broadcast of the Program and notified to providers of electronic program guides at least 24 hours prior to the broadcast of the Program.

“Session” means:

- a) in relation to tennis, the day, twilight, or evening session of matches as scheduled by the organisers of the relevant tournament or competition;
- b) in relation to test cricket, any of the three distinct sessions of a match that are divided by lunch and the tea break;
- c) in relation to one-day cricket, an innings; and
- d) in relation to motorsport, an individual race or practice session or qualifying session.

“Sports Channel” means a channel that broadcasts predominantly sports content or is marketed as a sports channel.

“Subscription Broadcasting Service” has the same meaning given in section 16 of the *Broadcasting Services Act 1992*.

“Subscription Narrowcasting Service” has the same meaning given in section 17 of the *Broadcasting Services Act 1992*.

“Unscheduled Postponement in Play” means the period when Play is postponed, suspended or delayed due to rain or other unforeseen event and the participants have left or are yet to enter the area of play.

Commencement

(22) The commencement date of this Appendix is 30 March 2018.

ATTACHMENT A: CONSUMER ADVISORY SERVICES

In most instances, consumers will have rights under both federal and state or territory consumer protection legislation. The main source of federal consumer protection law is the *Competition and Consumer Act 2010* (CCA) which is administered by the Australian Competition and Consumer Commission (the ACCC).

The ACCC is unlikely to accept single consumer complaints relating to fault repair, credit or billing. If a person wishes to make a formal complaint about such issues it will usually be more appropriate for them to approach the relevant fair trading or consumer protection agency in their state or territory. Each state and territory has laws that regulate fair trading, consumer claims, credit management and contracts. While some agencies will provide advice over the telephone, in most instances, action will only be taken for written complaints.

If a matter cannot be resolved through direct contact with the business or by the intervention of a government agency, consumers can consider using an independent mediator or dispute resolution body, or pursuing the matter in the court system.

The collection, use, disclosure and storage of a subscriber's personal information is protected under the federal *Privacy Act 1988* (Cth). The Office of the Australian Information Commissioner investigates complaints from individuals about interferences with privacy under the Privacy Act.

STATE & TERRITORY GOVERNMENT AGENCIES

Australian Capital Territory

ACT Office of Regulatory Services

Website: <http://www.ors.act.gov.au>

Email: ors@act.gov.au

Phone: (02) 6207 3000

Shopfront location:

255 Canberra Avenue

Fyshwick ACT 2609

Postal Address:

GPO Box 158

CANBERRA CITY ACT 2601

New South Wales

New South Wales Fair Trading

Website: <http://www.fairtrading.nsw.gov.au>

Phone: 13 32 20

Head Office:

1 Fitzwilliam Street

PARRAMATTA NSW 2150

Postal Address:

PO Box 972

PARRAMATTA 2124

Northern Territory

Northern Territory Consumer Affairs

Website: <http://www.nt.gov.au/justice/consaffairs>

Phone: (08) 8999 1999 or 1800 019 319

Email: consumer@nt.gov.au

Darwin Street Address:

1st Floor, The Met Building,
13 Scaturchio St
Casuarina

Alice Springs Street Address:

Level 1 Belvedere House
Parsons Street
Alice Springs

Mailing Address:

Department of Justice

PO Box 40946
CASUARINA NT 0801

Queensland

Queensland Office of Fair Trading

Website: <http://www.fairtrading.qld.gov.au>

Phone: 13 74 68

Street Address:

Queensland Government Service Centre
Upper Plaza Terrace
33 Charlotte Street
Brisbane QLD 4000

Postal Address:

GPO Box 3111

Brisbane QLD 4001

South Australia

Consumer and Business Services

Website: <http://www.ocba.sa.gov.au/>

Phone: 131 882

Street Address:

Chesser House
91-97 Grenfell Street, ADELAIDE

Postal Address:
GPO Box 1719
ADELAIDE SA 5001

Tasmania

Consumer Affairs & Fair Trading

Website: <http://www.consumer.tas.gov.au/>
Phone: 1300 65 44 99

Head Office:
Level 3, 15 Murray St
Hobart TAS 7000

Postal Address:
GPO Box 1244
Hobart TAS 7001

Victoria

Consumer Affairs Victoria

Website: <http://www.consumer.vic.gov.au/>
Phone: 1300 55 81 81

In person:
Victorian Consumer and Business Centre
113 Exhibition Street
MELBOURNE VIC 3000

Postal Address:
GPO Box 123
MELBOURNE VIC 3001

Western Australia

Consumer Protection WA

Website: <http://www.commerce.wa.gov.au/consumerprotection>
Phone: 1300 30 40 54

Street Address:
219 St Georges Terrace

PERTH WA 6000

Postal Address:
Locked Bag 14
Cloisters Square WA 6850

FEDERAL GOVERNMENT AGENCIES

Australian Competition and Consumer Commission (ACCC)

Website: <http://www.accc.gov.au>

The information line phone number is 1300 302 502.

TTY Service for people with hearing or speech difficulties: 1300 303 609.

Adelaide office

Street address:

Level 2
19 Grenfell Street
Adelaide SA 5000

Postal address:

GPO Box 922
Adelaide SA 5001

Ph: (08) 8213 3444

Fax: (08) 8410 4155

Brisbane office

Street address:

Level 24
400 George Street
Brisbane Qld 4000

Postal address:

PO Box 12241
George Street Post Shop
Brisbane Qld 4003

Ph: (07) 3835 4666

Fax: (07) 3835 4653

Canberra office

Street address:

23 Marcus Clarke Street
Canberra ACT 2601

Postal address:

GPO Box 3131
Canberra ACT 2601
Phone: (02) 6243 1111
Fax: (02) 6243 1199

Darwin office

Street address:

Level 8 National Mutual Centre
9-11 Cavenagh St
DARWIN NT 0800

Postal address:
GPO Box 3056
DARWIN NT 0801

Ph: (08) 8946 9666
Fax: (08) 8946 9600

Hobart office

Street address:
3rd Floor, AMP Building
86 Collins Street
(Cnr Elizabeth & Collins Streets)
Hobart Tas 7000

Postal address:
GPO Box 1210
Hobart Tas 7001

Ph: (03) 6215 9333
Fax: (03) 6234 7796

Melbourne office

Street address:
Level 35, The Tower
360 Elizabeth Street
Melbourne Central
Melbourne Vic 3000

Postal address:
GPO Box 520
Melbourne Vic 3001

Ph: (03) 9290 1800
Fax: (03) 9663 3699

Perth office

Street address:
3rd floor, East Point Plaza
233 Adelaide Terrace
Perth WA 6000

Postal address:
PO Box 6381
East Perth WA 6892

Ph: (08) 9325 0600
Fax: (08) 9325 5976

Sydney office

Street address:
Level 20
175 Pitt Street
Sydney NSW 2000

Postal address:
GPO Box 3648
Sydney NSW 2001

Ph: (02) 9230 9133
Fax: (02) 9223 1092

Townsville office

Street address:
Level 6, Central Plaza
370 Flinders Mall
Townsville Qld 4810

Postal address:
PO Box 2016
Townsville Qld 4810

Ph: (07) 4729 2666
Fax: (07) 4721 1538

Office of the Australian Information Commissioner

Website: <http://www.oaic.gov.au>
Phone: 1300 363 992

Postal Address:
GPO Box 5218
Sydney NSW 2001