



Australian  
Competition &  
Consumer  
Commission

Tɔŋ! Tɔŋ!  
Ye ŋa tō tɛɛn?



Lööŋ akuma kɔc ɣɔɔc ɣööt thook nyuɔɔth



## YE TAK KU BA KEDÄŇ ƳƆƆC?

Na ca tak ku ba kēdāŋ ƳƆƆC Ƴöndu thok, ka raan ƳƆƆC wei Ƴööt thook adhil yĩ gām werenj de löön ee kēwīc ba ƳƆƆC kēñě.

**Athöör adhil:**

- bĩ ñiēc gõt apieth ku thonj guel piclic, ku aye löön wīc keek mat thīn ēbēn
- bĩ wēu wīc kek ēbēn nyuƆƆth (met thīn agut wēu tuƆcde wulē/ka wēu kuɛide), wulē/ka tē ye kēñě matic thīn
- bĩ kāk yup raan ƳƆƆC wei Ƴööt thook ku akutnhom kāŋ looi tō thīn
- ba thany cök ku theny raan Ƴɛɛc kāŋ wei aya
- yic da wēl yith ku aköl wɛɛr yīn nhom alon Ƴöc, ku athör wēn ye kɔc nhīim waar atō na ye aköl wɛɛr yīn nhom.

Ca kōŋ la cath ba lo ƳƆƆC ku thöŋŋ wēu ye kāŋ Ƴaac wei? muk yīn nhom ba Ƴöny pieth dhiel ya Ƴök—tīŋ ye kāŋö pieth kōk tō tētui.

## EE TĒDE KU BA NHOM WAAR

Tē cīn kēdāŋ ƳƆƆC Ƴöndu thok, ka yīn aye gām nīn ēu bīn ke nhom waar/geer thīn kēya ('cooling off') ke yinydu:

- Yīn alēu ba nhom waar/geer ku tem Ƴönydu kōu kuat wētdun ca tak ku acīn kē lui yīn ee nīn kathiäär yic (10 business days) jɔk aköl ƳƆƆC yīn kēdāŋ. Kēñě aye cɔl nīn lēu bīn ke nhom waar/geer thīn ('cooling off') ku raan Ƴɛɛc kēdāŋ wei adhil lēk yīn kaam kēñě yīn athör gēm Ƴöc guo thany yic.
- Cɔk alon cī raan kāŋ Ƴaac wei kāŋ bēi ee kaam kēñě yic, ka yīn alēu ku ba da nīn bīn ke nhom waar/geer thīn ('cool off').
- Raan ƳƆƆC kēdāŋ wei acī lēu bĩ wēu nyaai aköl bīn nhom waar/geer thīn yic ('cooling off'), ka lēu ya bīi kārba.



Ee kōk yiic, yinydu alɔŋ nīn bīn ke nhom waar/geer thīn ('cool off') alēu bī yic bēēr na cī raan ɣeɛc kǎŋ wei lōny ku bī lōŋ cō biethic.

Ku ba gēmdu teem kōu, lēk raan kǎŋ ɣaac wei amāāth jam thok wulē/ka gāt tēnē yen yīn acī kī wāār ben wīc/kōor.

Na dī ka ɲic lɔn adī ka yīn alēu ba la ɣɔɔc ɣǎn kōk yiic cɔk alɔn cīn ɣōny ɣōndu thok gam?  
Nyaai ee kēpiɛth kēnē cɔl nīn bīn ke nhom waar/geer thīn ('cooling off') ee rin ku ba ɣōny kēnē apieth kek yīn.

## YITH M&T THĪN

Tēnē alɔŋ yith mat thīn ee rin yith theer wēn cī lueel, yīn ade yic ku ba kǎ kē ɲōōth:

- bī ya yic ku bī ɲiēc nyuɔɔth piōn pieth—raan ɣeɛc kēdǎŋ wei acī lēu bī kɔc muōr wulē/ka bī yīn cuēēr/ruēēny
- yī ɲiēc looi—raan ɣɔɔc wei acī lēu ku bī nhom riāāk tēnē yīn/kōth apɛidīt
- kē ɣɔc wulē/ka luoi adhil luui apieth wulē/ka luui tē cīt tē ɲic yen—na cie tēde, ka dhil guiēr yic, cɔl dēt wulē/ka dhuk yī wēuku.

**Ee ɣǎn kōk yiic, gēl dēt aye looi thīn**

- Ee bēi kōk yiic ku bēi thii kor (territories), kuɔony dēt la tuer aye gam tēnē kɔc wēn kārba ɣaac wei. Yōk wēl juēc kōk alɔŋ Kor Kārba mac (Australian Energy Regulator) ee thiolnyin kēnē yic [www.aer.gov.au](http://www.aer.gov.au)
- Ee ya tēm ee lōŋ kōu ku bī raan kǎŋ ɣaac wei ɣōōt thook ku kɔc ɣōc ya la wēēt tē bīk wēu ken luoi thīn ku kek akēnē kɔŋ cɔl.



# WĒL JUĒC KÖK

**Australian Competition and Consumer Commission**

[www.accc.gov.au](http://www.accc.gov.au)

Të ye wël yök thîn (Infocentre) 1300 302 502

Telepun Aboriginal (Indigenous Infoline)  
1300 303 143

Luoi wër wëliic ku luoi gër kəc thook 13 1450

Telepun mîŋ (TTY) 13 3677

Jam ku piëŋ 1300 555 727

Luoi intënet nyin (Internet Relay)  
[www.relayservice.com.au](http://www.relayservice.com.au)

**Ku ba wël juëc yök, ka lər tîŋ (Australian Competition and Consumer Commission) akuma kəc wën kăŋ yaac wei yööť thook gël: kënë ye nyuwoth tēnē yööc cĩ gőt—aatō thiolnyin kënë yic [www.accc.gov.au/doortodoor](http://www.accc.gov.au/doortodoor).**

Australian Competition and Consumer Commission  
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## **Wët ril luel**

Kek wël cĩ ke götkë aakäk yith nyuwoth abec. Kek acie lööŋ tō coolic wulë/ka wël yith bĩ kəc kök la lëk yin, ku acĩ lëu bĩ kəc ke nhĩim tääu thĩn acĩn ka lööŋ alonj luök. Ee rin cĩn ke looi bĩk kəc ya kuony abec, kek alëu bĩk yiic da kuath lööŋ tō mat yiic ëbën. Yin alëu ku ba raan cĩ piöc wíc na de këduöön dak yĩ piöu alonj këduöön ca yuoc.

Kəc akuma (Australian Competition and Consumer Commission) acĩk them ku bĩk lööŋ wën lëu bĩ raan yööc yöt thok ke wíc dhil gõt kāk ëmen ku aa yith ëmën, ku yen acĩ lëu bĩk lueel ka yith ëbën, ëmen thiin wulë/ka keek lööŋ tō thĩn ëbën alonj wëlkë.

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# MUK YĪ NHOM

- Ee tēde ku ba lueel yei—na cĭ raan ɣɔɔc wei bēn tēnē yĭn yōndu thok, yĭn acĭ lēu ku ba kuat kēdāŋ gam.
- Na wĭc ku ba raan ɣɔɔc wei yōöt thook jāäl, lēk kek—ka keek adhil jāäl ēmen thin nyoot.
- Yĭn acĭn ke lēu ku ba guo gam ee nyin yic—na ye yök ka yĭ cĭ thany thĭn ku acĭ wĭc acĭn ba kēdāŋ thanyic, lēk raan kǎŋ ɣaac lon wĭc kaam ku bĭn nhom lök tak thĭn alonj kē cĭ yiēn yic kēnē.
- Na ye tĭŋ ka yĭ wĭc ku ba kɔc yĭ kuony waaric, cĭmen kɔc kārba wulē/ka kɔc telepun, ka yĭ yup kɔc kuōn yĭ gām kē tō kek yĭn ku ba tĭŋ na cĭk yĭn cɔl athēny ee kaam mecic ku na de wēu tēm kōu ye ke wĭc thĭn.
- Ee tēde ku ba nhom waar/geer—na ca gam ku ba kēdāŋ ɣɔɔc tēnē raan ɣɔɔc wei yōöt thook ku ba nhom waar/geer alē, ka yĭ thiēc nĭn bĭn ke nhom waar/geer ('cooling off') thĭn alonj yienydu.

