



Australian
Competition &
Consumer
Commission

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Ye ᑎᑕ ᑕᑕ ᑕᑕᑕᑕ?



Löön akuma kác yócc yóöt thook nyuóth

BA YINYDU ȦIC TĒ LE RAAN ȦȦȦ WEI ȦȦȦ GUT THOOK

Ȧin ade lȦȦ yic ku ba luui kek raan ȦȦȦ wei ȦȦȦ thook.

Na ye kĕ ȦȦȦ wei dġt tĕnĕ dolġġr bian tȦk (\$100) (wulĕ/ka cġ wĕuke Ȧic apġeth akȦl gĕm yġn ȦȦȦ), ka raan ȦȦȦ kġȦ wei adhil lȦȦȦȦ bġȦth yġic:

- ye kadġ ku ye nĕn lĕu kek yen bġk ba bĕn tȦȦ/gut
- yĕ wĕl ko kek lĕu bġk gġm yġn
- yinydu ku ba nġom waar.

Na ȦȦȦ kȦȦ ȦȦȦ wei ȦȦȦ thook ku ba jġġl, kek adhil:

- jġġl ĕmĕn thiin nyȦȦ, ku
- cik be la dhuk ee nġn thiĕr-diġkic (30 days).

KȦȦ ȦȦȦ wei ȦȦȦ thook acġ lĕu bġk yġ neem:

- akȦl thabit wulĕ/ka akȦl lġġu ee jġȦ ĕbĕn
- kaam kĕnĕ thaa dġȦȦȦ nġiġkduur guȦ bĕn (9 am) wulĕ/ka tĕ cġ thaa dġethem thȦk thĕĕi (6 pm) akȦl ye kȦȦ luui
- Kaam kĕnĕ thaa dġȦȦȦ nġiġkduur guȦ bĕn (9 am) wulĕ/ka thaa dġiĕc thĕĕi thȦk (5 pm) akȦl Thabit.

TġȦ kan raan ȦȦȦ ȦȦȦ thook nyȦȦth. AlȦȦ kek adhilkġ lĕk yġn:

- riĕnken
- kakĕȦȦ tajir ye ke nyȦȦth lĕu bġnĕ kek lȦk ya yup thġn
- ye wĕt nȦ ye kek tȦ ȦȦȦ thok.

Cġȡ wġc ku bġ raan ȦȦȦ ȦȦȦ thook ku bġ ȦȦȦ cȦ tȦȦ/gut thok? Tġġu kĕnĕ ye nyȦȦth kġlĕ tĕ thiġġk kek tĕnĕ la ȦȦ. 'Du tȦȦ thok' kġ ye nġȦȦ ȦȦȦ thook atȦ ee thȦlȦȦȦ kĕnĕ yic www.accc.gov.au/doortodoor

YE TAK KU BA KEDÄŇ ƳƆƆC?

Na ca tak ku ba kēdāŋ ƳƆƆC Ƴöndu thok, ka raan ƳƆƆC wei Ƴööt thook adhil yī gām werenj de lööŋ ee kēwīc ba ƳƆƆC kēnē.

Athöör adhil:

- bī ŋiēc göt apieŋh ku thonj guel piclic, ku aye lööŋ wīc keek mat thīn ēbēn
- bī wēu wīc kek ēbēn nyuƆƆth (met thīn agut wēu tuƆcde wulē/ka wēu kuɛide), wulē/ka tē ye kēnē matic thīn
- bī kāk yup raan ƳƆƆC wei Ƴööt thook ku akutnhom kāŋ looi tō thīn
- ba thany cök ku theny raan ƳƳƳC kāŋ wei aya
- yic da wēl yith ku aköl wƳƳƳ yīn nhom alonj Ƴöc, ku athör wēn ye kƆc nħiim waar atö na ye aköl wƳƳƳ yīn nhom.

Ca kŋ la cath ba lo ƳƆƆC ku thöŋ wēu ye kāŋ Ƴaac wei? muk yīn nhom ba Ƴöny pieth dhieŋ ya Ƴök—tīŋ ye kāŋö pieth kök 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) jök aköl ƳƆƆC yīn kēdāŋ. Kēnē aye cöl nīn lēu bīn ke nhom waar/geer thīn ('cooling off') ku raan ƳƳƳC kēdāŋ wei adhil lēk yīn kaam kēnē yīn athör gēm Ƴöc guo thany yic.
- Cök alon cī raan kāŋ Ƴaac wei kāŋ bēi ee kaam kēnē yic, ka yīn alēu ku ba da nīn bīn ke nhom waar/geer thīn ('cool off').
- Raan ƳƆƆC kēdāŋ wei acī lēu bī wēu nyaai aköl bīn nhom waar/geer thīn yic ('cooling off'), ka lēu ya bīi kārba.



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

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

Na dī ka ŋic lōn adī ka yīn alēu ba la γοοε γǎn kōk yiic cōk alōn cīn γōny γōndu thok gam? Nyaai ee kēpīεεth kēnē cōl nīn bīn ke nhom waar/geer thīn ('cooling off') ee rin ku ba γōny kēnē apīεth kek yīn.

YITH M&T THĪN

Tēnē alŋ yith mat thīn ee rin yith thēer wēn cī lueel, yīn ade yic ku ba kǎ kē ŋōōth:

- bī ya yic ku bī ŋiēc nyuooth piōn piεth—raan γεεε kēdǎŋ wei acī lēu bī kōc muōr wulē/ka bī yīn cuēēr/ruēēny
- yī ŋiēc looi—raan γοοε wei acī lēu ku bī nhom riāāk tēnē yīn/kōth apēidit
- kē γοε wulē/ka luoi adhil luui apīεth wulē/ka luui tē cīt tē ŋic yen—na cie tēde, ka dhil guiēr yic, cōl dēt wulē/ka dhuk yī wēuku.

Ee γǎn kōk yiic, gēl dēt aye looi thīn

- Ee bēi kōk yiic ku bēi thii kor (territories), kuooŋy dēt la tuēŋ aye gam tēnē kōc wēn kārba yaac wei. Yōk wēl juēc kōk alŋ Kor Kārba mac (Australian Energy Regulator) ee thiolnyin kēnē yic www.aer.gov.au
- Ee ya tēm ee lōŋ kōu ku bī raan kǎŋ yaac wei γōōt thook ku kōc γōc ya la wēēt tē bīk wēu ken luooi thīn ku kek akēnē kōŋ cōal.



WĒL JUĒC KÖK

Australian Competition and Consumer Commission

www.accc.gov.au

Të ye wël yök thïn (Infocentre) 1300 302 502

Telepun Aboriginal (Indigenous Infoline)
1300 303 143

Luoi wër wëliic ku luoi gër kɔc thook 13 1450

Telepun miŋ (TTY) 13 3677

Jam ku piëŋ 1300 555 727

Luoi intënet nyin (Internet Relay)
www.relayservice.com.au

Ku ba wël juëc yök, ka lɔr tiŋ (Australian Competition and Consumer Commission) akuma kɔc wën kãŋ yaac wei yööt thook gël: kënë ye nyuɔɔth tēnē yööc cī gōt—aatō thioŋnyin kënë yic www.accc.gov.au/doortodoor.

Australian Competition and Consumer Commission
23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601

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Wët ril luel

Kek wël cī ke götkë aakäk yith nyuɔɔth abɛc. Kek acie lööŋ tō coolic wulë/ka wël yith bī kɔc kök la lëk yin, ku acī lëu bī kɔc ke nhīim tääu thïn acin ka lööŋ alɔŋ luök. Ee rin cin ke looi bīk kɔc ya kuɔny abɛc, kek alëu bīk yiic da kuath lööŋ tō mat yiic ëbën. Yin alëu ku ba raan cī piöc wic na de këduɔɔn dak yī piöu alɔŋ këduɔɔn ca ɔɔc.

Kɔc akuma (Australian Competition and Consumer Commission) acik them ku bīk lööŋ wën lëu bī raan yööc yöt thok ke wic dhil göt kāk ëmen ku aa yith ëmën, ku yen acī lëu bīk lueel ka yith ëbën, ëmen thiin wulë/ka keek lööŋ tō thïn ëbën alɔŋ wëlkä.

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MUK YĪ NHOM

- Ee tēde ku ba lueel yei—na cī raan ɣɔɔc wei bēn tēnē yīn yōndu thok, yīn acī lēu ku ba kuat kēdāŋ gam.
- Na wīc ku ba raan ɣɔɔc wei yōöt thook jāäl, lēk kek—ka keek adhil jāäl ēmen thin nyoot.
- Yīn acīn ke lēu ku ba guo gam ee nyin yic—na ye yök ka yī cī thany thīn ku acī wīc acīn ba kēdāŋ thanyic, lēk raan kāŋ ɣaac lon wīc kaam ku bīn nhom lök tak thīn alon kē cī yiēn yic kēnē.
- Na ye tīŋ ka yī wīc ku ba kɔc yī kuony waaric, cīmen kɔc kārba wulē/ka kɔc telepun, ka yī yup kɔc kuōn yī gām kē tō kek yīn ku ba tīŋ na cīk yīn cɔl athēny ee kaam mecic ku na de wēu tēm kōu ye ke wīc thīn.
- 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 yī thiēc nin bīn ke nhom waar/geer ('cooling off') thīn alon yienydu.

