

Submission to the Domestic mobile roaming declaration inquiry

16/06/2017

When operating independently as Three, Hutchison Australia applied unexpected charges to my account due to roaming, despite my both being in the second largest city in NSW at the time, and having been specifically told roaming fees would not apply there. The matter required ombudsman intervention to be resolved, following which unauthorised charges appeared on my account some months after my discontinuation with the company.

Whilst I recognise that they are no longer the same entity, Vodafone's customer service record has plummeted since their merger. On balance, I therefore do not trust that Vodafone Hutchison will yield the power to roam domestically in the spirit of consumer value.

I also agree with the ACCC's assertion that not allowing roaming is beneficial to competition and infrastructural development, and support the decision to decline Vodafone Hutchison's application.

Chris Walker

[address suppressed]