

## **Justice and Order: Part 17:**

Have you ever had the experience of being requested to pay additional charges for the usage of a mobile phone or modem? Have you ever had the experience of an invoice for 10 times or more the usual amount arriving?

There are various types of plans. Whilst you will be charged additional costs if you exceed the capacity contracted for, in Australia the federal government protects users through federal communications law. Based on the relevant contact method, corporations are required to alert users when their usage has exceeded the regular price.

The communications legislation requires mobile phone and modem distributors to register with government agencies before they start business. However, it is difficult to verify whether this has happened before signing a contract.

In the case where a large additional charge is applied without any correspondence with the dealer, please contact the company and request cancellation of the additional charge. In the case that the company will not recognize the request to cancel the charge, what should you do?

Even in Japan, in recent years the ombudsman system has been introduced. It may be unfamiliar to many people, but the ombudsman system was first born in Sweden, a country famous for its welfare system. This system was essentially born out a need to protect citizens from the defective acts of civil servants. As an example in Australia, if you have suffered unwarranted assault from a police officer, you can contact the police ombudsman.

After suffering harm that the Ombudsman determines is deserving of investigation, the Ombudsman will investigate it at no cost. After that is complete, a report of the investigation is sent to the victim. If necessary, the Ombudsman will make recommendations to the responsible government agency. In Australia there is an Ombudsman for each government agency.

In the case of mobile phones and modems, it is the communications ombudsman. However, in the case of unregistered communications corporations, it is not limited to investigation by the ombudsman. In this case, it is necessary to sue the company due to a violation of the Act. Please gain the advice of a legal professional.