

Submission to the Draft TCP Code DR C628:2011

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- Does "VOIP service fall within the definition of "Mobile"? Mobile is not defined in the Code.
- Clause 5.3.2 (l) Do ISPs need to advise customers that their speed was shaped because their data limit was reached?
- Clause 7.11 - Does this mean ISP can still charge ETFs if customers terminate their fixed term contracts early? Or must they be given the option to terminate without having to pay ETFs (even if no detriment to the customer.
- Clause 5.7 Direct Debit requirement of 10 days - old code does not have this requirement. Does this apply to pre-paid and auto-top up? If not, can exception extend to fixed charges that are payable in advance by customers?