

**SENATE ENVIRONMENT AND COMMUNICATIONS
LEGISLATION COMMITTEE**

**INQUIRY INTO BROADCASTING AND OTHER LEGISLATION
AMENDMENT (DEREGULATION) BILL 2014 [PROVISIONS]**

FOXTEL - ANSWER TO A QUESTION TAKEN ON NOTICE

Senator URQUHART: So, if someone is watching a program and there is what they deem as a complaint to be made, how are they aware that you have got a 24/7 call centre? Is that advertised?

Answer: - In relation to complaints, a customer can lodge a complaint 24 hours a day via the Foxtel website or through the call centre on 131 999 9am to 9pm, Mon to Fri (AEST) and 10am to 8pm, Sat to Sun (AEST).