

# QF Business Request

## Australian Competition and Advertising Laws



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## Problem Statement

ATPCO is instigating an additional Baggage Charges migration from Service Type F to Service Type C. These 2 service types process differently, with Type C requiring prices to be applied based on date of ticket issuance, as opposed to pricing at time of purchase.

This change in processing causes Australian Regulatory breaches on two fronts, as follows.

**Breach 1** - If we have a sale on baggage offering a discount, passengers will be provided misleading pricing as we will be advertising 1 price at say \$20.00 but potentially charging them at \$50.00 as an example. This is a breach of the Australian Competition and Consumer Commission relating to misleading pricing.

**Breach 2** - We cannot charge passengers different rates on the same day for the same service. If we have passengers who purchase their tickets a month apart but both add baggage and our rates have changed, we will again be breaching Australian Consumer laws by offering them different rates for the same service, just because of their ticket issuance date

Australian Consumer Law information can be found here: <https://www.accc.gov.au/business/pricing-surcharging/displaying-prices>

## Current Solution

Current Solution is Type F Filing which is being removed. It is also important to note that DoT and CTA Regulations are being enforced on travel which is not bound by these regulations, eg. SYD-LON-SYD which does not touch US or CA.