

29 March 2023

Cathy Rainsford, General Manager
Content and Consumer Division
Australian Communications and Media Authority

By email: haveyoursay@acma.gov.au

Dear Cathy,

RE: ACMA compliance priorities 2023-24

Thank you for the opportunity to provide input into the ACMA's compliance priority work program planning for 2023-2024.

Communications Alliance is committed to working collaboratively and constructively with the ACMA and other parties to understand and, where required, take action to address, issues of concern.

Over the last 12 months, we have been working hard to address issues identified as compliance priorities for 2022-23, with significant progress having been made in a number of areas, including better supporting consumers affected by domestic and family violence (a substantially revised Guideline will be released soon; comments on the revised draft – and on the process undertaken to revise it – were very positive); and reducing scams. As you are aware, we are also soon to officially commence a review of the TCP Code, with a new process designed to help all parties understand and discuss issues and possible resolutions in a more constructive and efficient manner (than previous processes).

Other than noting that the concerns we expressed in last year's submission about online gambling (and indeed gambling in general) remain, we will leave comment on compliance priorities for 2023-24 to other stakeholders. We will seek to work with the ACMA to better understand and respond to concerns raised, as required.

We would also like to reiterate our support for the ACMA's educational activities and would welcome the opportunity to provide input into the content, where appropriate. We suggest initiatives target both consumers and the industry. For example, we note that the ACMA has updated its website to clearly include information about telecommunication-specific industry Codes and Standards. It would also be timely and useful for the ACMA to update its [Carrier Licensing Guide](#)¹ which is stated to be last updated in May 2018. An updated Guide would provide a useful overview of the range of obligations on carriers under telecommunications legislation.

¹ <https://www.acma.gov.au/publications/2018-05/guide/carrier-licensing-guide>

To help small players and new market entrants in particular to understand (and therefore comply with) the complicated regulatory environment, we suggest that the ACMA work with other government agencies to extend this into an overview (or map) of all applicable regulation, showing the intersection and overlap between, for example, rules and regulations managed and enforced by the ACMA and those that are the responsibility of the ACCC, Office of the Australian Information Commissioner, Treasury, the various jurisdictional-level regulators.

In relation to consumer information, we caution over-simplifying issues. For example, ACMA website information about the TCP Code can be read to suggest that the TCP Code is a one-stop shop dealing with every possible telco-related consumer issue ('The code protects consumers who use mobile phone, landline and internet services, including NBN'). This is misleading and confusing; the Code does not and cannot summarise and link to every telco-related piece of consumer regulation. Other regulation, Codes and legislation appropriately deal with specific issues such as scams and online safety. We recognise that Comms Alliance's own messaging can be clearer in this regard too and will be reviewing it accordingly.

We trust that you find this feedback helpful. If you have any questions or would like to discuss any aspects of this submission, please do not hesitate to contact Peppi Wilson, Senior Manager Policy and Regulation, or me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'John Stanton', written in a cursive style.

John Stanton
Chief Executive Officer