



Our reference: [REDACTED]

[REDACTED]
Acting Executive Manager
Telecommunications Safeguards and Numbers Branch
Australian Communications and Media Authority

By email: [REDACTED]

Public Consultation - proposed telco industry rules for outages and complaints handling

Dear [REDACTED]

Thank you for consulting the Australian Information Commissioner under subsection 134(2) of the *Telecommunications Act 1997* on the draft proposed amendments to the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*, *Telecommunications (Customer Complaints Handling) Industry Standard 2018* and *Telecommunications (Emergency Call Service) Determination 2019*.

I understand that the amendments enable consumers to lodge complaints about networks outage with their provider and assists in ensuring those complaints are dealt with in a timely manner. In the event of a network outage, telecommunications providers will be required to provide real time network information to emergency service organisations as well as report to ACMA and the Department of Infrastructure, Transport, Regional Development, Communications and the Arts.

I confirm that the OAIC has reviewed the draft Standards and draft Determination and we have no comments to make.

If you would like to discuss further, please contact [REDACTED], A/g Director, Policy and Statutory Functions, on (02) [REDACTED] or at [REDACTED].

Yours sincerely

Annan Boag

General Manager, Regulatory Intelligence and Strategy

13 March 2025