

**From:** [Carolyn McLean](#)  
**To:** [Nerida O'Loughlin](#)  
**Subject:** FW: Correspondence from the Chair ACMA | RE: Telecommunications Consumer Protections Code [SEC=OFFICIAL]  
**Date:** Friday, 25 July 2025 5:07:06 PM  
**Attachments:** [image001.png](#)  
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**From:** Office of the Chair <[OfficeoftheChair@acma.gov.au](mailto:OfficeoftheChair@acma.gov.au)>  
**Sent:** Tuesday, 20 August 2024 4:19 PM  
**To:** John Stanton <[stanton@commsalliance.com.au](mailto:stanton@commsalliance.com.au)>  
**Cc:** Samantha Yorke <[Samantha.Yorke@acma.gov.au](mailto:Samantha.Yorke@acma.gov.au)>; Peppi Wilson <[p.wilson@commsalliance.com.au](mailto:p.wilson@commsalliance.com.au)>; Office of the Chair <[OfficeoftheChair@acma.gov.au](mailto:OfficeoftheChair@acma.gov.au)>  
**Subject:** Correspondence from the Chair ACMA | RE: Telecommunications Consumer Protections Code [SEC=OFFICIAL]

Dear Mr Stanton

Please find attached a response from the Chair to your correspondence of 15 August 2024.

Kind regards  
Carolyn

**Carolyn McLean**  
Executive Assistant to Nerida O'Loughlin PSM  
Chair & Agency Head

Australian Communications and Media Authority  
+61 6219 5114 | 0428 726 887  
[carolyn.mclean@acma.gov.au](mailto:carolyn.mclean@acma.gov.au)  
[acma.gov.au](http://acma.gov.au)



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.



**From:** John Stanton <[stanton@commsalliance.com.au](mailto:stanton@commsalliance.com.au)>  
**Sent:** Thursday, August 15, 2024 3:47 PM  
**To:** Office of the Chair <[OfficeoftheChair@acma.gov.au](mailto:OfficeoftheChair@acma.gov.au)>  
**Cc:** Samantha Yorke <[Samantha.Yorke@acma.gov.au](mailto:Samantha.Yorke@acma.gov.au)>; Peppi Wilson <[p.wilson@commsalliance.com.au](mailto:p.wilson@commsalliance.com.au)>  
**Subject:** Telecommunications Consumer Protections Code

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Good afternoon

Please find the attached correspondence relating to the Telecommunications Consumer Protections Code.

Kind Regards

**John Stanton**  
CEO | Communications Alliance Ltd | Level 25/100 Mount St | North Sydney NSW 2060  
P: 0434 318 777 | [stanton@commsalliance.com.au](mailto:stanton@commsalliance.com.au) | [www.commsalliance.com.au](http://www.commsalliance.com.au)



In the spirit of reconciliation the Communications Alliance acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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Chair and Agency Head

**OFFICIAL**

Mr John Stanton  
Chief Executive Officer  
Communications Alliance  
PO Box 444  
Milsons Point NSW 1565  
stanton@commsalliance.com.au

Dear Mr Stanton <sup>John</sup>

**Review of the Telecommunications Consumer Protection Code (TCP)– progress update**

Thank you for your letter of 15 August on behalf of the Comms Alliance Industry Consumer Advisory Group (ICAG) requesting an update on progress of the ACMA's consideration of the TCP Code Package provided on 20 May 2024.

We appreciate the extensive work undertaken by Comms Alliance and its members to date on this important set of consumer safeguards.

I can assure you and your members that there has not been inaction by the ACMA as you suggest in your letter. There has been significant and constant work undertaken by the Authority and ACMA staff on the draft Code since it was received.

Unlike other contributors to this process, the ACMA ultimately has responsibility for deciding as to whether the Code should be registered, taking account of the requirements for registration set out in the *Telecommunications Act 1997*, or alternative regulatory approaches pursued.

Our consideration has therefore involved very detailed and complex analysis, undertaken with a view to being able to provide the industry with detailed, fair, reasonable and constructive feedback.

The ACMA is well progressed in its consideration and, at this stage, we expect to provide feedback on the draft Code to Comms Alliance by the end of August.

Yours sincerely



Nerida O'Loughlin PSM  
20 August 2024

**OFFICIAL**