



Subject:

FW: Correspondence to Communications Alliance re TCP Code from Deputy Chair Catriona Lowe | ACCC
[SEC=OFFICIAL]

Date:

Tuesday, 20 February 2024 10:45:17 AM

Attachments:

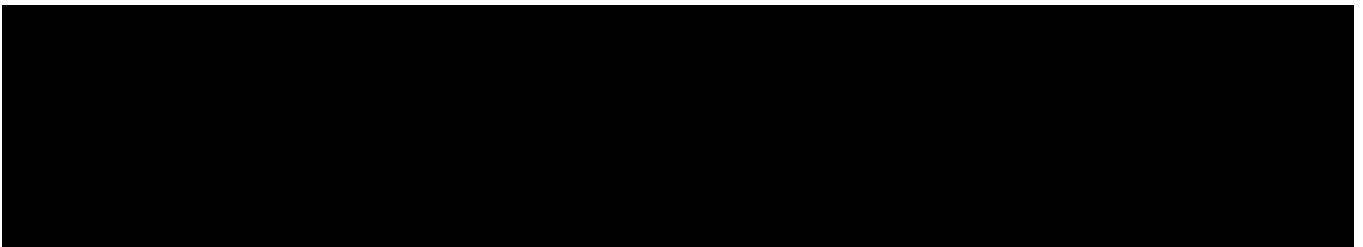
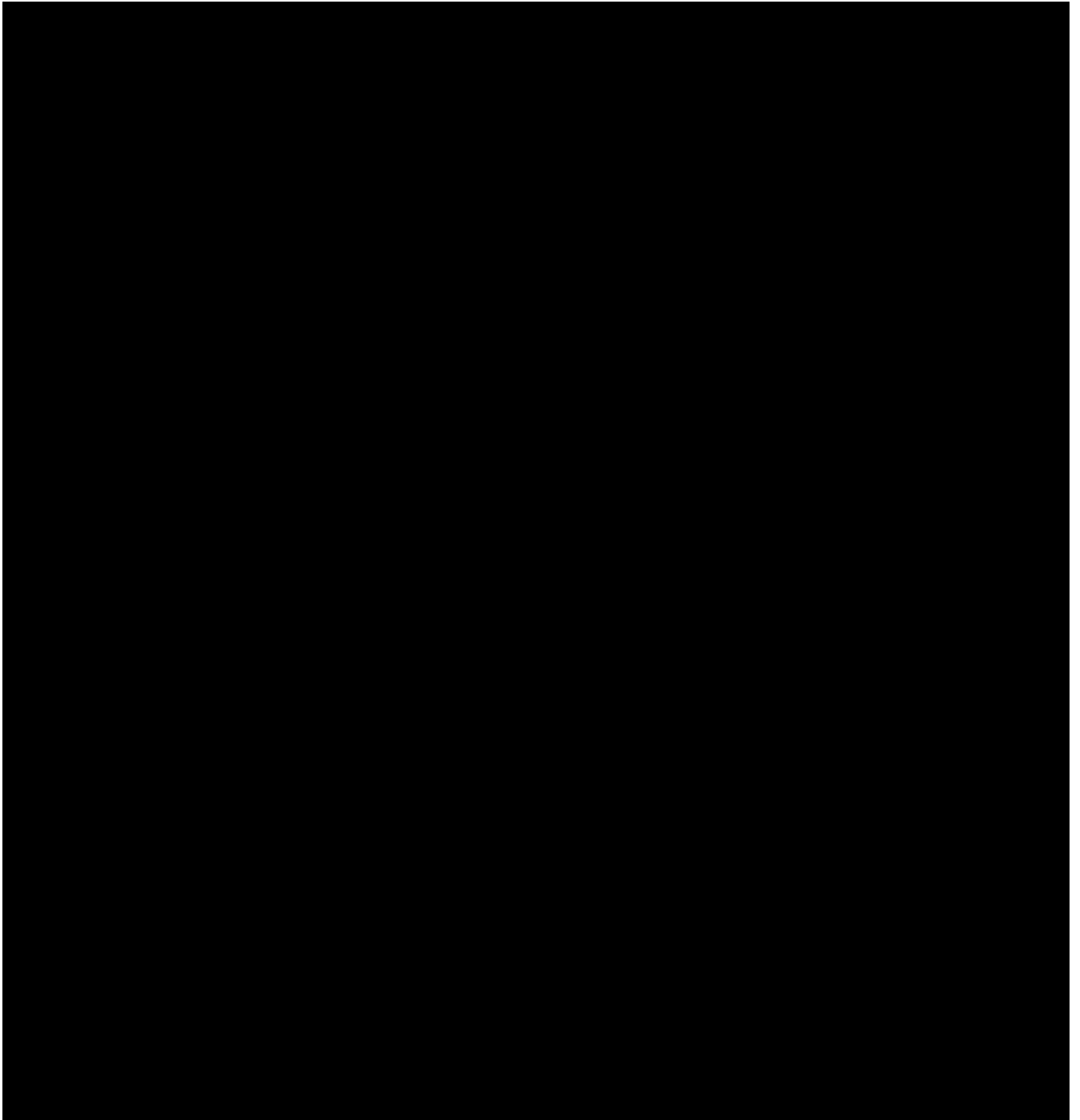
[2024-02-20 Correpondence to Comms Alliance re TCP Code - Signed by Deputy Chair Lowe ACCC.pdf](#)

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OFFICIAL

Good morning

Please see the attached correspondence from Deputy Chair Catriona Lowe regarding the TCP Code.

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Our ref: IRD23007254

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20th February 2024

John Stanton
Chief Executive Officer
Communications Alliance Ltd
Level 25/100 Mount Street
NORTH SYDNEY, NSW, 2060

Dear John

Re: Clarification on planned engagement for Telecommunications Consumer Protections (TCP) Code drafting process

As you are aware, the ACCC has devoted significant resources in participating on the Review Committee through the TCP Code review process and looks forward to productive engagement with Communications Alliance and industry as the Code is finalised.

With this in mind, I am writing to seek clarification on the planned engagement for the remainder of the TCP Code drafting process.

Our understanding is that Communications Alliance will need to provide further drafting to the Australian Communications and Media Authority (ACMA) in March and May 2024 for consideration. We have also been advised, at officer level, that Communications Alliance does not intend to reconvene the Review Committee but will instead conduct any further consultation and clarification on an ad-hoc basis before releasing the final drafting for public consultation.

Noting the substantial issues raised in our response to the draft Code and associated position papers, we are concerned that an ad-hoc consultation approach risks significant gaps remaining between the Code provisions and effective protections for consumers. The ACCC would therefore appreciate confirmation on the remaining process at your earliest opportunity to inform our planning.

I have copied this letter to Nerida O'Loughlin, Chair of the ACMA, and Michael Cosgrave.

Yours sincerely

Catriona Lowe
Deputy Chair