

From: [REDACTED]
Subject: FW: ACMA advice please - Customer ID Authentication Determination -TCP Code interaction [SEC=OFFICIAL]
Date: Monday, 7 April 2025 5:25:50 PM

FYI

Sent: Monday, 7 April 2025 5:15 PM
To: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Cc: Tanya Farrell <Tanya.Farrell@acma.gov.au>; [REDACTED]
Subject: RE: ACMA advice please - Customer ID Authentication Determination -TCP Code interaction [SEC=OFFICIAL]

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Dear [REDACTED]

Thank you again for your response on the question of possible conflict between the TCP Code and the CIA Determination.

[REDACTED]

[REDACTED]

[REDACTED]

THE
TELECOMMUNICATIONS
INDUSTRY EXCELLENCE
AWARDS

Thursday 24 July 2025
Sofitel Sydney Wentworth
fieawards.com.au/2025/

From: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Sent: Thursday, 3 April 2025 9:43 AM
To: [REDACTED]
Cc: Tanya Farrell <Tanya.Farrell@acma.gov.au>; [REDACTED]
Subject: RE: ACMA advice please - Customer ID Authentication Determination -TCP Code interaction [SEC=OFFICIAL]

Dear [REDACTED]

Thank you for sharing the feedback provided on interactions between the DR C628:2025 Telecommunication Consumer Protections (TCP) Code and Telecommunications Service Provider (Customer Identity Authentication) Determination 2022 (Determination).

The ACMA is of the current view that there is unlikely to be any conflict between drafting in chapter 4 of the TCP Code and the Determination. In the event of a customer's death, an 'authorised estate representative' under the TCP Code would likely meet the definition under section 12 of the Determination of an 'authorised representative' if that person is already listed on a customer's account or, as may be more likely, they are an 'unlisted authorised representative'.

We do not anticipate that by complying with chapter 4 of the TCP Code, a telco would be non-compliant with the Determination or *vice versa*, but remain open to feedback about any specific

issues where the two instruments may be perceived as contradictory.

In relation to the review of the Determination, we will consider whether further clarity can be provided about the above matters to inform its variation.

At this stage we anticipate remaking the Determination by mid-year, and will advise if this changes.

Yours sincerely,

Jeremy

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From: [REDACTED]
Sent: Tuesday, 1 April 2025 5:36 PM
To: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>
Cc: Tanya Farrell <Tanya.Farrell@acma.gov.au> [REDACTED]
[REDACTED]
Subject: RE: ACMA advice please - Customer ID Authentication Determination -TCP Code interaction [SEC=OFFICIAL]

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[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Tuesday, 18 March 2025 4:54 PM

To: Jeremy Fenton <Jeremy.Fenton@acma.gov.au>; [REDACTED]

Cc: Tanya Farrell <Tanya.Farrell@acma.gov.au>; [REDACTED]

[REDACTED]

Subject: ACMA advice please - Customer ID Authentication Determination -TCP Code interaction

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Dear Jeremy and team,

RE: TCP Code – Customer ID Authentication Determination conflicts

As you know, Communications Alliance is currently working through all feedback on the draft TCP Code received as part of the formal public consultation process. As Tanya [REDACTED] will be aware, some of that feedback directly relates to possible conflicts with proposed Code requirements around the management of deceased customer's accounts and the Customer Identity Authentication Determination (CIA).

As concerns relate to obligations in the Code specifically requested by the ACMA, and an ACMA instrument that currently under review, we request ACMA's advice about whether the concerns raised have been appropriately addressed in the CIA Determination revisions.

We would also appreciate advice about when the revised CIA Determination will be published, to ensure that implementation timeframes for these proposed Code provisions and the CIA Determination align.

Both the relevant draft TCP Code clauses and the relevant comments received through the public consultation process are provided in the attached document.

To enable us to meet our Code review timeframes, your advice ASAP (and before the end of March) would be much appreciated.

[REDACTED]

[REDACTED]

[REDACTED]

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