

Chair and Agency Head

Ms Stephanie Tonkin
CEO
Consumer Action Law Centre
Level 6, 179 Queen Street
Melbourne VIC 3000
stephanie@consumeraction.org.au

Dear Ms Tonkin

Telecommunications Consumer Protections Code

Thank you for your letter of 7 March 2025, on behalf of 18 signatory consumer advocacy organisations, raising concerns about the draft Telecommunications Consumer Protections Code (Code). I can assure you that the ACMA understands the importance of telecommunications services to all Australians and the need for appropriate safeguards for consumers accessing these services.

As you would be aware, public consultation on the draft Code concluded on 28 February 2025 and at this time no final draft of the Code has been submitted to the ACMA for registration by Communications Alliance (CA).

The Authority's decision whether or not to register the Code will be based on the final version of the Code once submitted. Ahead of this, CA is required to consider all feedback received and the ACMA will have access to all submissions made to CA on the draft Code.

While CA will not have the benefit of specific feedback on the latest draft from most consumer advocacy organisations, we appreciate you taking the time to explain that decision and share your views directly with the ACMA.

Should a Code be submitted for registration, the ACMA will need to consider it within the bounds of the *Telecommunications Act 1997*. That includes whether the draft Code would provide appropriate community safeguards for the matters it covers.

The ACMA does not have unfettered authority to impose direct regulation without following the processes set out under this framework. However, we are well versed in using the mechanisms available under the Act to move to direct regulation where this is needed. These avenues have been pursued in recent years in areas such as complaints handling, financial hardship and, more recently, in relation to the domestic and family violence protections on which we are currently consulting.

The ACMA contact for this matter is Ms Tanya Farrell, acting Executive Manager, Telecommunications Safeguards and Numbers Branch on (02) 6219 5194 or at tanya.farrell@acma.gov.au.

Yours sincerely



SM

