

8 August 2025

The Manager
Telecommunications Regulation and Performance
Australian Communications and Media Authority (ACMA)

By email to: telcoperformanceregulation@acma.gov.au

Dear Manager,

Submission – Changing the complaints record-keeping rules consultation paper

Thank you for the opportunity to comment on the ACMA's proposed amendments to the *Telecommunications (Consumer Complaints) Record-Keeping Rules 2018 (Complaints RKR)*s).

Our office supports efforts to increase transparency in Australia's telecommunications sector by requiring telcos to keep and report records to regulators. The proposed amendments will align the Complaints RKR with the recent changes to the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018*. Requiring telcos to keep records and report separately on network outage complaints may assist the ACMA to more precisely analyse trends in complaints involving network outages and improve public reporting.

We look forward to participating in any future discussions about additional record-keeping and reporting requirements relating to complaints in the retail telecommunications sector.

Yours sincerely,

Cynthia Gebert
Telecommunications Industry Ombudsman