

# Draft Cost Recovery Implementation Statement

Annual Carrier Licence Charge for  
the charging period 1 July 2024 to  
30 June 2025

AUGUST 2025

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# 1. Introduction

## 1.1 Purpose of the Cost Recovery Implementation Statement

This Cost Recovery Implementation Statement (CRIS) provides information on how the Australian Communications and Media Authority (ACMA), the Australian Competition and Consumer Commission (ACCC) and the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA) apply cost-recovery principles to determine relevant amounts under the *Telecommunications (Carrier Licence Charges) Act 1997* to be recovered through the Annual Carrier Licence Charge (ACLC).

A summary of the cost-recovery models used by the ACMA, ACCC and the Minister for Communications (the minister) to calculate their relevant telecommunications costs recovered through the ACLC is included in this statement.

This draft CRIS reports the financial performance for the relevant activities and includes forecasts for these costs over the 2024–25 financial year and 3 forward years (financial years 2025–26 to 2027–28). The ACCC and DITRDCA contributed the relevant information about their cost-recovery models. The ACMA will continue to publish the CRIS until the activities or cost-recovery arrangements for the activities have been discontinued.

Attachment B of this draft CRIS provides information on how the ACCC applies cost-recovery principles to determine the costs incurred for its Measuring Broadband Australia (MBA) program as part of its ACLC cost component.

## 1.2 Background and description of activity

The ACMA is a statutory authority within the Infrastructure, Transport, Regional Development, Communications, Sport and the Arts portfolio of the Australian Government (the government). It is responsible for various telecommunications functions and powers under the *Australian Communications and Media Authority Act 2005* (ACMA Act) and the *Telecommunications Act 1997* (Telco Act).

The ACLC is imposed by the *Telecommunications (Carrier Licence Charges) Act 1997* (the Act) to fund the activities of the ACMA, ACCC and DITRDCA in regulating licensed telecommunications carriers and telecommunications services provided by carriers. The purpose of the ACLC is that those entities creating the need for government activities, such as regulation, meet the cost of those activities.

The ACLC for a financial year is imposed on a carrier licence that is in force at the beginning of that financial year and is payable by the holder of the licence.

The ACMA determines the amount of ACLC payable by a licensed telecommunications carrier through a determination made under section 14 of the Act. The total ACLC must not exceed the sum of the following telecommunications costs:

- the ACMA's costs, including the cost of the Consumer Safeguards Part A program
- the ACCC's costs, including the cost of the MBA program
- the amount reimbursed for the development or variation of industry codes under Part 6 of the Telco Act

- the costs incurred by DITRDCSA for the Commonwealth's contribution to the International Telecommunication Union (ITU) membership (for telecommunications), and for grants made under section 593 of the Telco Act.

These amounts are specified in legislative instruments made by the ACMA, ACCC and the minister. The costs of the ACMA's and ACCC's other regulatory activities are not included in this ACLC.

The methodology for allocating the total ACLC (including the amount applicable to the Consumer Safeguards Part A program) to liable individual carriers has not changed from the previous year. The amount applicable to the MBA program is allocated to liable individual licensed carriers based on the number of NBN fixed-line connections operated by monitored service providers that are also carriers.

For the 2024–25 financial year, as in previous years, the ACLC payable by each liable licensed carrier is based on the carrier's eligible revenue (within the meaning of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (TCPSS Act) for the previous financial year (2023–24) as assessed by the ACMA.

Carriers that were 'non-participating persons' within the meaning of the Telecommunications (Participating Persons) Determination 2015 for the eligible revenue period from 1 July 2023 to 30 June 2024 are exempt from paying the ACLC for the 2024–25 financial year in accordance with the Australian Communications and Media Authority (Annual Carrier Licence Charge) Direction 2017 (the 2017 direction).<sup>1</sup>

Non-participating persons must either give a statutory declaration to the ACMA stating they are carriers with initial telecommunications sales revenue, gross telecommunications revenue or eligible revenue below \$25 million in the applicable eligible revenue period, or be carriers that have revenue below the stated threshold where the ACMA is otherwise reasonably satisfied that this is the case.<sup>2</sup>

It is appropriate that those that create the need for regulatory activities meet the corresponding expenses through the ACLC. While non-participating persons operate in the telecommunications industry, they do not create any substantial regulatory burden.

Any carrier that held a carrier licence on 1 July 2024, and was not a non-participating person during 1 July 2023 to 30 June 2024, is required to pay the ACLC for the 2024–25 financial year and will be liable for payment when it is due. This applies whether they have surrendered their licence or had their licence cancelled after 1 July 2024.

### 1.3 Stakeholders

Key stakeholders are telecommunications carriers, carriage service providers, industry bodies (for example, Communications Alliance) and consumer bodies (for example, the Australian Communications Consumer Action Network).

<sup>1</sup> This can be accessed from: [www.legislation.gov.au/Details/F2017L00542](http://www.legislation.gov.au/Details/F2017L00542).

<sup>2</sup> See the [Telecommunications \(Participating Persons\) Determination 2015](#) for more information.

## 2. Policy and statutory authority to undertake cost recovery

### 2.1 Government policy approval to recover costs

As an outcome of the Communications Portfolio Charging Review in the financial year 2019–20, the government confirmed the appropriateness of cost recovery for the following activities through the ACLC:

- the ACMA regulating telecommunications entities
- the ACCC regulating telecommunications entities
- a telecommunications industry body or association developing industry codes under Part 6 of the Telco Act
- a proportion of the Commonwealth's contributions to the ITU budget
- granting financial assistance to consumer bodies to support consumer representation in the telecommunication sector and to relevant research bodies.

Before 2019–20, the government made a series of decisions determining the above activities to be the subject of cost recovery through the ACLC.<sup>3</sup> These decisions are consistent with the Act, which specifically includes the costs of each of these 5 activities as part of the amount that can be recovered through the ACLC.

The financial estimates of all relevant ACLC activities are reflected in Table 20 of this CRIS, and Table B5 in Attachment B.

#### Fighting Scams

In the 2024–25 Budget, the government provided funding of \$12.4 million over 4 years from the 2024–25 financial year (\$9.9 million in operating costs and \$2.5 million in capital costs) and \$2.5 million per annum ongoing from the 2028–29 financial year, to combat scams through the introduction of mandatory rules to be established under a new Scams Prevention Framework (SPF).

The SPF Act passed Parliament in February 2025. The government has stated it intends for the ACMA to be the SPF sector regulator for the telecommunications sector. The sector regulator will support the development of the SPF telecommunications sector code in consultation with industry, and undertake compliance and enforcement activities. The sector-specific regulatory activities are contingent on delegations and designations to be made by a Treasury minister. Costs are not proposed to be recovered as part of this CRIS for the 2024–25 ACLC. It is anticipated that the cost of delivering this program will form part of the ACLC from the 2025–26 financial year, ongoing, determined under paragraph 15(1)(a) of the Act.

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<sup>3</sup> <https://archive.budget.gov.au/1996-97/statement4/bst04.pdf>, [https://archive.budget.gov.au/2005-06/myefo/myefo\\_2005-06.pdf](https://archive.budget.gov.au/2005-06/myefo/myefo_2005-06.pdf), [https://archive.budget.gov.au/2009-10/bp2/bp2\\_consolidated.pdf](https://archive.budget.gov.au/2009-10/bp2/bp2_consolidated.pdf), [https://archive.budget.gov.au/2009-10/myefo/MYEFO\\_2009-10.pdf](https://archive.budget.gov.au/2009-10/myefo/MYEFO_2009-10.pdf), <https://archive.budget.gov.au/2010-11/bp2/bp2.pdf>, <https://archive.budget.gov.au/2011-12/bp2/bp2.pdf>, [https://archive.budget.gov.au/2013-14/bp2/BP2\\_consolidated.pdf](https://archive.budget.gov.au/2013-14/bp2/BP2_consolidated.pdf), [https://archive.budget.gov.au/2014-15/bp2/BP2\\_consolidated.pdf](https://archive.budget.gov.au/2014-15/bp2/BP2_consolidated.pdf).

## **Consumer Safeguards Part A program**

The government provided funding of \$3.7 million over 4 years from the 2019–20 financial year (\$2.7 million in operating costs and \$1.01 million in capital costs) and \$0.6 million per annum, ongoing from 2023–24, for the Consumer Safeguards Part A program.

Under this program, the ACMA collects data and undertakes analysis to consider telecommunications industry and company performance, as well as undertaking the following activities:

- data integrity and consistency – a quarterly validation of each set of data received from carriage service providers
- data management, analysis and visualisation
- performance reporting under the Telecommunications (Consumer Complaints) Record-Keeping Rules 2018 (RKR) that relates specifically to the Consumer Safeguards Part A program
- resolving systemic issues – systemic and other issues arising from the analysis of the complaint data and issues referred from the Telecommunications Industry Ombudsman (TIO) are investigated further by compliance and enforcement officers or communicated to the relevant industry participant(s), industry body and/or regulator, to address the issues identified.

## **2.2 Statutory authority to impose cost-recovery charges**

Section 12 of the Act imposes an annual charge on carrier licences in force at the beginning of a financial year (1 July 2024 for this CRIS).

Subsection 14(1) of the Act specifies that the amount of the charge to be imposed on a carrier licence is the amount ascertained in accordance with a written determination made by the ACMA.

The 2017 Direction requires the ACMA to make determinations as necessary under subsection 14(1) of the Act to impose an annual carrier licence charge in the amount of \$0 on each carrier licence that is:

- in force at the beginning of a relevant financial year<sup>4</sup>
- held by a carrier that was a non-participating person for the eligible revenue period immediately preceding that financial year.<sup>5</sup>

Accordingly, when the ACMA makes a determination under subsection 14(1) of the Act, it will impose a charge of \$0 on carriers that were non-participating persons for the 2023–24 eligible revenue period.

Subsection 15(1) of the Act requires that the total of the charges imposed on carrier licences in force at the beginning of a financial year must not exceed the sum of the cost components identified in paragraphs 15(1)(a) to 15(1)(d) of the Act (see Table 1). Further information on these cost components is provided in Chapter 3.

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<sup>4</sup> The 2017 Direction defines relevant financial year as the financial year that begins on 1 July 2017 and each later financial year.

<sup>5</sup> The term non-participating person for the purpose of the 2017 Direction has the same meaning as in subsection 4(3) of the Telecommunications (Participating Persons) Determination 2015.



**Table 1: Structural components of the ACLC**

Reference in the Act	Cost component
15(1) (a)	The ACMA's cost component
15(1) (b)	The ACCC's cost component <sup>6</sup>
15(1) (c)	A proportion of the Commonwealth's ITU contribution
15(1) (ca)	The sum of amounts paid to industry bodies for reimbursement of costs associated with developing or varying industry codes under Part 6 of the Telco Act
15(1) (d)	Estimated grants to be made under section 593 of the Telco Act for consumer representation and research

The ACMA will make a legislative instrument under subsection 14(1) of the Act that sets out the ACLC imposed on liable individual carrier licences, and the method of ascertaining the amount of the charge.

In accordance with subsection 15(1) of the Act, the ACMA will also make a legislative instrument, determining the relevant amounts under paragraphs 15(1)(a), 15(1)(c) and 15(1) (ca) of the Act.

The ACCC will make a determination specifying its costs as described in paragraph 15(1)(b) of the Act, showing separately the costs applicable to the MBA program.

On 28 January 2025, the previous minister made the Telecommunications (Carrier Licence Charges) (Paragraph 15(1)(d)) Estimated Total Grants Determination 2025, which estimated the total amount of grants likely to be made during the 2024–25 financial year under section 593 of the Telco Act, in accordance with paragraph 15(1)(d) of the Act.<sup>7</sup>

All determinations are, or will be, registered on the Federal Register of Legislation by the respective entities and commence before the ACMA will formally determine the amount of ACLC payable by each relevant licensed carrier and issue invoices.

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<sup>6</sup> This component may incorporate costs indirectly related to the MBA program (for example, administration and overhead costs) associated more generally with the ACLC. However, costs that directly relate to the MBA program are not included in Table 1, but are disclosed in Attachment B.

<sup>7</sup> [Federal Register of Legislation: Telecommunications \(Carrier Licence Charges\) \(Paragraph 15\(1\)\(d\) Estimated Total Grants\) Determination 2025](#).

**Table 2: List of proposed legislative instruments for imposition of the ACLC for the 2024–25 financial year**

No.	Determination	Made under
1	Telecommunications Carrier Licence Charges (Annual Charges and Specification of Costs) Determination 2025  (To be made by the ACMA, commencing after each of the determinations listed below have commenced)	Subsection 14(1) of the Act and Paragraphs 15(1)(a), (c) and (ca) of the Act
2	Determination under Paragraph 15(1)(b) for 2025 (Made by the ACCC)	Paragraph 15(1)(b) of the Act
3	Determination under Paragraph 15(1)(d) for 2025 <sup>8</sup> (Made by the minister)	Paragraph 15(1)(d) of the Act

<sup>8</sup> [Telecommunications \(Carrier Licence Charges\) \(Paragraph 15\(1\)\(d\) Estimated Total Grants\) Determination 2025 \(legislation.gov.au\)](#).

## 3. Cost recovery model

There are 5 distinct regulatory outputs (cost components) included in the total amount of the ACLC and levied on carrier licences on an annual basis.

### 3.1 Determination of cost component for the ACMA's activity

#### 3.1.1 Summary of costs

Table 3 summarises the ACMA's costs that relate to the telecommunications functions and powers in the 2023–24 financial year for the 2024–25 ACLC.

**Table 3: The ACMA's ACLC costs for the 2023–24 and 2022–23 financial years**

Output	ACMA cost 2023–24	ACMA cost 2022–23	Variance \$	Variance %
Regulation development	\$4,727,365	\$3,917,385	\$809,980	21%
Industry monitoring and NBN	\$803,775	\$1,038,545	(\$234,769)	(23%)
Compliance, enforcement and consumer safeguards	\$6,801,224	\$6,302,731	\$498,493	8%
Licensing and allocation	\$953,665	\$1,028,919	(\$75,254)	(7%)
Other outputs	\$1,010,184	\$771,678	\$238,506	31%
<b>Sub-total</b>	<b>\$14,296,214</b>	<b>\$13,059,258</b>	<b>\$1,236,956</b>	<b>9%</b>
Consumer Safeguards Part A	\$730,127	\$581,350	\$148,777	26%
<b>Total costs</b>	<b>\$15,026,341</b>	<b>\$13,640,608</b>	<b>\$1,385,733</b>	<b>10%</b>

*Note: Sums may not add due to rounding.*

The ACMA's cost component (excluding Consumer Safeguards Part A costs) has increased by 9% (\$1.24 million) from the previous financial year. The change is mainly attributable to regulation development and compliance, enforcement, and increasing consumer safeguards, including increased ACMA effort towards:

- Code and standard regulation development, including the Telecommunications (Financial Hardship) Industry Standard 2024, Telecommunications (Consumer Complaints Handling) Industry Standard Amendment 2025 (No.1), Telecommunications Consumer Protections (TCP) Code review and NBN Access Transfer Code.
- Early development work on remaking the Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2025, telecommunications standards and new Telecommunications Cabling Provider Rules 2025.
- Ensuring compliance with the Statutory Infrastructure Provider framework in Part 19 of the Telco Act.

The ACMA's Consumer Safeguards Part A costs under paragraph 15(1)(a) have increased by 26% (\$0.15 million) from the prior year. This was predominantly due to an increased

number of systemic referrals from the Telecommunications Industry Ombudsman (TIO) and consumer bodies, particularly in relation to priority areas such as Financial Hardship and Domestic and Family Violence.

The ACMA continues to identify efficiencies to ensure only due costs are passed on to industry.

The cost of undertaking the Consumer Safeguards Part A program is included as part of the costs of the ACMA performing its telecommunications functions and exercising its telecommunications powers, as determined under paragraph 15(1)(a) of the Act. The costs will be recovered in arrears from carriage service providers required to report under the RKR that are also carriers and participating persons.

Determining the ACMA's costs to be recovered under the ACLC uses an activity-based management (ABM) model, which tracks the direct and support costs incurred by the ACMA for activities performed under its telecommunications functions and powers. As in previous years, time is used as the primary means of allocating direct costs to activities, while support costs are allocated using an appropriate cost driver (further detail on cost drivers is provided later in this section).

The ACMA conducts agency-wide surveys to ensure the allocation base for the ABM model remains accurate.

### **3.1.2 Outputs and business processes of the activity**

This component (under paragraph 15(1)(a) of the Act) represents the ACMA's costs incurred during the 2023–24 financial year that are attributable to performing its telecommunications functions set out in section 8 of the ACMA Act, and in exercising its telecommunications powers as defined in section 7 of the Telco Act, except for functions and powers conferred on the ACMA by or under:<sup>9</sup>

- the *Do Not Call Register Act 2006* (DNCR Act)
- the Telco Act, to the extent to which it relates to the DNCR Act
- Part 6 of the Telco Act, to the extent to which it relates to telemarketing activities (within the meaning of that Part).

As a regulator of the telecommunications industry, the ACMA exercises powers conferred by various Acts and other legislation, including the following Acts relevant to the ACLC:

- the Telco Act
- the TCPSS Act
- Chapters 4 and 5 of the *Telecommunications (Interception and Access) Act 1979*
- Part XIC of the *Competition and Consumer Act 2010* (Competition and Consumer Act)
- section 12 of the ACMA Act, as it relates to the ACMA's telecommunications functions.

The outputs for the ACMA's telecommunications activities are summarised below. To demonstrate transparency of costs attributable to the ACLC, as reported in the CRIS for the 2023–24 ACLC, the ACMA provides activity costs for the 2024–25 ACLC with comparative costs for the previous year for each output.

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<sup>9</sup> Subsection 15(4) of the Act defines the terms 'ACMA's telecommunications functions' and 'ACMA's telecommunications powers' for the purposes of the Act.

### **Regulation development**

This output includes regulatory development under the existing legislative framework, including:

- promoting self and co-regulation and competition in the telecommunications industry
- developing and varying telecommunications industry standards
- conducting research on matters affecting telecommunication regulations managing technical regulatory arrangements.

Table 4 provides details of the activities performed under this output for the 2024–25 and 2023–24 ACLC.

**Table 4: Regulation development: activities and costs for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Ref	Activity description	2023–24 cost	2022–23 cost	Variance increase/ (decrease)
R1	Granting authorisation to access numbers via the IPND Scheme and regulations and monitoring and enforcing compliance with IPND requirements; regulating and managing numbering arrangements	\$1,450,186	\$1,222,222	\$227,964
R2	Educating the telecommunications industry and consumers on safeguards, including ongoing consulting with stakeholders	\$171,263	\$162,730	\$8,532
R3	Providing advice to industry and consumers about obligations and safeguards under the NBN consumer rules; reporting compliance activities to the public and relevant internal and external stakeholders	\$241,388	\$231,491	\$9,897
R6	Making submissions to consumer safeguards consultation processes; telecommunications consumer regulatory review/development, including development of proposals to improve the NBN consumer experience, review of industry codes, standards and determinations	\$1,448,316	\$805,464	\$642,853
R7	Managing telecommunications labelling notices and standards	\$915,600	\$495,867	\$419,733
R9	Registering telecommunications operational codes	\$15,694	\$25,892	(\$10,198)

Ref	Activity description	2023–24 cost	2022–23 cost	Variance increase/ (decrease)
R10	Researching market developments and telecommunications consumer experience (excluding NBN)	\$284,519	\$701,911	(\$417,392)
R12	Reviewing, making and registering of codes and determinations	\$200,399	\$271,808	(\$71,408)
	<b>Total costs</b>	<b>\$4,727,365</b>	<b>\$3,917,385</b>	<b>\$809,980</b>

Note: Sums may not add due to rounding.

### Industry monitoring and NBN

This output includes:

- monitoring and reporting on the service performance and compliance of telecommunications organisations with regulatory obligations
- monitoring consumer safeguards that establish minimum performance standards
- monitoring the implementation of appropriate NBN standards and codes.

Table 5 provides details of the activities performed under this output for the 2024–25 and 2023–24 ACLC.

**Table 5: Industry monitoring and NBN: activities and costs for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022-23 costs)**

Ref	Activity description	2023-24 cost	2022-23 cost	Variance increase/ (decrease)
M1	Telecommunications consumer engagement, including providing secretariat function to the Consumer Consultative Forum; consulting with stakeholders; conducting industry and consumer research on telecommunications consumer safeguards	\$803,775	\$1,038,545	(\$234,769)
	<b>Total costs</b>	<b>\$803,775</b>	<b>\$1,038,545</b>	<b>(\$234,769)</b>

Note: Sums may not add due to rounding.

### ***Compliance, enforcement and consumer safeguards***

This output includes:

- monitoring compliance relating to:
  - consumer protection codes
  - devices subject to labelling arrangements
  - telecommunications cabling
  - electromagnetic activities
- handling complaints from the telecommunications industry and consumers
- undertaking audit programs
- issuing warning notices and directions to comply
- taking other enforcement actions.

Table 6 provides details of the activities performed under this output for the 2024–25 and 2023–24 ACLC.

**Table 6: Compliance, enforcement and consumer safeguards activities and costs for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Ref	Activity description	2023-24 cost	2022-23 cost	Variance increase/ (decrease)
C1	Contributing to submissions to a range of Telecommunications consumer safeguards consultation processes	\$22,612	\$13,015	\$9,597
C3	Investigating non-compliant cabling work	\$198,576	\$58,186	\$140,390
C4	Monitoring and investigating compliance with a range of consumer safeguards including, the Telecommunications Consumer Protections Code, the Mobile Premium Services Code, Priority Assistance obligations, Customer Service Guarantee and Payphone benchmarks and the Telecommunications Industry Ombudsman (TIO) scheme. Reporting on industry compliance against those consumer safeguards and the ACMA's telecommunications compliance and enforcement activity. Assessing applications from carriers and CSPs seeking exemptions from the requirement to join the TIO	\$2,335,221	\$2,857,043	(\$521,822)
C5	Providing newsletters and quarterly telecommunications facts and figures on website; providing fact sheets and maintaining currency of supporting consumer material on the ACMA website and other media platforms	\$215,201	\$75,828	\$139,373
C6	Responding to enquiries and undertaking investigations about the emergency call service, the	\$2,147,266	\$1,976,776	\$170,489

Ref	Activity description	2023-24 cost	2022-23 cost	Variance increase/ (decrease)
	Prepaid Determination, carrier licensing and infrastructure deployment; reporting on the number of disclosures of customer information and the costs of providing an interception capability; enforcing compliance with the requirement to submit interception capability plans; reporting on the cost of data retention and telecommunications sector security reforms.			
C7	Maintaining telecommunications network resilience through the Statutory Infrastructure Provider Register and overseeing Telstra's compliance with Carrier Licence Conditions such as the Network Reliability Framework and regional reporting	\$1,428,797	\$954,204	\$474,593
C9	Conducting compliance and enforcement activities to ensure that the telecommunications industry complies with new regulations to improve the experience of consumers migrating to the NBN, including with the Consumer Information Standard, Service Continuity Standard and Service Migration Determination and the Complaints Handling Standard	\$453,552	\$367,679	\$85,873
	<b>Total costs</b>	<b>\$6,801,224</b>	<b>\$6,302,731</b>	<b>\$498,493</b>

Note: Sums may not add due to rounding.



### ***Licensing and number allocation***

This output includes:

- planning, developing and managing telecommunications carrier licences and submarine cable permits
- planning, developing, allocating and maintaining telecommunications numbers.

Issuing licences and allocating certain numbers, such as geographic, free-phone, local rate and premium numbers are not included, as these services are delivered on a fee-for-service basis.

Table 7 provides details of the activities provided under this output for the 2024–25 and 2023–24 ACLC.

**Table 7: Licensing and number allocation – activities and costs for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Ref	Activity description	2023–24 cost	2022–23 cost	Variance increase/ (decrease)
L1	Developing and maintaining the administrative functions necessary to process applications under the carrier licensing regime and submarine cable regime	\$628,734	\$799,440	(\$170,706)
L2	Managing outsourced numbering arrangements and number allocation	\$324,932	\$229,479	\$95,452
	<b>Total costs</b>	<b>\$953,665</b>	<b>\$1,028,919</b>	<b>(\$75,254)</b>

*Note: Sums may not add due to rounding.*

### **Other outputs**

All other outputs in relation to the relevant ACMA's telecommunications functions and powers are considered in this category, including dealing with the telecommunications industry on national interest issues.

Table 8 provides details of the activities provided under this output for the 2024–25 and 2023–24 ACLC.

**Table 8: Other outputs – activities and costs for 2024–25 ACLC  
(based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Ref	Activity description	2023–24 cost	2022–23 cost	Variance increase/ (decrease)
O1	Administering the carrier licence charging arrangement and costing of regulatory activities associated with telecommunications	\$1,010,184	\$771,678	\$238,506
	<b>Total costs</b>	<b>\$1,010,184</b>	<b>\$771,678</b>	<b>\$238,506</b>

*Note: Sums may not add due to rounding.*

### **Consumer Safeguards Part A program**

This output involves undertaking intensive validation of data to ensure integrity and consistency of the data, resolving systemic issues arising from the analysis of the complaint data and facilitating the appropriate resolution to address the issues identified.

Table 9 provides details of the activities provided under this output for the 2024–25 and 2023–24 ACLC.

**Table 9: Consumer Safeguards Part A program – activities and costs for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Ref	Activity description	2023–24 cost	2022–23 cost	Variance increase/ (decrease)
S1	Telecommunications Performance Reporting relates specifically to Consumer Safeguards Part A NPP	\$0	\$0	\$0
S2	Conducting compliance audits to test telecommunications industry service providers' compliance with requirements under the standards that relate to Consumer Safeguards Part A	\$730,127	\$581,350	\$148,777
	<b>Total costs</b>	<b>\$730,127</b>	<b>\$581,350</b>	<b>\$148,777</b>

*Note: Sums may not add due to rounding.*

Further details about the our telecommunications activities in 2023–24 are set out in the ACMA [Annual report 2023–24](#).

### 3.1.3 Costs of the activity

Tables 10 and 10A summarise the direct costs and support costs of the ACMA's components at the output level for the 2024–25 and 2023–24 ACLC, respectively.

**Table 10: The ACMA's components at output level for 2024–25 ACLC (based on 2023–24 costs)**

Output	Direct cost 2023–24	Support cost 2023–24	Total cost 2023–24
Regulation development	\$2,903,359	\$1,824,006	\$4,727,365
Industry monitoring and NBN	\$474,099	\$329,677	\$803,775
Compliance, enforcement and consumer safeguards	\$4,064,124	\$2,737,100	\$6,801,224
Licensing and allocation	\$578,050	\$375,615	\$953,665
Other outputs	\$517,266	\$492,918	\$1,010,184
<b>Sub-total</b>	<b>\$8,536,898</b>	<b>\$5,759,316</b>	<b>\$14,296,214</b>
Consumer Safeguards Part A program	\$432,035	\$298,092	\$730,127
<b>Total costs</b>	<b>\$8,968,933</b>	<b>\$6,057,408</b>	<b>\$15,026,341</b>

*Note: Sums may not add due to rounding.*

Direct costs include those directly attributable to outputs and activities performed by relevant operational areas involved in service provision, as well as overhead costs. These include staff salaries and other expenses (for example, contractors, consultants, suppliers, office consumables, travel, property, facilities) in relation to the operational areas carrying out telecommunications activities.

The overhead costs attributable to direct activities are allocated as direct costs. For example, the costs attributable to the Office of the Chair and legal support cost centres are allocated to their relevant support cost pool before being apportioned across the ACMA's direct activities.

Support costs include all remaining overhead costs (such as depreciation and occupancy expenses) as well as the ACMA's corporate services, including information technology, finance, human resources, facilities and other costs.

**Table 10A: The ACMA's components at output level for 2023–24 ACLC (based on 2022–23 costs)**

Output	Direct cost 2022–23	Support cost 2022–23	Total cost 2022–23
Regulation development	\$2,608,441	\$1,308,943	\$3,917,385
Industry monitoring and NBN	\$676,661	\$361,884	\$1,038,545
Compliance, enforcement and consumer safeguards	\$4,056,371	\$2,246,360	\$6,302,731
Licensing and allocation	\$675,362	\$353,557	\$1,028,919
Other outputs	\$428,351	\$343,327	\$771,678
<b>Sub-total</b>	<b>\$8,445,186</b>	<b>\$4,614,072</b>	<b>\$13,059,258</b>
Consumer Safeguards Part A program	\$347,555	\$233,796	\$581,350
<b>Total costs</b>	<b>\$8,792,741</b>	<b>\$4,847,867</b>	<b>\$13,640,608</b>

*Note: Sums may not add due to rounding*

Table 11 sets out the allocation method applied by the ACMA to each of the support categories.

**Table 11: Allocation of the ACMA's support costs (cost drivers)**

Category	Cost driver
Office of the Chair	Average staffing level (ASL) applicable to recipient cost centre
People and finance	ASL applicable to recipient cost centre
Media	ASL applicable to recipient cost centre
Information and facilities	ASL applicable to recipient cost centre
Property operating expenses	ASL applicable to recipient cost centre
Asset usage	Percentage split based on asset usage (i.e., depreciation)
Legal	ASL applicable to recipient cost centre

Table 12 outlines a breakdown of expenses included in the ACMA's cost components for the ACLC amount for the 2023–24 financial year compared to the previous year. Employee costs include salaries and staff on-costs; operating costs essentially relate to expenses incurred, including contractors, consultants, travel, supplies and occupancy. Depreciation and write-offs of non-financial assets represent the loss of service potential of assets attributable to the telecommunications services included in determining the ACLC. These costs are subsets of both the direct and support costs shown in tables 10 and 10A above.

**Table 12: The ACMA's cost component for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

Costs	2024–25 ACLC	2023–24 ACLC	% change increase/ (decrease)
Employees	\$8,838,463	\$8,771,434	1%
Operating	\$4,276,125	\$3,113,156	37%
Depreciation and write-off	\$2,130,664	\$1,976,221	8%
<b>Total ACMA costs</b>	<b>\$15,245,252</b>	<b>\$13,860,811</b>	<b>10%</b>
Less: revenue received from activities delivered on a fee-for-service basis (see Attachment A: Telecommunications activities not included in the ACLC)	\$218,911	\$220,203	(1%)
<b>Total costs for ACLC</b>	<b>\$15,026,341</b>	<b>\$13,640,608</b>	<b>10%</b>

*Note: Sums may not add due to rounding*

The ACMA's costs take all productivity gains and operational savings into account, including an efficiency dividend due to the efficient use of resources.

#### ***Independent review of the ACMA's costs***

The ACMA procured an independent audit of the 2024–25 ACLC costs. It found the ACMA's Activity Based Management (ABM) model used to calculate the ACMA ACLC component employed a sound methodology, and no issues were identified with the accuracy of the input data.

## 3.2 Determination of cost component for the ACCC's activity

Under paragraph 15(1)(b) of the Act, for the 2024–25 ACLC, the ACCC must determine the proportion of its costs incurred during 2023–24 attributable to its telecommunications functions and powers. Accordingly, the information in this section has been provided by the ACCC and sets out the cost-recovery model it has used to determine the costs.

### 3.2.1 Outputs and business processes of the activity

Part XIC of the Competition and Consumer Act contains the framework for the economic regulation of the communications industry. The ACCC is responsible for:

- conducting inquiries into which communications services should be regulated
- conducting inquiries into the making of access determinations for regulated services that will contain price (or a method of ascertaining price) and non-price terms and conditions of access
- making binding rules of conduct (if needed) to address specific competition issues
- investigating allegations of access providers failing to comply with the standard access obligations and/or non-discrimination obligations in the Competition and Consumer Act
- assessing special access undertakings (SAUs), which if accepted by the ACCC, will provide terms and conditions for access to regulated services.

Part XIB of the Competition and Consumer Act enables a quick response to instances of anti-competitive conduct in the communications industry and allows the ACCC to impose specific information-gathering obligations on industry participants to assist with the ACCC's administration and enforcement of the Competition and Consumer Act.

The ACCC's responsibilities under Part XIB include:

- investigating allegations of anti-competitive conduct
- considering exemption applications for anti-competitive conduct
- reporting as part of the mandatory and discretionary reporting requirements
- monitoring industry, including the NBN Wholesale Indicators Report, Internet Activity Report, Mobile Infrastructure Report, Communications Market Report and the Telstra Customer Access Network snapshot.

The ACCC also has responsibilities under the Telco Act for facilities access and structural reform. These include:

- monitoring Telstra's compliance with its structural separation undertaking (SSU) and planning for migrating legacy copper and hybrid fibre coaxial (HFC) services to the NBN
- overseeing the carrier separation rules in Part 8, including compliance with functional separation undertakings and the non-discrimination obligations.

The ACCC also has a role under the *Radiocommunications Act 1992* regarding access to digital radiocommunications facilities and to provide advice to the ACMA on matters regarding allocation limits for allocations of spectrum when requested.

As well as the ACCC's specific statutory obligations, it also has resources dedicated to:

- conducting market and competition analysis and investigations (especially under Part IV of the Competition and Consumer Act) for content, media and application services delivered over communications networks

- considering engineering issues relevant to its statutory role in the communications sector
- advising other areas of the ACCC in the context of mergers, competition exemptions and enforcement activities
- formulating briefing material and submissions to major government reviews, such as inquiries regarding the NBN, senate estimates, the regional telecommunications reviews and other public inquiries
- providing industry guidance where appropriate to improve the operation of markets
- drafting speeches and public presentations for commissioners and senior managers.

The key communications outputs are outlined below.

### ***Communications markets and advocacy***

- Releasing reports on broadband performance data under the ACCC's Measuring Broadband Australia program.
- Promoting industry adoption of the *Broadband speed claims: Industry guidance*
- Issuing a final determination on the NBN Co SAU annual revenue determination (Long Term Revenue Constraint Methodology Determination) and price compliance.
- Participating in a number of industry-led working groups and forums with important implications for competition and consumer outcomes.
- Consulting on guidance on how the ACCC will exercise its powers to issue infringement notices under the Telco Act.
- Amending the deemed functional undertaking that smaller carriers can elect to adopt should they wish to commence supply of their own retail services over their networks without submitting bespoke form of undertaking.
- Accepting a standard functional separation undertaking from MyPort Pty Ltd (trading as Gigafy) and a variation that the Uniti Group proposed to its joint functional separation undertaking.
- Consulting on NBN Co's proposed variations to its special access undertaking and accepting the further variation that NBN Co proposed in August 2023.
- Monitoring retail NBN markets for compliance with the Australian Consumer Law as they transitioned to rebalanced NBN wholesale price structures.
- Issuing service quality and network performance record keeping rules for NBN Co.
- Accepting with revisions NBN Co's accounting separation arrangements, which comprise a cost allocation manual and accounting procedures.
- Providing assistance and advice to other areas of the ACCC in relation to enforcement activities, mergers and authorisation applications.
- Issuing a final access determination for the superfast broadband access services (SBAS).

### ***Mobiles, transmission and consumer***

- Providing advice to other areas on matters such as mergers or authorisation applications, and enforcement activities.
- Providing advice to ministers, other government agencies and departments on request on various market developments, including the closure of 3G networks, statements of intent and on spectrum allocation limits. This includes:
  - advice to the ACMA on allocation limits for the 3.8 GHz apparatus licence allocation.

- Researching, drafting and providing submissions to consultation processes of other government agencies and departments' policy and regulatory issues, such as:
  - Communications Alliance's review of the Telecommunications Consumer Protections Industry Code, including participating on the Review Committee.
  - The Australian Communication and Media Authority's expiring spectrum licences initial and Phase 2 consultations.
  - the Optus Outage Review.
  - the Department of Infrastructure, Transport, Regional Development, Communications Sports and the Arts' (DITRDCA) discussion paper on 'Facilities and Tower Access Regimes and Mobile Infrastructure Providers.
  - DITRDCA's consultation on a registration or licensing scheme for carriage service providers.
  - DITRDCA's 'Funding of Universal Services' discussion paper.
- Conducting and finalising a combined declaration inquiry for the following 9 services:
  - the mobile terminating access service (MTAS), including consideration of Application-to-Person SMS.
  - the domestic transmission capacity service (DTCS).
  - the fixed terminating access service and fixed originating access service.
  - the resale fixed voice services (wholesale line rental and the local carriage service).
  - resale fixed broadband (wholesale ADSL)
  - network access services, comprising of the unconditioned local loop service and line sharing service).
- Extending the Final Access Determinations and commencing new access determination inquiries for the MTAS, DTCS, resale fixed voice services, fixed terminating and originating access services and the wholesale ADSL.
- Issuing the annual telecommunications report, *Communications Market Report* (Division 11 and 12 report).
- Consulting on and updating various record-keeping rules (RKR), including the Audit of Telecommunications Infrastructure RKR and Internet Activity RKR.
- Maintaining and collecting data through the Audit of Telecommunications Infrastructure Assets RKR, Telstra Customer Access Network RKR and NBN Services in Operations RKR.
- Publishing relevant extracts from the NBN Services in Operations RKR and the Customer Access Network RKR in the quarterly NBN Wholesale Market Indicators Report and Snapshot of the Telstra Customer Access Network.
- Publishing the annual Mobile Infrastructure Report and relevant data.
- Publishing biannual Internet Activity Reports that provide information on retail services in operations and data downloads across various technologies.
- Consulting and engaging with industry on a range of regulatory matters, including telecommunications consumer issues, industry codes, numbering, consumer issues about NBN migration, and mobiles and transmission markets with special attention to regional and rural areas of Australia.
- Providing Telstra SSU Annual Compliance Report 2022–23 to the minister.



- Monitoring Telstra's compliance with its Migration Plan.
- Assessing quarterly information on access agreements in place for declared communication services.

### **Other outputs**

All other outputs in relation to the ACCC's telecommunications functions and powers are considered in this category, including strategic liaison and coordination of regulatory affairs.

### **3.2.2 Costs of the activity**

The determination of the ACCC's telecommunications costs to be recovered under the ACLC is based on a cost allocation model. There has been no change in the methodology used to determine the costs from the previous financial year. Both direct and support (indirect) costs incurred by the ACCC in exercising its telecommunications functions and powers are captured by the model. Telecommunication activities are aligned to discrete cost centres to capture direct costs. Support costs are allocated using an appropriate cost driver (further detail on support costs is provided later in this section).

The activity costs produced by the ACCC's cost allocation model for 2023–24 are based on the cost of services in accordance with the ACCC's 2023–24 audited financial statements.

Delivery costs of the MBA program (*Cost Recovery Implementation Statement – Measuring Broadband Australia program*) are not included in the ACLC cost calculations disclosed in Table 13 below. Supplier costs, dedicated program management and overheads for that program are tracked separately and are disclosed in Attachment B. However, the following costs are applicable to the ACLC:

Responsibility for any investigative and regulation work resulting from the MBA program's findings will fall to ACCC staff as part of their business-as-usual telecommunications regulation function. These costs do not form part of the MBA program costs, instead they will be recovered through future ACLC attributable to paragraph 15(1)(b) of the Act.

Table 13 provides details for the direct and support costs that the ACCC proposes to include in its determination of costs for the purpose of paragraph 15(1)(b) of the Act.

**Table 13: The ACCC's component at output level, 2024–25 (based on 2023–24 costs)**

Output activity	Direct costs	Support costs	Total cost
Communications markets and advocacy	\$4,763,006	\$2,080,418	<b>\$6,843,424</b>
Mobiles, transmission and consumer	\$2,948,286	\$1,287,772	<b>\$4,236,058</b>
Other outputs	\$280,401	\$122,475	<b>\$402,876</b>
<b>Total costs</b>	<b>\$7,991,693</b>	<b>\$3,490,665</b>	<b>\$11,482,358</b>

*Note: Sums may not add due to rounding.*

Direct costs are those incurred directly by the ACCC's communications function housed within the ACCC's Infrastructure Division. These costs are attributed to discrete cost centres

aligned with telecommunication output activities. They include staff salaries and other expenses, such as contractors, consultants, suppliers, travel and office consumables. An annual review of executive effort related to the telecommunications function provides a consistent approach for capturing costs into the allocation model.

The support costs are those incurred by the ACCC's corporate divisions, including finance, human resources, legal, property, IT and regulatory. The costs include all support staff salaries and other expenses in relation to corporate support services (for example, consultancies, suppliers, depreciation and property/accommodation). These costs are allocated to activities using 3 cost drivers:

- legal expenditure – allocates the in-house legal support function, based on a proportion of usage
- non-legal expenditure – allocates corporate costs not easily attributed to usage or headcount (for example, executive governance, assurance and strategic support)
- ASL – allocates overhead costs that are driven more by staffing than expenditure (for example, human resources, IT support and property costs).

The output costs reported in Table 13 reflect the cost objects captured at a lowest level by the ACCC. As an activity-based cost system is not used by the ACCC; these costs are captured at cost object level.

Table 14 sets out the allocation method to be applied by the ACCC to each of the corporate categories.

**Table 14: Allocation of the ACCC's support costs**

Category	Cost driver	Allocation method
Executive	Non-legal costs	Percentage allocation based on the proportion of the communications function component to the ACCC’s operational divisions* component
Corporate management		
Corporate services		
Finance		
Strategic communications		
Information and technology	ASL	
Human resources		
Property		
Asset usage		
Legal	Legal costs	

*\*ACCC's operational divisions perform consumer and competition regulatory and enforcement functions.*

The ACCC's costs to be determined for the 2024–25 ACLC (excluding the MBA program costs, which are disclosed in Attachment B) have been calculated at \$11,482,358. This represents a \$85,339 (1%) increase from the previous year. While there has only been a minor increase in total costs, there have been material changes in the different cost types:

- Higher employee costs due to a combination of increased staffing needed to conduct and finalise a combined declaration inquiry of 9 services, and also salary increases following the ACCC's successful outcome of its new Enterprise Agreement.
- Reduced consultancy costs as the provision of external advice and support on the review of NBN Co's Special Access Undertaking (SAU) mostly occurred during the previous year.
- Reduced overhead costs due to the ACCC's other program areas expanding in size from new government work, and therefore absorbing more overhead costs than the previous year.

**Table 15: The ACCC's component for 2024–25 ACLC (based on 2023–24 costs) and 2023–24 ACLC (based on 2022–23 costs)**

<b>Costs</b>	<b>2024–25 ACLC</b>	<b>2023–24 ACLC</b>	<b>% change increase/ (decrease)</b>
Employees	\$9,228,807	\$8,107,603	14%
Consultancy and travel	\$296,373	\$1,134,938	(74%)
Overheads	\$1,957,178	\$ 2,154,478	(9%)
<b>Total costs</b>	<b>\$11,482,358</b>	<b>\$11,397,020</b>	<b>1%</b>

### **3.3 Determination of cost component for the ITU activity**

The information in this section has been provided by DITRDSCSA, setting out a cost-recovery model the ACMA uses to calculate relevant costs to be included in the ACMA's determination under paragraph 15(1)(c) of the Act.

#### **3.3.1 Outputs and business processes of the activity**

This cost component (determined by the ACMA under paragraph 15(1)(c) of the Act) represents the proportion of the Commonwealth's annual contribution to the ITU budget that relates to the Telecommunications Standardisation Sector for the calendar year 2024.

The ITU is the specialised United Nations agency responsible for international cooperation for the use of telecommunications and the radiofrequency spectrum. It establishes treaty agreements and recommends standards for telecommunications and radiocommunications (including satellite) services. As ITU forms part of the telecommunications regulatory framework, it is appropriate to attribute a proportion of ITU costs to the licensed carriers through the ACLC.

The ITU's work is carried out by 3 sectors:

- Radiocommunication Sector (ITU-R) – manages the finite natural resources of the radiofrequency spectrum and satellite orbits.
- Development Sector (ITU-D) – assists developing countries with information and communication technologies (ICTs), including promoting access to ICTs and actions that narrow the digital divide.
- Telecommunication Standardisation Sector (ITU-T) – develops voluntary standards called ITU-T Recommendations.

The ITU is responsible for a number of treaties, including:

- the ITU Constitution and Convention, which governs the organisation and its engagement
- the Radio Regulations, which govern the use of radiofrequency spectrum
- the International Telecommunication Regulations, which facilitate the interconnection of international telecommunication services.

#### **3.3.2 Costs of the activity**

DITRDSCSA pays the Commonwealth's contributions to ITU each year, as appropriated through the budget process. The contributions consist of:

- a Member State contribution of 4,134,000 Swiss francs (CHF)
- a voluntary contribution to support telecommunication development projects in the Asia-Pacific region of CHF591,000.

The total amount paid to the ITU in the 2024 calendar year was CHF4,725,000, (A\$8,127,957), which comprised the Member State contribution of A\$7,132,505 and a voluntary contribution of A\$995,452, using the exchange rate at the time payment was made.

To determine the proportion to be recovered from carriers, we have obtained information from DITRDSCSA on the ITU output costs (expenses) directed to intersectoral activities, ITU-D, ITU-T and ITU-R in 2024.

**Table 16: ITU output costs (expenses) for 2023 and 2024**

Sector	2023		2024	
	Output cost in CHF (,000)	Portion of total (%)	Output cost in CHF (,000)	Portion of total (%)
Intersectoral activities	\$19,974	13	\$21,926	14
ITU-R ( <i>r</i> )	\$61,404	39	\$56,543	36
ITU-T ( <i>t</i> )	\$25,108	16	\$31,012	20
ITU-D	\$49,107	32	\$46,349	30
<b>Total</b>	<b>\$155,592</b>	<b>100</b>	<b>\$155,830</b>	<b>100</b>

ITU-T expenses can then be compared with other relevant expenses to determine an ITU-T ‘component’, as in the formula in the table below:

Formula		2023 result	2024 result
<b>ITU-R component</b>	$\frac{r}{t+r} \times \text{ITU Member State contribution}$	\$5,330,628	\$4,606,170
<b>ITU-T component</b>	$\frac{t}{t+r} \times \text{ITU Member State contribution}$	\$2,179,686	\$2,526,335
<b>Total</b>		<b>\$7,510,314</b>	<b>\$7,132,505</b>

The A\$346,649 (16%) increase in the cost of the 2024 ITU-T component from 2023 can largely be attributed to an increase in ITU-T output costs (expenses) as a proportion of ITU’s overall output costs (expenses). This is partially offset by a decrease in total costs from A\$7,510,314 in 2023 to A\$7,132,505 in 2024 (5%) due to the 2024 voluntary contribution paid being excluded from the calculation for this CRIS. Excluding the voluntary contribution is consistent with section 15(1)(c) of the Act, which legislates the cost-recovered amount to be a proportion of the Commonwealth’s contribution to the ITU’s budget.

DITRDCA intends to review ITU cost recovery arrangements in 2026 as part of its 2025–26 Portfolio Charging Review.

### **3.4 Determination of cost component for the development or variation of consumer protection codes**

#### **3.4.1 Outputs and business processes of the activity**

This component is determined by the ACMA under paragraph 15(1)(ca) of the Act. It represents the sum of the amounts paid under section 136C of the Telco Act during the immediately preceding financial year (the 2023–24 financial year). Section 136C of the Telco Act requires the ACMA (providing certain statutory preconditions are met) to make a payment on behalf of the Commonwealth to reimburse the costs incurred by a telecommunications industry body or association for the development or variation of an industry code (the output of this activity).

The industry body or association must first have obtained a declaration from the ACMA under section 136B of the Telco Act to be eligible to claim reimbursement of these costs and, within 2 years, provide a detailed claim for the code development or variation costs. The cost of the development or variation of an industry code is required to be verified by an independent auditor at the time the code or variation is submitted to the ACMA and must be assessed by ACMA as a reimbursable cost in accordance with the Telco Act before any payment is made.

Communications Alliance Ltd is an industry body that represents the telecommunications industry and develops codes as required. An industry body is only eligible to seek reimbursement for development or variation of consumer codes (that is, where industry codes wholly or mainly deal with matters relating to the relationship between carriage service providers and their retail customers). The industry codes are a key component of the co-regulatory approach to regulation in the telecommunications sector, which is intended to provide consumer protection in an efficient manner, with a low regulatory burden on industry. Industry codes, as a form of co-regulation, form part of the telecommunications regulatory framework and it is appropriate to attribute these costs to the licensed carriers through the ACLC.

#### **3.4.2 Costs of the activity**

No payments were made by the ACMA during the 2022–23 or 2023–24 financial years under section 136C of the Telco Act.

### **3.5 Determination of cost component for government grants for consumer representation and research**

The information in this section has been provided by DITRDCA, setting out the cost-recovery model it has used to determine the costs.

#### **3.5.1 Outputs and business processes of the activity**

Under section 593 of the Telco Act, the minister, on behalf of the Commonwealth, has the power to make a grant of financial assistance to a consumer body for purposes in connection with the representation of the interests of consumers in relation to telecommunications issues. The total of the grants likely to be made for the 2024–25 financial year was determined by DITRDCA.

Since 2009–10, a grant has been provided to the Australian Communications Consumer Action Network (ACCAN). ACCAN is provided with around \$2 million per annum as part of a multi-year grant agreement until 31 June 2027. Milestone payments for completing each stage of the activity, as set out in the grant agreement, are made directly by DITRDCA as the Commonwealth delegate.

ACCAN represents consumer interests in telecommunications, conducts research on current and emerging issues, and disseminates educational material to consumers. ACCAN coordinates responses to government-initiated processes and conducts conferences and workshops. Consumer education and advocacy form part of the telecommunications regulatory framework and it is appropriate to attribute these costs to the licensed carriers through the ACLC.

ACCAN operates a competitive Independent Grants Program, which allows individuals and organisations to undertake research or representation projects in the interest of the telecommunications consumer. Further information can be obtained from [ACCAN's website](#).

#### **3.5.2 Costs of the activity**

The minister made a legislative instrument determining<sup>10</sup> that an amount of \$2,721,000 was estimated to be paid in grants under section 593 of the Telco Act during the 2024–25 financial year. A breakdown of the actual expenses has been provided by ACCAN and is shown below in Table 17.

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<sup>10</sup> [Telecommunications \(Carrier Licence Charges\) \(Paragraph 15\(1\)\(d\) Estimated Total Grants\) Determination 2025](#)

**Table 17: Consumer representation grant program**

Expense	Cost (million)
Employee expenses	\$2.010
Administration expenses	\$0.230
Independent grants program research projects	\$0.381
Committee expenses, travel, accommodation	\$0.100
<b>Total</b>	<b>\$2.721</b>

### **3.6 Design of cost recovery charges**

The ACLC is imposed as a levy, which is considered appropriate as it encompasses a number of regulatory and other activities that may not be easily or cost-effectively attributed to individual licensed carriers and therefore translated into direct fees but can be attributed to the cost of regulation of the telecommunications industry as a group. The use of a carrier's eligible revenue to calculate the carrier's ACLC provides a reasonable reflection of effort and costs, and industry understands and accepts this methodology. Furthermore, the eligible revenue of licensed carriers is utilised for the calculation of the Telecommunications Industry Levy imposed under the *Telecommunications (Industry Levy) Act 2012* and assessed and collected by the ACMA in accordance with the TCPSS Act.

The ACMA is required by the 2017 Direction to ensure that the ACLC payable by any non-participating persons, as defined in the Telecommunications (Participating Persons) Determination 2015, is zero, effectively exempting such carriers from contributing to the costs of telecommunications regulations through the ACLC. Any change to this approach would require a change to the 2017 Direction or a change to the Telecommunications (Participating Persons) Determination 2015.

In accordance with the 2017 Direction, non-participating persons (generally, the smaller carriers) are required to be exempted from the liability to pay the ACLC. While the total ACLC includes costs that may be incurred in regulating non-participating persons, the ACMA estimates that the financial impact of exempting non-participating persons from the liability to pay the ACLC is insignificant.

#### **Establishment of individual levy amounts**

To ascertain the levy for liable individual licensed carriers, their 'eligible revenue', as assessed by the ACMA, is used as a basis for allocating the total ACLC, except for the amount attributable to the MBA program.

In order to establish the individual levy amount that relates to the MBA program, a portion of the ACCC's costs determined under paragraph 15(1)(b) of the Act has been allocated to individual liable carriers (that is, participating persons) on the basis of the number of NBN fixed-line connections operated by monitored service providers that are also participating persons. All the details, including the formula for the calculation of this component of the individual levy, are disclosed in section 3.2 of Attachment B.

The following formula is used for allocating the total charge (except the components of the overall charge applicable to the MBA program and the Consumer Safeguards Part A program) to individual liable carriers.



The formula allocates the total ACLC to the individual carriers, in the same proportion as their assessed eligible revenue bears to the total assessed eligible revenue of all participating persons:

$$(MCA - OTC) \times \frac{ER}{TER}$$

Where:

- MCA is the maximum charge amount
- OTC is the other telecommunications charges<sup>11</sup>
- ER is the individual carrier's eligible revenue for the 2023–24 financial year
- TER is the total eligible revenue for the 2023–24 financial year.

The 'ER/TER' determines the individual proportion of the carrier's assessed eligible revenue relative to the total assessed eligible revenue for those carriers that are liable to pay the ACLC.

### ***Fighting Scams***

It is proposed that anticipated costs incurred for this ongoing measure will be fully cost recovered in arrears from all licenced carriers assessed as a participating person for the relevant financial year. The 'eligible revenue' of carriers as assessed by the ACMA will be used as the basis for allocating the total ACLC, which will include SPF costs. Accordingly, we anticipate that the costs of performing this telecommunications function will be recovered through the 2025–26 and future ACLCs.

### **Consumer Safeguards Part A program<sup>12</sup>**

The cost of performing this program formed part of the ACLC from the 2020–21 financial year, ongoing, and is included as a part of the ACMA's cost component determined under paragraph 15(1)(a) of the Act. The costs are recovered in arrears from those carriage service providers that are required to report under the RKR's (that is, carriage service providers that were 'qualifying retail carriage service providers'<sup>13</sup> during the relevant period) and are also carriers and participating persons.

For 2024–25, the methodology to apportion the Consumer Safeguards Part A program costs to the liable carriers that report under the RKR's is based on each carrier's eligible revenue.

Accordingly, the following formula is applied to allocate the total cost of the Consumer Safeguards Part A program for the 2023–24 financial year to the individual qualifying retail carriage service providers. The formula allocates the cost in the same proportion as the qualifying retail carriage service provider's assessed eligible revenue bears to the total assessed eligible revenue of all qualifying retail carriage service providers (QRCSPs):

$$CSPA \times \frac{ER}{TERQRCSP}$$

Where:

<sup>11</sup> This is the amount of the ACMA's costs for the immediately preceding financial year that is attributable to its telecommunications functions and powers but has been met from telecommunications charges other than the ACLC (see Attachment A). This amount also excludes the costs of activities prescribed under subsection 15(4) of the Act in relation to the Do Not Call Register and telemarketing activities.

<sup>12</sup> [www.communications.gov.au/documents/part-complaints-handling-and-consumer-redress-consumer-safeguards-review-report-minister](https://www.communications.gov.au/documents/part-complaints-handling-and-consumer-redress-consumer-safeguards-review-report-minister)

<sup>13</sup> The term 'qualifying retail carriage service provider' is defined in section 7 of the RKR's.

- CSPA is the cost of the Consumer Safeguards Part A program for the 2023–24 financial year
- ER is the individual carrier and QRCSP's eligible revenue for the 2023–24 financial year
- TERQRCSP is the total assessed eligible revenue of all QRCSPs (under the RKR) that were also participating persons for the 2023–24 financial year.

The instrument that the ACMA will make under section 14 of the Act includes information that allows every carrier to determine the amount of carrier licence charge imposed on their carrier licence. To do so, having regard to the formula above, the determination made under section 14 of the Act:

- specifies the CSPA program cost as a dollar amount
- specifies the TERQRCSP as a dollar amount.

The ACMA specifies the amount of the CSPA (as per Table 9 of this CRIS) and TERQRCSP in a determination made under section 14 of the Act.

The names of the QRCSPs are also listed in the determination made under section 14 of the Act to readily determine the amount of ACLC payable by a carrier.

To establish the total individual levy amount payable by liable licensed carriers, the ACMA includes the above methodologies and the methodology for the MBA program set out in Attachment B in the instrument made under subsection 14(1) of the Act.

The summary of all components that are determined under paragraphs 15(1)(a) to 15(1)(d) of the Act (that is, sections 3.1, 3.2, 3.3, 3.4 and 3.5 in this CRIS and section 3.1 of Attachment B of this CRIS) is set out in Table 18.

**Table 18: ACLC summary by cost component**

Reference in the Act	Cost component	2024–25 ACLC actual <sup>14</sup>
15(1)(a)	The ACMA's cost component (including costs of the Consumer Safeguards Part A program)	\$15,026,341
15(1)(b)	ACCC's cost component including the costs for the MBA program of \$1,837,036 (see section 3.2 of Attachment B of this CRIS)	\$13,319,393
15(1)(c)	Proportion of the Commonwealth's contribution to ITU to be cost recovered from carriers	\$2,526,335
15(1)(ca)	Costs for reimbursements of costs for the development or variation of consumer protection related industry codes paid under section 136C of the Telco Act	\$0
15(1)(d)	Government grants – consumer representation and research	\$2,721,000
<b>Total</b>		<b>\$33,593,069</b>

<sup>14</sup> The Act requires the components under paragraph 15(1)(a), 15(1)(b) and 15(1)(ca) to be calculated on the costs that are incurred in the financial year immediately preceding the financial year for which the charges are imposed (the 2023–24 financial year). The cost component under paragraph 15(1)(c) relates to the calendar year (the 2024 calendar year) in which the beginning of the financial year for imposing the ACLC occurs. The component under paragraph 15(1)(d) relates to the 2024–25 financial year.

## 4. Risk assessment

The ACMA has carried out a risk assessment for each cost component of the 2024–25 ACLC, resulting in an overall rating of medium. The individual ratings for each cost component are shown in Table 19 and are based on assessment of the criteria in the Regulatory Charging Risk Assessment template from the Department of Finance website.

**Table 19: Risk ratings for ACLC components**

Reference in the Act	Cost component	Risk rating
15(1)(a)	ACMA's cost component	Medium
15(1)(b)	ACCC's cost component	Medium
15(1)(c)	Proportion of the Commonwealth's contribution to ITU to be recovered from carriers	Medium
15(1)(ca)	Costs for reimbursement of costs for the development or variation of consumer protection related industry codes paid under section 136C of the Telco Act	Medium
15(1)(d)	Government grants – consumer representation and research	Medium
<b>Overall rating</b>		<b>Medium</b>

The risk rating of medium is based on assessment of the criteria in the Regulatory Charging Risk Assessment Template. There are no complexities associated with this charging regime. The ACLC is being charged as a levy and does not require any new legislative changes, nor does it involve working with state, territory and/or local government entities.

For the MBA program, a risk rating is provided in section 4 of Attachment B.

## 5. Stakeholder engagement

The ACMA regularly consults with stakeholders about telecommunications regulatory matters. In 2023–24, among other matters the ACMA consulted on:

- the 2022–23 ACLC for the 2021–22 financial year
- the 2024–25 Fees for Service CRIS
- Proposed remake of the Telecommunications (Types of Cabling Work) Declaration 2013
- Review of the Telecommunications Numbering Plan 2025 and associated instruments
- Satellite direct-to-mobile services: regulatory issues
- Proposal to remake the Radiocommunications Licence Conditions (PTS Licence) Determination 2024 and the Radiocommunications (Cellular Mobile Telecommunications Devices) Class Licence 2024
- Proposed Telecommunications (Financial Hardship) Industry Standard 2024

The ACCC advised that it has engaged with stakeholders through price-setting consultations and regulatory matters. The ACCC's key areas of engagement in 2023–24 included:

- Consulting on NBN Co's proposed variations to its special access undertaking lodged in November 2022 and August 2023.
- Consulting on our draft positions to extend declarations of 7 telecommunication services, with variations to 4 services, and allowing 2 telecommunications services to expire.
- Commencing inquiries to make final access determinations for the 7 declared services.
- Contributing to the ACMA's consultation on, and providing allocations limits advice regarding, area-wide apparatus licences in the 3.8 GHz band.
- Updating explanatory material on non-discrimination provisions applying to NBN Co and other access providers.
- Consulting on proposed changes to the Broadband Speed Claims Industry Guidance to promote better consumer information about broadband capabilities and the role of customer premises equipment and in-home setup.
- Consulting on guidance on how the ACCC will exercise its powers to issue infringement notices under the Telecommunications Act.
- Promoting competition to ensure an efficiently functioning communications market.
- Regulating access to certain telecommunications services including the superfast broadband access service.
- Promoting competition through regulation of the NBN and encouraging transparency and appropriate consumer safeguards in the migration to the NBN.
- Monitoring industry consolidation and the impact on competition within the communications market.
- Consulting on record-keeping rules, including new service quality and network performance rules for NBN Co and variations to the Internet Activity and Audit of Telecommunications Infrastructure Assets rules.

To maintain active involvement with industry, we will publish a consultation paper and a draft version of this CRIS on our website for a 4-week period from 15 August to 12 September 2025 for feedback.

## 6. Financial estimates

Financial estimates for each component of the ACLC to be determined under section 15 of the Act for the 2024–25 financial year are provided in Table 20, along with forecasts over the next 3 years.

**Table 20: Financial estimates by activity**

Ref. in the Act	Component	2024–25 budget (\$million)	2024–25 revised budget (\$million)	2025–26 budget (\$million)	2026–27 budget (\$million)	2027–28 budget (\$million)
15(1)(a)	ACMA telecommunications expenses	14.095	15.332	15.332	15.332	15.332
15(1)(b)	ACCC telecommunications expenses	12.077	11.390	11.390	11.390	11.390
15(1)(c)	Portion of the Commonwealth's contribution to the ITU budget to be recovered from carriers	2.334	2.333	2.361	2.361	2.361
15(1)(ca)	Amounts reimbursed to industry groups for development or variation of consumer protection-related industry codes	0.300	0.300	0.300	0.300	0.300
15(1)(d)	Estimated government grants – consumer representation and research	2.721	2.721	2.774	2.856	2.920
<b>Total expenses</b>		<b>31.527</b>	<b>29.743</b>	<b>32.157</b>	<b>32.239</b>	<b>32.303</b>
15(1)(a)	ACMA telecommunications expenses	14.095	15.026	15.332	15.332	15.332
15(1)(b)	ACCC telecommunications expenses	12.547	11.397	11.390	11.390	11.390

Ref. in the Act	Component	2024–25 budget (\$million)	2024–25 revised budget (\$million)	2025–26 budget (\$million)	2026–27 budget (\$million)	2027–28 budget (\$million)
15(1)(c)	Portion of the Commonwealth's contribution to the ITU budget to be recovered from carriers	2.334	2.333	2.361	2.361	2.361
15(1)(ca)	Amounts reimbursed to industry groups for development or variation of consumer protection-related industry codes	0.300	0.300	0.300	0.300	0.300
15(1)(d)	Estimated government grants – consumer representation and research	2.721	2.721	2.774	2.856	2.920
<b>Total revenue</b>		<b>31.997</b>	<b>29.444</b>	<b>32.157</b>	<b>32.239</b>	<b>32.303</b>
<b>Balance</b>		<b>0.470</b>	<b>(0.299)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>

The cost components recovered through the ACLC revenue are determined in accordance with the Act. The Act requires the components under paragraph 15(1)(a), 15(1)(b) and 15(1)(ca) of the Act to be calculated on the costs that are incurred in the financial year immediately preceding the financial year for which the ACLC is imposed. As a result, the revenues for 15(1)(a), 15(1)(b) and 15(1)(ca) of the Act are based on the previous year's expenditure. Under the Act, the cost component under paragraph 15(1)(c) of the Act relates to the calendar year in which the beginning of the financial year for imposing the ACLC occurs. In order to translate the expenditure incurred in the calendar year to the respective fiscal year, an average expenditure of 2 consecutive calendar years is used. This creates a lag in recognising the revenue, which can result in a surplus or deficit balance (that is, a timing difference) for each financial year.

Section 2.1 of this CRIS notes that the government has provided \$3.7 million, which was reduced from \$7.2 million appropriated in the 2019–20 Budget to the ACMA for the delivery of the telecommunications Consumer Safeguards Part A program.<sup>15</sup> The estimated costs of these activities have been incorporated in the ACMA's expected telecommunications functions costs and revenue components above.

<sup>15</sup> [www.budget.gov.au/2019–20/content/bp2/index.htm](http://www.budget.gov.au/2019–20/content/bp2/index.htm)

The forecasts for the ACCC do not include any expenditure or revenue from the MBA program. These have been disclosed separately in Attachment B in this document. The decrease in forecast expenditure from the 2024–25 financial year mainly reflects reduced activity on access declarations and determinations as most of this work would occur during 2023–24. The nature of this work is cyclical and therefore there should be a reduction in expenditure from the 2024–25 financial year. The forecast increases in the grant for consumer representation and research reflect indexation movements.



## 7A. Financial performance

Table 21 lists historical actual financial results for ACLC for the 2023–24 financial year and previous 4 financial years.

**Table 21: Historical ACLC expenses and revenue**

Ref. in the Act	Component	2023–24 (\$million)	2022–23 (\$million)	2021–22 (\$million)	2020–21 (\$million)	2019–20 (\$million)
15(1)(a)	ACMA telecommunications expenses	15.026	13.641	12.918	14.943	14.390
15(1)(b)	ACCC telecommunications expenses (including the costs for the MBA program)	13.319	13.042	12.049	11.201	12.623
15(1)(c)	Portion of the Commonwealth's contribution to the ITU budget to be recovered from carriers	3.566	3.266	3.043	3.153	2.149
15(1)(ca)	Amounts reimbursed to industry groups for development or variation of consumer protection related industry codes	0.000	0.000	0.000	0.000	0.165
15(1)(d)	Estimated government grants – consumer representation and research	2.624	2.488	2.381	2.358	2.322
<b>Total expenses</b>		<b>30.969</b>	<b>32.437</b>	<b>30.391</b>	<b>31.655</b>	<b>31.649</b>
15(1)(a)	ACMA telecommunications revenue	13.641	12.918	14.943	14.390	13.319
15(1)(b)	ACCC telecommunications revenue (including the revenue for the MBA program since 2017–18)	13.042	12.049	11.201	12.623	11.878
15(1)(c)	Portion of the Commonwealth's contribution to the ITU budget to be recovered from carriers	3.416	3.154	3.040	2.332	2.109

Ref. in the Act	Component	2023–24 (\$million)	2022–23 (\$million)	2021–22 (\$million)	2020–21 (\$million)	2019–20 (\$million)
15(1)(ca)	Amounts reimbursed to industry groups for development or variation of consumer protection-related industry codes	0.000	0.000	0.000	0.165	0.000
15(1)(d)	Estimated government grants – consumer representation and research	2.624	2.488	2.381	2.358	2.322
<b>Total revenue</b>		<b>29.307</b>	<b>30.609</b>	<b>31.565</b>	<b>31.868</b>	<b>29.628</b>
<b>Balance</b>		<b>(1.662)</b>	<b>(1.828)</b>	<b>1.174</b>	<b>0.213</b>	<b>(2.021)</b>

*Note: The revenues for 15(1)(a), 15(1)(b) and 15(1)(ca) are based on the previous year's expenditure. The revenue for 15(1)(c) is derived by averaging the expenditure for the year in which the charges are made and the previous year. The revenue for 15(1)(d) is based on the same year's expenditure. Further details appear in section 6.*

As the ACLC is set on an annual basis, the actual costs of activities are ascertained before they translate into the charges for the applicable period. This reduces the risk of over- or under-recovery from the telecommunications industry. The balance reflects the surplus or deficit that occurred due to the lag between the actual expenses incurred and the recognition of the corresponding revenue, as noted in **section 6: Financial estimates**, above.

The increase in the ACMA's expenditure in the 2023–24 financial year is explained in section 3.1.1.

The increase in the ACCC's expenditure for the 2023–24 financial year is explained in section 3.2.2.

## 7B. Non-financial performance

### The ACMA's cost component

The ACMA's performance measures for its deliverables for telecommunications services are provided in Table 22.

**Table 22: Deliverables and performance indicators**

Deliverable	KPI
The activity-based costing model is updated annually.	Regulatory costs are reviewed and independently audited prior to charging.
Enforcement action is commensurate with realised or potential harm and incentivises improved compliance.	Ensure effective telecommunications safeguards are maintained by a graduated and strategic risk-based approach to enforcement, recognising that the primary focus in enforcement action is to help regulated entities achieve ongoing compliance with their obligations.
Our research capability will enhance our understanding of the industries that we regulate and the regulatory environment to support better decision-making.	The ACMA is informed by research and environmental scanning.

The ACMA's vision and strategic priorities are outlined in its [Corporate plan 2023–24](#) and its activities and performance for the financial year are recorded in the [Annual report 2023–24](#).

### The ACCC's cost component

The ACCC is responsible for the economic regulation of the communications sector, which includes:

- assessing and enforcing terms of access to the NBN in an SAU from NBN Co
- assessing and enforcing Telstra's SSU and plan to migrate its customers to the NBN
- setting wholesale prices and terms of access for declared services
- monitoring and reporting on prices and competition in the communications sector
- investigating claims of anti-competitive conduct in the communications sector.

The ACCC advises that its performance measures for these deliverables include:

- formulating regulatory decisions that promote the long-term interests of end-users
- providing monitoring reports to the government in relation to highly concentrated or emerging markets
- improving the efficient operation of communication markets by enforcing industry-specific competition and market rules.

## **ITU contribution**

The main deliverables associated with the Commonwealth's contributions to the budget of the ITU are maintaining Australia's status in ITU and promoting international cooperation, collaboration and regulation as appropriate. Australia's engagement in ITU is focused on supporting domestic telecommunication priorities, so that industry, business and government can effectively engage in the international telecommunications landscape.

## **Government grants – consumer representation and research**

Section 593 of the Telco Act enables the minister to make grants of financial assistance to consumer bodies to support consumer representation in the telecommunications sector and to persons or bodies in connection with research into the social, economic, environmental, or technological implications of developments.

ACCAN has been the sole recipient of the grant since 2009–10 and is expected to continue to be given this financial assistance to enable it to conduct activities necessary for an effective peak communications consumer advocate, including representation, research, consumer education and participation in self-regulatory activities.

ACCAN also operates a competitive independent grants program, which allows individuals and organisations to undertake research or representation projects in the interest of the telecommunications consumer.

## 8. Key forward dates and events

Reflecting the annual nature of the ACLC, the CRIS is updated each year. The key forward events and dates for the ACLC process for the 2024–25 financial year are provided in Table 23.

**Table 23: Key forward dates and events**

Key events	Date
Update of forward estimates	By July 2026
Update of actual costs	By July 2026

## 9. CRIS approval and change register

**Table 24: Change register**

Date	Description	Approved by	Comments
	Approval of the 2024–25 CRIS	Minister for Communications	
	Certification of the 2024–25 CRIS	ACMA Chair	
15 August to 12 September 2025	Consultation for 4 weeks on the 2024–25 draft CRIS	ACMA Authority	
3 December 2024	Approval of the 2023–24 CRIS	Minister for Communications	
6 November 2024	Certification of the 2023–24 CRIS	ACMA Chair	
19 August to 16 September 2024	Consultation for 4 weeks on the 2023–24 draft CRIS	ACMA Authority	
17 November 2023	Approval of the 2022–23 CRIS	Minister for Communications	
27 October 2023	Certification of the 2022–23 CRIS	ACMA Chair	
18 September to 16 October 2023	Consultation for 4 weeks on the 2022–23 draft CRIS	ACMA Authority	
26 April 2023	Approval of the 2021–22 CRIS	Minister for Communications	
28 March 2023	Certification of the 2021–22 CRIS	ACMA Chair	
16 December 2022 to 3 February 2023	Consultation for 7 weeks on the 2021–22 draft CRIS	ACMA Authority	
23 September 2022	Approval of the 2020–21 CRIS	Minister for Communications	
18 August 2022	Certification of the 2020–21 CRIS	ACMA Chair	
5 April 2022 to 2 May 2022	Consultation for 4 weeks on the 2020–21 draft CRIS	ACMA Authority	
7 June 2021	Approval of the 2019–20 CRIS	Minister for Communications, Urban Infrastructure, Cities and the Arts	

Date	Description	Approved by	Comments
24 May 2021	Certification of the 2019–20 CRIS	ACMA Chair	
29 March 2021	Consultation for 4 weeks in the 2019–20 draft CRIS	ACMA Authority	
26 November 2019	Approval of the 2018–19 CRIS – Version 5.1	Minister for Communications, Cyber Safety and the Arts	
30 October 2019	Certification of the 2018–19 CRIS – Version 5.1	ACMA Chair	
22 July 2019	Consultation for 4 weeks on the 2018–19 draft CRIS – Version 5.0	ACMA Authority	
13 December 2018	Approval of the 2017–18 CRIS – Version 4.1	Minister for Communications and the Arts	
8 November 2018	Certification of the 2017–18 CRIS – Version 4.1	ACMA Chair	
12 April 2018	Consultation for 6 weeks on the 2017–18 draft CRIS – Version 4.0	ACMA Authority	
17 July 2017	Approval of the 2016–17 CRIS – Version 3.1	Minister for Communications and the Arts	
29 June 2017	Certification of the 2016–17 CRIS – Version 3.1	ACMA Acting Chair	
18 April 2017	Consultation for 4 weeks on the 2016–17 draft CRIS – Version 3.0	ACMA Authority	
30 May 2016	Approval of the 2015–16 CRIS – Version 2.0	Minister for Communications and the Arts	
18 May 2016	Certification of the 2015–16 CRIS – Version 2.0	ACMA Acting Chair	
24 June 2015	Approval of the 2014–15 CRIS – Version 1.0	Minister for Communications	
29 May 2015	Certification of the 2014–15 CRIS – Version 1.0	ACMA Chair	

# Attachment A: Telecommunications activities not included in the ACLC

## **Smartnumbers allocation activities**

The costs associated with the allocation of smartnumbers in the numbering system are not recovered from industry on the basis that these costs would be offset by allocation proceeds, except for a registration charge, which is cost-recovered on a fee basis for the use of the numbering system.

## **Anti-spam and e-security activities**

Costs associated with anti-spam activities carried out in accordance with the *Spam Act 2003* and e-security activities are considered not appropriate to recover from telecommunications carriers, as the direct beneficiaries are the members of the public.

## **Do Not Call Register and telemarketing-related activities**

In accordance with subsection 15(4) of the Act, the activities conducted under the *Do Not Call Register Act 2006* and the *Telecommunications Act 1997*, to the extent that they relate to telemarketing, do not form part of the ACMA's telecommunications functions and powers for the purposes of the Act.

## **Public information activities**

The costs of consumer awareness information and activities are considered to be more appropriately met through budget funding.

## **Other telecommunications activities**

The following activities are delivered on a fee-for-service basis or recovered through taxation:

- carrier licence applications
- nominated carrier declaration licence applications
- numbering applications for allocation of geographic numbers
- numbering applications for allocation of numbers charged under the *Telecommunications (Numbering Charges) Act 1997*
- submarine cable installation permit applications
- connection permit applications.



# Attachment B: Cost Recovery Implementation Statement – Measuring Broadband Australia program

## 1. Introduction

### 1.1 Purpose of the Cost Recovery Implementation Statement

This addendum to the Annual Carrier Licence Charge (ACLC) Cost Recovery Implementation Statement (CRIS) provides information on how the Australian Communications and Media Authority (ACMA) incorporates the portion of the Australian Competition and Consumer Commission's (ACCC) costs, which are determined under paragraph 15(1)(b) of the Act that relate to its Measuring Broadband Australia (MBA) program. This addendum is required as the method for recovering the MBA program costs differs from that used to recover the costs of other activities funded via the ACLC. Accordingly, the information in this CRIS addendum has been provided by the ACCC.

This statement reports financial performance for 2018–19 to 2023–24 financial years and contains financial forecasts for the 2024–25 financial year and 3 forward years (financial years 2024–25 to 2026–27).

### 1.2 Background and description of activity

Under the *Telecommunications (Carrier Licence Charges) Act 1997* (the Act), the ACLC is used to fund the exercise of the ACMA's and ACCC's telecommunications functions and powers, the Commonwealth's contribution to the International Telecommunication Union (ITU), the amount reimbursed for the development or variation of industry codes under Part 6 of the *Telecommunications Act 1997* (Telco Act) and relevant telecommunications grants made by the former minister for Communications, Urban Infrastructure, Cities and the Arts. Costs associated with the MBA program are included in the ACCC's determination of its costs under paragraph 15(1)(b) of the Act and are therefore to be recovered via the ACLC, consistent with the ACCC's functions of monitoring the telecommunications industry and promoting competition and consumer benefits.

The MBA program monitors National Broadband Network (NBN) fixed-line services provided by carriers and carriage service providers with significant market presence, including resellers.

The key output of the MBA program is public reporting of objective and reliable information about the performance and reliability of fixed-line broadband services to inform consumer choice. The scope of the MBA program was expanded as part of the 2021 renewal to target NBN fixed wireless, higher speed services (with download speeds exceeding 100 Mbps) and other fixed-line and wireless networks that compete with the NBN. The MBA reports have included NBN fixed wireless data since March 2021, initially as a proof of concept.

Consistent with the Australian Government Charging Framework 2015 and the Act, costs of the MBA program will be recovered in arrears from monitored carriers via the ACLC.

For more information about the MBA program, please refer to the [ACCC website](#).

### **1.3 Stakeholders**

The key stakeholders are the ACCC, and telecommunications carriers, carriage service providers, industry bodies (for example, Communications Alliance), consumers and consumer bodies – for example, the Australian Communications Consumer Action Network (ACCAN).

## **2. Policy and statutory authority to undertake cost recovery**

### **2.1 Government policy approval to recover costs**

The activities undertaken under the MBA program form part of the ACCC's statutory responsibilities of monitoring industry and providing information to consumers.

In April 2017, the government announced the introduction of the MBA program, administered by the ACCC.<sup>16</sup> Funding of \$7.0 million over 4 years (to 2020–21) was provided to the ACCC to establish the MBA program as part of the 2017–18 Budget.<sup>17</sup>

As part of the 2020–21 Budget, further funding of \$7.7 million over 4 years was provided by the government to continue and extend the MBA program. Fixed wireless broadband services will now be included in the program to ensure consumers in additional regional and emerging market segments can make informed choices about broadband services. The program will also be expanded to monitor non-NBN networks as well as new higher speed services and support for access to business applications.

As part of the 2025–26 Budget, the ACCC will be provided further funding of \$1.8 million to continue the program in 2025–26 under the 'Supporting Connectivity' budget measure.<sup>18</sup>

The expected MBA program expenditure until its conclusion has been reflected in Table B2.

The ACMA's role is to administer the cost recovery for the MBA program as part of the existing ACLC cost-recovery process, which commenced from the 2018–19 financial year.

### **2.2 Statutory authority to impose cost-recovery charges**

Section 12 of the Act imposes an annual charge on carrier licences that are in force at the beginning of a financial year (1 July 2024 for the purposes of this CRIS).

Subsection 14(1) of the Act specifies that the amount of the charge to be imposed on a carrier licence is the amount ascertained in accordance with a written determination made by the ACMA.

Subsection 15(1) of the Act requires that the total of the charges that are imposed on carrier licences in force at the beginning of a financial year must not exceed the sum of the cost components identified in paragraphs 15(1)(a) to 15(1)(d) of the Act (see Table B1).

The ACCC's determination in relation to the costs described in paragraph 15(1)(b) of the Act, relates to the ACCC's telecommunications powers and functions. The ACCC will incorporate

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<sup>16</sup> Australian Competition and Consumer Commission (2017), *ACCC to monitor Australia's broadband performance*, [www.accc.gov.au/media-release/accc-to-monitor-australias-broadband-performance](http://www.accc.gov.au/media-release/accc-to-monitor-australias-broadband-performance).

<sup>17</sup> Portfolio Budget Statements 2017–18 Budget Related Paper No. 1.16 Treasury Portfolio, <https://treasury.gov.au/sites/default/files/2019-03/PBS-2.pdf>, p. 83.

<sup>18</sup> 2025-26 Budget Paper No.2, [https://budget.gov.au/content/bp2/download/bp2\\_2025-26.pdf](https://budget.gov.au/content/bp2/download/bp2_2025-26.pdf), p.69

the relevant costs applicable to the MBA program. Further information on the contribution of the MBA program to these cost components is provided in Section 3.1 (below).

All determinations will be registered on the Federal Register of Legislation and commence before the invoices for the ACLC are sent by the ACMA to the licensed carriers who are liable to pay the charge.

**Table B1: Structural components of the ACLC applicable to MBA program**

Reference in the Act	Cost component
15(1)(a)	Not applicable – ACMA’s cost component
15(1)(b)	The ACCC’s cost component – this is to incorporate relevant costs applicable to the MBA program
15(1)(c)	Not applicable – Commonwealth’s contribution to the International Telecommunication Union (ITU)
15(1)(ca)	Not applicable – reimbursement of cost of developing or varying consumer protection-related industry codes
15(1)(d)	Not applicable – government grants – consumer representation and research

### 3. Cost-recovery model

There are 5 distinct activities (cost components) that are included in the total amount of the ACLC and levied on carrier licences on an annual basis. The ACCC’s cost component under paragraph 15(1)(b) of the Act (see below) includes an additional cost for its telecommunications functions relating to the administration of the MBA program for the 2019–20 to 2025–26 financial years.

#### 3.1 Determination of cost component under paragraph 15(1)(b) of the Act – the ACCC’s MBA-related activities

##### 3.1.1 *Outputs and business processes of the activity*

This component represents the ACCC’s costs incurred during the 2023–24 financial year in delivering the MBA program that are attributable to its telecommunications functions and powers. While the ACCC has a range of telecommunications functions and powers, any outputs of business processes that do not map directly to the MBA program delivery are not included in determining this cost component.

The delivery of the MBA program is underpinned by a number of key business processes, the cost of which is to be charged to industry. These processes include:

- recruitment of potential participants and selection of participants receiving broadband services matching those the ACCC has chosen to include in its reporting (for example, certain combinations of broadband technology, retail service providers and speed tier<sup>19</sup>).
- distribution and management of monitoring devices.
- collection of NBN fixed-line speed and reliability data from approximately 2,272 active volunteers (out of 5,057 deployed devices) across different service providers and different retail offerings.

<sup>19</sup> Speed tier refers to the NBN speed option being used to provide the volunteer’s broadband service (for example, 12/1 Mbps, 25/5 Mbps), being a speed tier that the ACCC has chosen to include in its reporting.

- analysis of test results to determine speed and reliability and identify causes of performance issues.
- regular publication of detailed real-world performance (speed/reliability) data.

The cost of these charges to industry will be calculated annually by the ACCC and is included in its paragraph 15(1)(b) determination so that it can be recovered through the existing ACLC charging framework.

### **3.1.2 Costs of the activity**

The primary cost drivers for the MBA are:

- purchasing and distributing monitoring devices (one per monitored service)
- maintaining test servers
- maintaining and/or replacing testing devices as needed.
- recruiting and maintaining volunteer base
- establishing and operating testing servers and system, including software, hosting and bandwidth charges.
- producing quarterly and other reports based on the MBA program data.

Table B2 provides details of the ACCC's MBA program expenses by financial year for the next 2 years. This includes the expected expenditure profile for the program continuation until 30 June 2026 as part of the 2025–26 Budget.

**Table B2: The ACCC's anticipated program expenses**

<b>Expense</b>	<b>Budget 2024–25 (\$million)</b>	<b>Budget 2025–26 (\$million)</b>
MBA program budgeted expenses	\$1.926	\$1.898

Dedicated staffing costs associated with ACCC project and contract management and publishing results will be cost-recovered under the MBA program. The indirect costs of these activities will continue to be recovered through the ACLC component (other than the MBA program costs) attributable to paragraph 15(1)(b) of the Act.

The ACCC's paragraph 15(1)(b) component for the MBA program for the 2023–24 ACLC, representing the costs incurred during 2022–23, has been calculated at \$1,837,036 (Table B3). The budget for 2023–24 was \$1,938,525 and therefore the cost of providing MBA services was \$101,489 less than expected. The ACCC still aims to finish budget neutral by the end of the program extension. The revised budget profile has been presented in Table B2.

**Table B3: The ACCC's cost component for the MBA program.**

Costs	2024–25 ACLC (based on 2023–24 costs)	2023–24 ACLC (based on 2022–23 costs)	% change*
MBA program expenses	\$1,837,036	\$1,644,950	12%

\*Increase/(decrease).

Table B3 indicates that the 2024–25 ACLC costs have increased by \$192,086 (12%) from the previous year. This mostly relates to the recognition of dedicated staffing costs associated with the management of the MBA program. In prior years, the administrative effort, which had been absorbed by various communications regulation staff, had previously been recovered under the ACLC. Therefore, this change better aligns the costs and activities.

### 3.2 Design of cost recovery charges

The portion of the efficient costs of the program to be cost recovered (as opposed to the proportion of costs that are absorbed) are to be levied on the carriers whose services are subject to testing via the program (that is, they are the recipients of the activity) through the ACLC calculation, for the duration of that testing. Note that this includes levying both retail carriers whose own retail services are being monitored, and wholesale carriers where their reseller's retail services are being monitored. In accordance with the calculation of the ACLC levy, and the 2017 Direction, non-participating persons (that is, the smaller carriers) within the meaning of the Telecommunications (Participating Persons) Determination 2015 must be exempted from the liability to pay any ACLC, including any costs associated with the MBA program.

The cost imposed on a carrier via the ACLC for the MBA program is calculated according to the following formula:

$$APC \times \frac{FLC}{TFLC}$$

Where:

- APC is the MBA annual program costs, incurred by the ACCC, during the financial year as determined by the ACCC as part of its paragraph 15(1)(b) determination
- FLC is the total number of NBN fixed-line connections operated by the monitored service provider that is also a participating person in a test segment during the financial year
- TFLC is the total number of NBN fixed-line connections operated by all monitored service providers that are also participating persons.

The MBA program provides information about a variety of monitored 'test segments', namely fixed-line NBN connection classes each comprising an access technology and/or by speed tier. Annual MBA program costs are allocated to each carrier based upon the volume of fixed-line NBN connections that they acquired in the relevant period within these 'test segments', expressed as a proportion of the total number of such connections acquired by all monitored service providers that are also participating persons.

The number of NBN fixed-line connections in any financial year will be established based on NBN's quarterly reporting to the ACCC on the number of fixed-line NBN connections.

Partial-year participation in the MBA program will be charged on a pro-rata basis on the number of quarters in which monitoring occurs. It is not anticipated that monitoring of providers will change within a given financial year, however, this methodology accommodates new NBN service provider entrants.

Invoicing for the charging activity will occur in accordance with existing ACLC arrangements.

## 4. Risk assessment

A risk assessment has been completed for each component of the MBA program cost recovery, resulting in an overall risk rating of medium, with the following individual ratings for each cost component set out in Table B4 below.

**Table B4: Risk ratings for MBA cost recovery**

Risk factor	Rationale for risk rating	Risk rating
What is the change in annual cost-recovery revenue for the activity?	Resulting change to total ACLC of greater than 10%	Medium
What is the expected change in total annual revenue after the proposed changes?	Total annual cost recovery of less than \$10 million	Low
What does the policy proposal or change in the cost-recovered activity involve?	Change in the level of existing cost-recovery charges	Low
What type of cost-recovery charges will be used?	Fees and levies	Medium
What legislative requirements are necessary for the imposition of cost-recovery charges?	Does not involve primary legislation but does involve the making of subordinate legislation	Low
Does the proposal involve working with other Commonwealth, state/territory and/or local government entities?	Involves only Commonwealth entities	Low
What will be the expected impact of cost recovery on payers?	The additional cost imposed by the program is low	Low
What consultation has occurred with payers and other stakeholders about the cost recovery?	Public consultation is occurring through this draft CRIS process. It is anticipated that any issues raised can be addressed	Medium
<b>Overall rating</b>		<b>Medium</b>

The overall risk rating is based on assessment of the criteria in the Regulatory Charging Risk Assessment Template. Due to an overall risk rating of medium, this CRIS can be approved by the responsible minister to commence charging and does not require approval from the finance minister.

## 5. Stakeholder engagement

In August 2013, the ACCC released a consultation paper, *Broadband Performance Monitoring and Reporting in the Australian Context*. The paper outlined the policy rationale for the MBA program, noted similar international examples and sought views on questions of methodology and the reporting approach.

The consultation produced a range of views from stakeholders. Support for the development of measurement tools and other technologies to better inform the consumer was expressed by ACCAN, Choice, Google and NBN Co Limited (NBN Co).

A number of stakeholders, including Telstra, Optus and AAPT indicated that they would like greater clarity on the ACCC policy objectives and raised concerns around certain features of the proposed program. In particular, Communications Alliance expressed strong doubts that consumers want or would benefit from the information that the program would produce.

All submitters expressed a strong preference to remain engaged with the ACCC over the further development of the program. The ACCC provided an open letter in response to submissions in October 2013, expanding on its policy objectives and responding to issues raised in the stakeholder submissions.

Following the release of the open letter, the ACCC conducted a 'closed' consultation process from December 2013 through March 2014. This gave key industry stakeholders the chance to discuss their views with the ACCC in more detail and to provide further input on specific issues associated with the design and implementation of the proposed MBA program.

The ACCC subsequently released a [position paper](#) in June 2014 that outlined the proposed program specifications taking into account previous consultations and introduced the pilot MBA program. The pilot was conducted over a period of 3 months from March to May 2015.

In September 2015, the ACCC released a [report](#) on the results from the pilot program and noted that further consideration and consultation was needed to determine which funding model would receive support and cooperation.

Following the government's decision to proceed with the MBA program in April 2017, the ACCC published a request for tender on AusTender on 30 May 2017. The competitive open tender to appoint a testing provider closed on 26 June 2017. The tender was conducted in accordance with Commonwealth government procurement policy and rules. The ACCC will also engage in a competitive open tender to appoint a testing provider for the MBA program extension.

The former Department of Communications and the Arts consulted with both industry and government bodies and informed these parties that it was proposed that funding would be recovered through the ACLC.

A draft CRIS addendum was published on the ACMA's website for a 6-week period from 16 April 2018 for public comment.

On 7 and 8 December 2017, the ACCC hosted 2 briefings delivered by the successful testing provider, SamKnows for industry participants including key retail service providers and their representative bodies. During the workshop SamKnows representatives delivered detailed presentations covering the technical aspects of the program and the testing methodologies.

The ACCC published its first MBA report in March 2018. The release of the report was preceded by an industry briefing involving carriers covered by the report as well as other stakeholders. The last report published during the 2019–20 financial year was in May 2020. All published reports are located on the [MBA website](#).

In 2020, the ACCC undertook a [review of the effectiveness of the MBA program](#). The review was undertaken in consultation with DITRDCSA. The consultation paper was shared with a range of nominated stakeholders for their comment during October and November 2020. A public consumer survey was also undertaken on the ACCC consultation hub.

Submissions were received from key stakeholders including Telstra, Optus, NBN Co, Communications Alliance and a number of consumer advocates.

The review demonstrated that the program had met its objectives and strongly contributed to improving competition and consumer outcomes in broadband markets. Consumer advocates expressed support for the expansion of the program to benefit consumers outside of the NBN fixed-line footprint. Submissions also identified a number of improvements and enhancements to the program to ensure it continues to provide reliable, informative and timely data to the market. Following the government's decision to extend the program, the ACCC is continuing to engage with stakeholders to implement improvements and to expand the scope of the program to NBN fixed wireless and non-NBN networks.

The ACCC engaged with industry stakeholders in early 2023 via the ACMA's 2021–22 ACLC CRIS consultation process on issues including cost transparency, testing device deployment and the appropriateness of program cost allocations. The Communications Alliance also submitted that the ACCC should conduct a review of the program a year after its renewal.

The ACCC noted the transparency provided by the annual CRIS process, and that the program is running in line with its budget and is expected to be budget neutral at its conclusion following changes in the sequencing of budgeted activities. The ACCC also noted that it is working with service providers to expand panels, focusing on admitting new volunteers that add value to the program.

The ACCC referred to its 2020 review of the program, which found it to be effective and meeting its objectives. The ACCC noted that any further review of the program should occur towards the scheduled end of the program.

## **6. Financial estimates**

Financial estimates for the cost of providing the MBA program for the financial year 2023–24 and 3 forward years are provided in Table B5.



**Table B5: Financial performance and estimates by activity**

Component	2018–19 actual (\$million)	2019–20 actual (\$million)	2020–21 actual (\$million)	2021–22 actual (\$million)	2022–23 actual (\$million)	2023–24 actual (\$million)	2024–25 budget (\$million)	2025–26 budget (\$million)	2026–27 budget (\$million)
MBA program expenses	1.702	1.599	1.640	1.838	1.645	1.837	1.926	1.898	-
ACLC revenue	1.532	1.702	1.599	1.640	1.838	1.645	1.837	1.926	1.898
<b>Balance</b>	<b>(0.170)</b>	<b>0.103</b>	<b>(0.041)</b>	<b>s(0.198)</b>	<b>0.193</b>	<b>(0.294)</b>	<b>(0.089)</b>	<b>0.028</b>	<b>1.898</b>
<b>Cumulative balance</b>	<b>(1.702)</b>	<b>(1.599)</b>	<b>(1.640)</b>	<b>(1.838)</b>	<b>(1.645)</b>	<b>(1.837)</b>	<b>(1.926)</b>	<b>(1.898)</b>	<b>-</b>

These costs will be recouped through the ACLC, which is determined by the ACMA under section 14 of the Act. These charges are levied in the financial year after the financial year in which the costs are incurred, resulting in a deficit equal to the previous financial year's expenses being carried forward.

Overall, the MBA program is expected to finish budget neutral. The dedicated staffing costs associated with implementing the MBA program will be cost-recovered using the formula set out at section 3.2 of this Attachment B.

## 7A. Financial performance

The MBA program's financial year results for 2018–19 to 2023–24 are reported in Table B5.

Following the approach for all the cost components recovered through the ACLC, the MBA program expenses are also set on an annual basis. This means the actual costs of activities are ascertained before they translate into the charges for the applicable period. This reduces the risk of over or under-recovery from the telecommunications industry.

## 7B. Non-financial performance

The MBA program's activities and outputs for 2023–24 included:

- 4 quarterly monitoring reports, including longitudinal and time series data
- examining how broadband services support the needs of small and medium-sized Australian businesses in terms of latency and loading times for popular business applications
- examining how fixed-line broadband performance compares for urban and regional Australians
- examining how fixed-line and fixed wireless broadband performance improved due to updated wholesale pricing
- examining how different fixed-line access technologies can support reliable broadband service in terms of latency and packet loss

- growth in existing panel sizes and targeting new reporting segments for satellite networks and additional retailers.

Tables B6 and B6A provide comparisons between forecast and actual monitoring device deployment. The device deployments lagged in 2017–18 because of the longer than expected start-up phase of the MBA program and delays in the NBN rollout. The latter required the program to delay device deployments to achieve a representative sample on the newer access technologies and later release sites.

**Table B6: The ACCC's device deployment profile (actual)**

Details	2017–18	2018–19	2019–20	2020–21	2021–22	2022–23
Original forecast of total number of measurement devices deployed	2,500	3,300	3,800	>=4,000	5,000	5,500
Actual total number of measurement devices deployed	1,200	2,100	2,483	3,088	3,591	4,292
<b>Variation</b>	<b>(1,300)</b>	<b>(1,200)</b>	<b>(1,317)</b>	<b>(912)</b>	<b>(1,409)</b>	<b>(1,208)</b>

**Table B6A: The ACCC's device deployment profile (forecast)**

Details	2023–24	2024–25	2025–26
Original forecast of total number of measurement devices deployed	5,500	5,500	5,500
Actual total number of measurement devices deployed	5,057	To be reported	To be reported
<b>Variation</b>	<b>(443)</b>	<b>To be reported</b>	<b>To be reported</b>

The ACCC publishes reports of MBA program results on its website – [Measuring Broadband Australia program](#) and [broadband performance data](#). Further non-financial performance data will be included in future CRIS documentation.

## 8. Key forward dates and events

Reflecting the annual nature of the ACLC, the CRIS for the MBA program costs will also be updated each year. The key forward events and dates for the ACLC process for the 2024–25 financial year are provided below in Table B7.

**Table B7: Key forward dates and events**

Key events	Date
Update of forward estimates	By July 2026
Update of actual costs	By July 2026

# Glossary

2017 Direction	Australian Communications and Media Authority (Annual Carrier Licence Charge) Direction 2017
ABM	activity-based management
ACCAN	Australian Communications Consumer Action Network
ACCC	Australian Competition and Consumer Commission
ACLC	Annual Carrier Licence Charge
ACMA	Australian Communications and Media Authority
ACMA Act	<i>Australian Communications and Media Authority Act 2005</i>
APC	annual program costs by financial year
ASL	average staffing level
CRIS	Cost Recovery Implementation Statement
CSP	carriage service provider
CSPA	Consumer Safeguards Part A program cost
DITRDCSA	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
ER	eligible revenue
FLC	total number of NBN fixed-line connections operated by the monitored service provider in a test segment
Guidelines	Australian Government Cost Recovery Guidelines (RMG 304)
ICT	information and communication technology
IPND	Integrated Public Number Database
IT	information technology
ITU	International Telecommunication Union
ITU-D	International Telecommunication Union – Development Sector
ITU-R	International Telecommunication Union – Radiocommunication Sector
ITU-T	International Telecommunication Union – Telecommunication Standardization Sector
MBA program	Measuring Broadband Australia program
MCA	maximum charge amount
NBN	National Broadband Network
NBN Co	NBN Co Limited
OTC	other telecommunications charges
RKR	Telecommunications (Consumer Complaints) Record-Keeping Rules 2018
RSP	retail service provider
SAU	special access undertaking
SIO	services in operation
SSU	structural separation undertaking

TCPSS Act	<i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>
Telco Act	<i>Telecommunications Act 1997</i>
TER	total eligible revenue
TERQRCSP	total assessed eligible revenue of all qualifying retail carriage service providers
TFLC	total number of NBN fixed-line connections operated by all monitored service providers
the Act	<i>Telecommunications (Carrier Licence Charges) Act 1997</i>
TIO	Telecommunications Industry Ombudsman