

10 June 2026

Australian Communications and Media Authority
Level 32
Melbourne Central Tower
360 Elizabeth Street
Melbourne VIC
via web submission

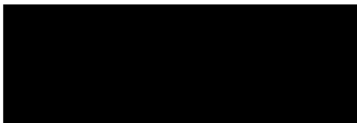
Extending the Customer Service Guarantee rules

The Australian Communications Consumer Action Network (**ACCAN**) welcomes the opportunity to comment on the Australian Communications and Media Authority's (**ACMA**) consultation on extending the Customer Service Guarantee (**CSG**) rules. ACCAN is the peak national consumer organisation advocating for trusted, accessible, inclusive, affordable and available communications and digital services.

ACCAN considers the CSG scheme to be a key element of the Universal Service Obligation (**USO**) that guarantees the provision of standard telephone services (**STS**) to consumers that meet certain service standards and benchmarks. Therefore, we support the proposed amendments to the *Telecommunications (Customer Service Guarantee) Standard 2023* and *Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023* to extend the end date of the instruments from 31 August 2026 to 31 August 2029. ACCAN continues to advocate for broader USO reform to modernise universal service provision and ensure effective consumer protections, so all Australians have access to reliable, high-quality communications services.¹

We thank the ACMA for the opportunity to comment on extending the CSG rules.

Yours sincerely,



Carol Bennett
Chief Executive Officer

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers. ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples.

¹ Australian Communications Consumer Action Network, *Extending the Customer Service Guarantee instruments*, (Submission, Department of Infrastructure, Transport, Regional Development, Sport, Communications and the Arts, 25 March 2026) <<https://www.accan.org.au/accan-submission/extending-the-customer-service-guarantee-instruments>>; Australian Communications Consumer Action Network, *Extending rules about requests for USO voice services*, (Submission, Department of Infrastructure, Transport, Regional Development, Sport, Communications and the Arts, 20 May 2026) <<https://www.accan.org.au/accan-submission/extending-rules-about-requests-for-uso-voice-services>>.