



Telstra submission: Extending the Customer Service Guarantee rules

April 2026 Consultation Response

Public submission

11 June 2026



Telstra Submission

Telstra welcomes the opportunity to comment on the ACMA's consultation on extending the Customer Service Guarantee (CSG) rules. Telstra supports the proposed extension of the *Telecommunications (Customer Service Guarantee) Standard 2023*¹ and the associated *Record-Keeping Rules 2023*² by three years to 31 August 2029. This extension, to be implemented under the Minister for Communications' (the Minister) direction³, will ensure continuity of important consumer safeguards for fixed voice services beyond the current sunset date of 31 August 2026.

Telstra acknowledges that the ACMA's consultation is limited in scope. It is focused on implementing the extension as directed by the Minister, with no changes proposed to substantive obligations, performance standards, exemptions, record-keeping or reporting requirements. This reflects the narrow remit of the Ministerial Direction. Telstra agrees that a straightforward rollover of the existing CSG framework is appropriate. It will prevent any regulatory gap and maintain service guarantees for landline customers. The current CSG Standard and Record-Keeping Rules are due to expire on 31 August 2026, so Telstra supports the ACMA's timely action to extend these instruments to 31 August 2029, in accordance with the Minister's direction issued after the DITRDCA's (Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts) March 2026 consultation⁴.

Importantly, Telstra notes that the CSG performance benchmarks - which require larger providers to achieve at least 90 per cent compliance with CSG timeframes, with location-based thresholds - have already been aligned with the extended timeframe. As noted on the ACMA consultation webpage⁵, this occurred through a separate ministerial amendment to the *Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument 2023*, so that it ends when the CSG Standard ends. Telstra has consistently met these benchmarks even as the number of CSG eligible fixed-line services in its customer base has declined significantly over time. However, as Telstra outlined in its March 2026 submission to the DITRDCA⁶, the current method for calculating compliance with the benchmark is increasingly unsuitable in a low-volume environment. In such circumstances, a single missed timeframe can have a disproportionate impact on Telstra's overall compliance outcomes. Telstra recognises that any adjustments to the benchmark framework are outside the scope of this ACMA consultation and should be considered separately through broader CSG review processes, consistent with the DITRDCA's broader review of the CSG framework.

Telstra looks forward to continuing to engage constructively with both the ACMA, and the DITRDCA on the broader review of the CSG framework beyond this extension. Telstra seeks to remain actively involved in those processes to help ensure the CSG regime remains fit for purpose over the longer term as technology and consumer needs continue to evolve.

¹ Part 1 Preliminary, Section 5 Repeal of this Standard, (Draft) Telecommunications (Customer Service Guarantee) Standard 2023 ([Draft Telecommunications \(Customer Service Guarantee\) Standard 2023.docx](#))

² Part 1 Preliminary, Section 5 Repeal of this Instrument, Note 1, (Draft) Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023 ([Draft Telecommunications \(Customer Service Guarantee\) Record-Keeping Rules 2023_1.docx](#))

³ Telecommunications Amendment (Customer Service Guarantee) Direction 2026 ([Telecommunications Amendment \(Customer Service Guarantee\) Direction 2026 - Federal Register of Legislation](#))

⁴ DITRDCA consultation webpage: [Extending the Customer Service Guarantee instruments | Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#)

⁵ ACMA consultation webpage: [Extending the Customer Service Guarantee rules | ACMA](#)

⁶ Telstra Submission to DITRDCA Consultation on Extending the Customer Service Guarantee instruments, March 2026 ([Telstra submission to DITRDCA on extending the CSG instruments – March 2026](#))