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Infrastructure
The NBN and industry

New complaints-handling rules

The ACMA has put in place new rules to give consumers confidence that their complaints will be effectively managed by carriage service providers (CSPs) if problems arise with an NBN service. The rules are set out in the [Telecommunications \(Consumer Complaints Handling\) Industry Standard 2018](#) and the [Telecommunications \(Consumer Complaints\) Record-Keeping Rules 2018](#).

These new complaints rules are effective from 1 July 2018.

The new complaints-handling rules have been designed to improve the experience of consumers in how their complaints will be managed by CSPs.

Complaints-handling Standard

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Project overview

Inquiry announced
2 November 2017

Discussion paper and submissions
18 December 2017

NBN wholesale service standards inquiry

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Project overview

Industry: Communications

Type: Inquiry

Status: Ongoing

On 2 November 2017, the ACCC commenced a public inquiry to determine whether NBN wholesale service standard levels are appropriate, and consider whether regulation is necessary to improve consumer experiences.

The ACCC released a discussion paper on 18 December 2017 seeking feedback from interested stakeholders. The discussion paper seeks stakeholder views on some specific matters, although the ACCC welcomes stakeholder views on any matter relating to NBN wholesale service levels.

<https://www.acma.gov.au/Industry/Telco/Infrastructure/The-NBN-and-industry/new-complaints-handling-rules-1>

<https://www.accc.gov.au/regulated-infrastructure/communications/national-broadband-network-nbn/nbn-wholesale-service-standards-inquiry>



Consumer Safeguards Review consultation—Part A: Consumer redress and complaints handling

Consultation Information

The Issue

Updates and news

Consultation Period:

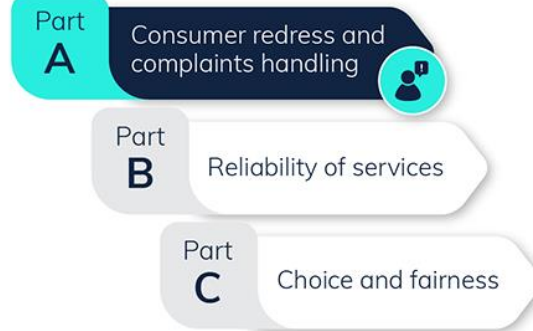
July 05, 2018 09:00 AEST to August 03, 2018 17:00 AEST

The consumer safeguards we have in place today were mostly designed around fixed-line voice over the existing copper telephone network. We are reviewing these protections to prepare the framework for the services Australians will use into the future.

On 17 April 2018, the Minister for Communications, Senator the Hon Mitch Fifield, announced Terms of Reference for the Consumer Safeguards Review. The Review is being conducted in three parts.

We are currently consulting on Part A of the Review, Consumer Redress and Complaints Handling. On 5 July 2018, the Minister released a discussion paper to guide feedback. You can view the consultation paper and background and supporting documents in the Relevant Documentation section below.

The proposals in the paper build on the Australian Communications and Media Authority's (ACMA) Complaints Handling Standard and Record Keeping Rules and relate to three core areas:



The following formal submissions have been made public.

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 [Internet Australia >](#) [Download PDF](#)

 [Legal Services Commission of South Australia >](#) [Download PDF](#)

 [Macquarie Telecom Group >](#) [Download DOC](#)

 [National Farmers Federation >](#) [Download PDF](#)

 [NBN Co Limited >](#) [Download PDF](#)

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<https://www.communications.gov.au/have-your-say/consumer-safeguards-review-consultation-part-consumer-redress-and-complaints-handling>





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Consultations

AML/CTF statutory review implementation

Assistance and Access Bill 2018

Modern slavery in supply chains reporting requirement

Statutory Review of the Anti-Money Laundering and Counter-Terrorism Financing Act 2006

Telecommunications sector security reforms

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The Assistance and Access Bill 2018

Encryption and other forms of electronic protection are vital security measures that protect private, commercial and Government data and make the communications and devices of all people more secure. However, these security measures are also being employed by terrorists, child sex offenders and criminal organisations to mask illegal conduct. The exploitation of modern communications technology for illicit ends is a significant obstacle to the lawful access of communications by Australia's law enforcement and national security agencies.

To address these threats, the Government has developed the [Telecommunications and Other Legislation Amendment \(Assistance and Access\) Bill 2018 \(1.13MB PDF\)](#) (the Assistance and Access Bill) to secure critical assistance from the communications industry and enable law enforcement to effectively investigate serious crimes in the digital era.

We are committed to ensuring this legislation is a reasonable and proportionate response to the problems associated with the increasing use of encrypted communications and invite industry members, interest groups and the public to comment on an exposure draft of the proposed legislation.

The Government welcomes your feedback. Submit any comments to assistancebill.consultation@homeaffairs.gov.au by 10 September 2018.

The challenges posed by encryption

Encryption conceals the content of communications and data held on devices, as well as the identity of users. Secure, encrypted communications are increasingly being used by terrorist groups and organised criminals to avoid detection and disruption. The problem is widespread, for example:

- Encryption impacts at least nine out of every ten of ASIO's priority cases.
- Over 90 per cent of data being lawfully intercepted by the AFP now use some form of encryption.

- <https://www.homeaffairs.gov.au/about/consultations/assistance-and-access-bill-2018>
- **Submissions & Comments close 10th September (Monday week)**



ISP Special Interest Group

The ISP Industry in Australia is a broad and diverse spectrum of organisations both large and small. Increasingly and especially in recent times, legislative and regulatory initiatives are starting to impact on the technical and operational processes and activities of ISPs. Internet Australia is keen to assist the ISP Industry, especially smaller ISPs to understand and grapple with these issues, including a focus on the impact and effects on Internet customers/users.

Internet Australia is equally keen on providing a platform and forum by which ISPs are able to assist the regulatory and legislative authorities in understanding the impacts their policies have on the industry and as a result on Internet users, ranging from commercial impact to implementational and operational issues.

Terms of Reference

The SIG is subject to Internet Australia's [SIG policy](#).

One of the first issues that this SIG is tackling is that of the implementation of metadata retention, with particular reference to practical issues that would be faced by particularly smaller ISPs. Internet Australia is working in close collaboration with [the Communications Alliance](#) on this issue. We have been invited to participate in the Attorney General's Department's Expert Working Group in this respect

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