

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates Hearings May 2014**  
**Communications Portfolio**  
**Australian Communications and Media Authority**

**Question No: 104**

**Program No. Australian Communications and Media Authority (ACMA)**

**Hansard Ref: In Writing**

**Topic: Consumer Information Committee**

**Senator Urquhart asked:**

At the hearing Ms McNeill advised:

*“The particular project that my team has an interest in is a review of the information requirements placed on providers of telco services to give consumers information from time to time. The review in that space is being conducted by a consumer information committee jointly chaired by an ACMA staff member and Communications Alliance, one of the leading industry bodies. There are representatives of ACCAN and the Department is also represented. That body is working systemically through the obligations that are currently on telco providers and is seeking to identify duplicative requirements, whether the requirements are optimal, whether they are push or pull and at what stage of the consumer life cycle would be most useful to have that information and what form the information should take and so on.”*

Has there been public consultation on this project?

**Answer:**

Yes.

A public forum to discuss the project was jointly hosted by Communications Alliance and the ACMA on 2 June 2014.

Further public consultation is planned at key milestones throughout the project. The next public consultation will be on proposed amendments to the Telecommunications Consumer Protections Code. This is expected to occur during August 2014.