

Media Release

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ACCAN welcomes ACMA position paper on telecommunications safeguards

The Australian Consumer Action Network (ACCAN) welcomes the Australian Communications and Media Authority's (ACMA) position paper for the telecommunications sector, *What consumers want – Consumer expectations for telecommunications safeguards*, released today.

The ACMA's position paper reflects ACCAN's view that telecommunications safeguards arising from the TCP Code are not delivering for consumers in many essential areas.

'The ACMA's position paper is reflective of a growing consensus that existing consumer protection arrangements are not fit-for-purpose.' said ACCAN CEO Andrew Williams.

'There is a need to rebalance self and direct regulation to better align the protections for communications consumers experiencing domestic and family violence, mis-selling and payment difficulties with those in place for other essential service sectors.'

'ACCAN supports the ACMA clearly stating their expectations for the TCP Code and looks forward to engaging with industry and government further on how to progress improved consumer protections.'

Read the ACMA's position paper [here](#).

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