**Appendix 1: Telecommunications Specific Requirements on Provision of Information to Consumers – Timing of Requirement**

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| **Source** | **Requirement** | **Timing \*\*** |
| TA. Schedule 2 Part 6 | CSPs who supply the STS and do not provide PA must tell customer they don’t provide PA and inform customer of a CSP who does | In response to customer query |
| SFOA s.7 | For CSPs that supply the STS, give each existing customer a notice of the SFOA contents and a summary of the service agreement including information on the service(s) provided, information on all charges, any discounts or credits, billing and payment options, contract terms including any required notice an remedies available, how to obtain a copy and that it is free | Within 12 months of customer Determination and once every 2 years following |
| SFOA s. 8 | For each new customer, provide information as per s. 7 above | Within 12 months of customer sign on and once every 2 years following |
| SFOA s. 9 | Provide SFOA information | On customer request |
| SFOA s. 11 | For CSPs who supply the STS, if the CSP varies or intends to vary SFOA information that could adversely impact customer, inform of change/proposed change | Give ‘reasonable notice’ |
| CSG, s. 6 | For CSP who supply STS, provide written information about applicable performance standards, CSP obligations under the standards and customer entitlements | As soon as practicable after service connection and, once every two years, make information available |
| CSG s. 7 | Provide customer with sufficient information about interim or alternative service including enhanced features, charges payable, connection timeframes, estimated period of supply | When offering a customer an interim or alternative service |
| CSG s. 9 | Information on benefits of connection outside of maximum connection period, where applicable | When arranging for service connection |
| CSG s. 19.2 | When CSP exempt from CSG standard and effect is no service to customer, customer must be informed | Give ‘reasonable notice’ |
| CSG s. 23 | A provisionally exempt CSP must give each affected customer notice (contents listed) | When CSP is can be considered as provisionally exempt from CSG standard under s 21 |
| TLC s. 32(11) | Publish draft version of local presence plan and invite submissions | When applicable |
| TLC s. 32(36) | If approved local presence plan is in force, make copies available for public inspection, and purchase of extracts for sale | When applicable |
| C515: 2005 Pre-Selection s. 10.2 | Advice that if the customer does not choose a prime service deliverer, the CSP will use their PSD | When customer requests a new STS and when customer wants to retain service number while changing service supplier |
| C522:2007 Calling Number Display s. 3.4.1 | Information for implementing a customer request for a permanent line block when CSG does not apply | inform |
| C522:2007 Calling Number Display s. 3.8.1 | The extent and possible effects of when a supplier’s network cannot technically support the option of blocking or enabling CND | “sufficient time for customer to make informed choice and prior to the parties entering into an agreement’ |
| C522:2007 Calling Number Display s. 4.1.1 | Information to customers about CLI and CND generally, default status, where services support blocking/enabling and how they work | Provide ‘on an ongoing basis’ |
| C522:2007 Calling Number Display s. 5.2.3 | CSPs receiving CLI regardless of blocking statue must inform their customers | Inform |
| C525:2010 Handling of Life Threatening and Unwelcome Calls, s.3.1.4 | CSP must tell person receiving life threatening calls to report call to police | On customer notification of receipt of life threatening calls |
| C525:2010 Handling of Life Threatening and Unwelcome Calls, s. 4.2.2 and 4.2.4 | CSP must inform customer receiving unwelcome calls of option they have to report matter to the police and other options to deal with the issue | On customer notification of receipt of unwelcome calls |
| C525:2010 Handling of Life Threatening and Unwelcome Calls s. 4.2.5 | Advise customer that an investigation requires disclosure of the service identification information of customer | When customer advises they will not pursue options in s. 4.2.4 |
| C536:2011 Emergency Call Service Requirements s 4.5.1 | CSPs providing an emergency telephone service and calling cards services and must provide information to their customers and the public on emergency service numbers, their availability and coverage and that they are free | Inform |
| C536:2011 Emergency Call Service Requirements s. 4.5.4 | Providers of payphones must ensure information displayed on or next to payphone on emergency access | Inform |
| C540:2013 Local Number Portability s. 3.5.4 | Gaining CSP must advise its customer of any changes to the customer’s service that will arise from porting their local number | Inform |
| C555:2008 Integrated Public Number Database s. 4.1 | CSP must provide customers with a choice of listed or unlisted entry of their public number(s) | Inform |
| C555:2008 Integrated Public Number Database s. 4.3 | Data provider must inform customer or the use and disclosure of their public number information | Inform |
| C555:2008 Integrated Public Number Database s. 4.5 | Take reasonable steps to inform customer they should contact their CSP with any change in their public number data | Inform |
| C566:2005 Rights of Use of Numbers s. 8.1 | Inform customers who have reserved a number not to trade in the number or make it available | When customer has reserved a number |
| C566:2005 Rights of Use of Numbers s. 8.2.3 | Must take reasonable steps to inform a customer that rights of use of the number have arisen | When a number is issued |
| C566:2005 Rights of Use of Numbers s. 8.10 | Inform customers about their rights of use of a number | Upon request |
| C570:2009 Mobile Number Portability s. 3.3.1 | CSPs must ensure information is available about the effect of porting their mobile service number and any costs involved. | Available on request |
| C570:2009 Mobile Number Portability s. 3.3.3 | The losing CSP must ensure customers can obtain information on how to port their number | Available on request |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 2.4.7 | CSP offering PA must inform customer about PA | Inform |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 2.4.8 | CSPs not offering PA must inform customers and be on website | Inform and state on website |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 4.6.7 | CSP offering PA must inform the customer of charges that apply for the interim service being supplied | On supply of an interim service |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 4.10.1 – 4.10.6 | Provide listed information on PA and 4.10.7 | On customer acquisition, or as soon as practicable after. |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 4.10.8 | Inform customer of details of the PA service offered | When customer informs CSP that they require a PA service |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 4.10.9 | Inform PA and provisional PA customers that CSP withdrawing its PA service | Give 30 days notice of withdrawal of PA service to each applicable customer |
| C617:2005 Connect Outstanding s. 8.2.2 | Inform customer of details of connect outstanding situation | When connect outstanding situation applies |
| C625: 2009 Information on Accessibility Features for Telephone Equipment ss 3.1.1-3.1.4 | Provide information about accessibility features of their customer equipment | Inform |
| C625: 2009 Information on Accessibility Features for Telephone Equipment ss. 3.2.2 – 3.2.3 | Have contact point for information about accessibility features of CE including free or local rate phone # and postal address or website | When applicable |
| C628:2012 Telecommunications Consumer Protection s. 4.1.2 | Provision of ‘Critical Information Statement’ Summary including service, terms & conditions, bundling provisions, limitations and qualifications, information on all charges, discounts, contact information for supplier, TIO | Inform (provide summary) |
| C628:2012 Telecommunications Consumer Protection s. 4.1.3 | Other information including product description, manufacturer, technical information, billing, usage, warranties, post-sales support, mobile coverage, international roaming, resellers | Make available generally and on request |
| C628:2012 Telecommunications Consumer Protection s.4.1.4 | Information to meet a customer’s specified special needs | On request of customer |
| C628:2012 Telecommunications Consumer Protection s. 4.2.3 | Limitations which apply to special promotions including eligibility, timeframes, terms | ‘Communicate’ |
| C628:2012 Telecommunications Consumer Protection s. 4.2.4 | Information on new features of plans that may not have been available at time or original contract, including spend management notifications | When customer ‘recontracts’ |
| C628:2012 Telecommunications Consumer Protection s. 4.3.6 | Inform a customer if the supplier is recording the phone call | When applicable |
| C628:2012 Telecommunications Consumer Protection s. 4.4.2 | Information about telecommunications products it offers that suit the disclosed needs of a customer | Provide information, make available on website |
| C628:2012 Telecommunications Consumer Protection s. 5.1 | Information on pricing, billing and payment terms, billing media, billing options, charges and discounts | Before or at point of sale |
| C628:2012 Telecommunications Consumer Protection s. 5.2.2 | How to contact supplier with billing enquiry | At time of customer consent to not receiving bill |
| C628:2012 Telecommunications Consumer Protection s. 5.2.4 | Inform customers of proposed changes to bill media, options for payment, | Prior to levying charge for changed bill media |
| C628:2012 Telecommunications Consumer Protection s. 5.2.6 | Information on charges for itemised billing aside from timed charges | When applicable |
| C628:2012 Telecommunications Consumer Protection s. 5.5.1-4 | Information to demonstrate billing accuracy, including itemised call charges | Supply or make available |
| C628:2012 Telecommunications Consumer Protection s. 5.5.5 | Inform of notice required to provide itemised billing for all charges | Supply or make available |
| C628:2012 Telecommunications Consumer Protection s. 6.1.1 | Information on spend management tools, security tools, and their costs | Inform and make available |
| C628:2012 Telecommunications Consumer Protection s. 6.2.1 | Inform of nature and effect of credit assessment, and liability if a guarantor | Inform |
| C628:2012 Telecommunications Consumer Protection s. 6.3.1 | Inform customer if service is restricted after credit assessment, nature and implications of restriction and removal of restrictions | When service applied for |
| C628:2012 Telecommunications Consumer Protection s. 6.4.1 | Information about security deposit required, reasons, terms, conditions etc | When security deposit required |
| C628:2012 Telecommunications Consumer Protection s. 6.5.5 | Information on usage notifications including customer options | Inform |
| C628:2012 Telecommunications Consumer Protection s. 6.7 | Adequate notice if supplier will restrict, suspend or disconnect a service | Adequate notice |
| C628:2012 Telecommunications Consumer Protection s. 6.11 | Information on financial hardship policy  (list of what is required) | Readily accessible on website |
| C628:2012 Telecommunications Consumer Protection 6.12.1 | Inform customer or former customer of information required to assess eligibility and basis of assessment | Inform |
| C628:2012 Telecommunications Consumer Protection s. 6.13.1 | Communicate all necessary details (listed) of financial hardship policy | Inform |
| C628:2012 Telecommunications Consumer Protection s. 7.3.1 | Information that customer entering into new contract with details of service, supplier, implication of transfer, equipment, terms, penalties and fees | When customer transfers |
| C628:2012 Telecommunications Consumer Protection s. 7.4 | Information on the gaining supplier, transfer process, complaint process for the transfer including contact details | When gaining new customer |
| C628:2012 Telecommunications Consumer Protection s. 7.5, 7.7 | Information on transfer timing, including any process change and notification on completion of transfer | When gaining customer, and same day as transfer complete or within 5 working days |
| C628:2012 Telecommunications Consumer Protection s. 7.6.1 | Information on cooling off period | When applicable |
| C628:2012 Telecommunications Consumer Protection s. 8.1.1(a) | Information on complaint process, how to complain (and monitor progress of complaint), when will be charged and options for external dispute resolution including TIO and outcome of the complaint. | When applicable |
| C636:2011 Mobile Premium Services s. 4.1.3-4 | Inform customers of changes including of charges, nature of service, terms and conditions including details of competitions | Prior to changes in applicable MPS |
| C636:2011 Mobile Premium Services s. 4.1.6 | Inform on all pricing information | Ensure customer can access information |
| C636:2011 Mobile Premium Services s. 4.1.7 | Information on how to unsubscribe | Ensure customer can access information using alternative technologies |
| C636:2011 Mobile Premium Services. 4.1.8 | Inform of dangers of revealing personal information in chat services | Prior to or on commencement of supply of chat service to customer |
| C636:2011 Mobile Premium Services s. 4.1.9 | Information on MPS including video calling whether the content service provider could see the customer and whether the call is recorded | Prior to or on commencement of service |
| C636:2011 Mobile Premium Services s. 4.3.1 | For non- subscription MPS, send a confirmation (contents listed in 4.3.2) | On customer request for service |
| C636:2011 Mobile Premium Services s. 4.3.4 | Send expenditure updates | When expenditure reaches $30 and every additional $30 spend |
| C636:2011 Mobile Premium Services s. 4.3.6 | Information on chat service including T&C, charges, etc | Upon customer use of chat service |
| C636:2011 Mobile Premium Services s. 4.4.1 | ‘double Opt in” on information on subscription service (contents in 4.4.2-4.4.6) | On customer request for service |
| Australian eMarketing Code of Practice 2005 s. 4.2 | Message originators/message service providers must ensure recipients know their details will be disclosed/used by message service provider | When applicable |
| Australian eMarketing Code of Practice 2005 s. 4.3 | Message originators/message service providers must ensure recipients are informed that their consent for use of details has been withdrawn | When applicable |
| Spam Code of Practice 2006 s. 4.1 | ISPs to Inform subscribers how to minimise spam, availability of filters, how to complain | Inform |

**Unregistered Codes and Guidelines on Provision of Information to Consumers**

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| **Source** | **Requirement** | **Timing** |
| IIA iCode clause 6.1 | ISPs should inform customers of steps they can take to protect themselves and actions to take for compromised computers | Inform |
| G516:2004 Participant Monitoring of Voice Communications s. 6.2 | Inform customers when a voice communication will be monitored (listened to and/or recorded) | When applicable |

\*\* Timing: Many requirements in Codes require that the customer is ‘informed’ without any further guidance on whether the information must be provided at the point of sale, within a set timeframe, or simply made available on their website and/or on request. When this is the case, the ‘timing’ will be listed as ‘inform’ only. When it is clear from the rule when the information must be required, the timing will either be specifically listed or listed as ‘when applicable’.

GLOSSARY;

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| CSG | Customer Service Guarantee as per *Telecommunications (Customer Service Guarantee) Standard 2011* |
| CSP | Carriage service provider |
| SFOA | Standard Form of Agreement as per *Telecommunications (Standard Form of Agreement Information) Determination 2003* (as amended) |
| PA | Priority Assistance |
| STS | Standard Telephone Service |
| TA | *Telecommunications Act 1997* Cth |
| T(CPSS)A | *Telecommunications (Consumer Protection and Service Standards) Act* 1999 |
| TLC | Telstra Licence Condition as per *Carrier Licence Conditions (Telstra Corporation Limited) 1997* |