**Requirements on Provision of Information to Telecommunications Consumers**

* **Overlap in Information Requirements**
* **General and Situation Specific Requirements**

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| **Source** | **Requirement** | **General/Specific:** **Situation/Provider** | **Overlap** |
| TA. Sch2 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 | Specific: Providers that do not supply PA | Overlap with PAC |
| SFOA s. 7 | For CSPs that supply the STS, give each customer a notice of SFOA contents plus summary, including information on the service(s) provided, information on all charges, billing and payment options, contract terms, complaints processes, fault repairs, etc and that it is free – provide within 12 months of acquiring customer and once every 2 years thereafter  | General | Overlap with TCPC |
| SFOA s. 8 | For each new customer, provide information as per s. 7 above | General | Information required under the TCPC |
| SFOA s. 9 | Provide SFOA information on request | General | Information required under the TCPC |
| 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  | General | Not specifically required under the TCPC – but by implication, should be done |
| CSG, s. 6 | For CSPs who supply STS, provide written information about applicable performance standards, CSP obligations under the standards and customer entitlements | General |  |
| CSG s. 7 | Provide customer with sufficient information about interim or alternative service including enhanced features, charges payable, connection timeframes, estimated period of supply | Specific: when an STS cannot be provided within the CSG standard and an interim or alternative service is offered |  |
| CSG s. 9 | Information on benefits of connection outside of maximum connection period, where applicable | Specific: when discussing connection times outside of CSG standard |  |
| CSG s. 19.2 | When CSP exempt from CSG standard and effect is no service to customer, customer must be informed | Specific: when CSP exempt from CSG standard |  |
| CSG s. 23 | A provisionally exempt CSP must give each affected customer notice (contents listed) | Specific: when CSP exempt from CSG standard |  |
| TLC s. 32(11) | Publish draft version of local presence plan and invite submissions | Specific: Only applies to Telstra | Query if this is covered by TUSMA’s contract with Telstra for USO provision |
| TLC s. 32(36) | If approved local presence plan is in force, make copies available for public inspection, and purchase of extracts for sale | Specific: Only applies to Telstra | Query if this is covered by TUSMA’s contract with Telstra for USO provision |
| 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 | Specific | Obsolete? |
| 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 | Specific: For permanent line block when GSG doesn’t apply |  |
| 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 | Specific: confined to technical limitation |  |
| 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 | General  |  |
| C522:2007 Calling Number Display s. 5.2.3 | CSPs receiving CLI regardless of blocking statue must inform their customers | General? |  |
| 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 | Specific: On individual contact about the call |  |
| 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 | Specific: On individual contact about the call |  |
| 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 | Specific: On individual contact about the call |  |
| 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 |  |  |
| 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 | Specific: Only applies to payphone providers |  |
| 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 | Specific: Applies only when customer wants to port fixed phone |  |
| 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) | General |  |
| C555:2008 Integrated Public Number Database s. 4.3 | Data provider must inform customer or the use and disclosure of their public number information | General | Use and disclosure of personal information must be disclosed under Privacy Act 1988 |
| 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 | General |  |
| 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 | Specific: Applies only when customer has reserved number(s)  |  |
| 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 | General |  |
| C566:2005 Rights of Use of Numbers s. 8.10 | Inform customers about their rights of use of a number on request | General |  |
| 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. | Specific? Applies when customer wants to transfer their mobile service |  |
| C570:2009 Mobile Number Portability s. 3.3.3 | The losing CSP must ensure customers can obtain information on how to port their number | Specific? Applies when customer wants to transfer their mobile service |  |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 2.4.7  | CSP offering PA must inform customer about PA | General? (CSPs who do provide PA) |  |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 2.4.8  | CSPs not offering PA must inform customers and be on website | General ? (CSPs who do not provide PA) | Also in the TA Schedule 2 |
| 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 | Specific: Applies when PA customer offered 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 | General |  |
| C609:2007 Priority Assistance for Life Threatening Medical Conditions s. 4.10.8 | Inform customer of details of the PA service offered | Specific: Applies when customer informs CSP they require 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 | Specific: Applies when CSP withdrawing its offering of PA |  |
| C617:2005 Connect Outstanding s. 8.2.2 | Inform customer of details of connect outstanding situation | Specific: Applies when is situation of connect outstanding |  |
| 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 | Specific: Applies to CSPs that provide equipment |  |
| 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 | Specific: Applies to CSPs that provide equipment |  |
| TCPC 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 | General | Similar requirements to SFOA |
| TCPCs. 4.1.3 | Other information including product description, manufacturer, technical information, billing, usage, warranties, post-sales support, mobile coverage, international roaming, resellers | General | Some of the information required under the SFOA |
| TCPC s.4.1.4  | Information to meet a customer’s specified special needs | General | Possible overlap with Disability Equipment and PA? |
| TCPC s. 4.2.3 | Limitations which apply to special promotions including eligibility, timeframes, terms | General | Arguably covered by SFOA. Also, possibly covered by ACL  |
| TCPC 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 | General |  |
| TCPC s. 4.3.6 | Inform a customer if the supplier is recording the phone call  |  | Participant Monitoring Guidelines, Interception legislation (Federal and state)  |
| TCPC s. 4.4.2 | Information about telecommunications products it offers that suit the disclosed needs of a customer | General | Arguably, covered in part by the Accessibility Features Code |
| TCPC s. 5.1 | Information on pricing, billing and payment terms, billing media, billing options, charges and discounts | General | Covered in less detail in the SFOA |
| TCPC s. 5.2.2 | How to contact supplier with billing enquiry | General | Covered in less detail in the SFOA |
| TCPC s. 5.2.4 | Inform customers of proposed changes to bill media, options for payment, | General | Covered in less detail in the SFOA |
| TCPC s. 5.2.6 | Information on charges for itemised billing aside from timed charges | General | Covered in less detail in the SFOA |
| TCPC s. 5.5.1-4 | Information to demonstrate billing accuracy, including itemised call charges | General |  |
| TCPC s. 5.5.5 | Inform of notice required to provide itemised billing for all charges | General |  |
| TCPC s. 6.1.1 | Information on spend management tools, security tools, and their costs | General |  |
| TCPC s. 6.2.1 | Inform of nature and effect of credit assessment, and liability if a guarantor | Specific: Applies when person will be guarantor for customer |  |
| TCPC s. 6.3.1 | Inform customer if service is restricted after credit assessment, nature and implications of restriction and removal of restrictions | Specific: Applies when customer’s service is restricted |  |
| TCPC s. 6.4.1 | Information about security deposit required, reasons, terms, conditions etc | General |  |
| TCPC s. 6.5.5 | Information on usage notifications including customer options | General |  |
| TCPC s. 6.7 | Adequate notice if supplier will restrict, suspend or disconnect a service | Specific: Applies when supplier will restrict service |  |
| TCPC s. 6.11 | Information on financial hardship policy(list of what is required) on website | General |  |
| TCPC 6.12.1  | Inform customer or former customer of information required to assess eligibility and basis of assessment | General |  |
| TCPC s. 6.13.1 | Communicate all necessary details (listed) of financial hardship policy | Specific: Applies when customer experiencing financial hardship |  |
| TCPC s. 7.3.1 | Information that customer entering into new contract with details of service, supplier, implication of transfer, equipment, terms, penalties and fees | General |  |
| TCPC s. 7.4 | Information on the gaining supplier, transfer process, complaint process for the transfer including contact details | Specific: Applies when transfer requested |  |
| TCPC s. 7.5, 7.7 | Information on transfer timing, including any process change and notification on completion of transfer | Specific: Applies when transfer requested |  |
| TCPC s. 7.6.1 | Information on cooling off period | General |  |
| TCPC 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. | General | Covered in less detail in the SFOA |
| 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 | Specific: Applies to MPS customers |  |
| C636:2011 Mobile Premium Services s. 4.1.6 | Inform on all pricing information | General |  |
| C636:2011 Mobile Premium Services s. 4.1.7  | Information on how to unsubscribe | General |  |
| C636:2011 Mobile Premium Services. 4.1.8 | Inform of dangers of revealing personal information in chat services | General |  |
| 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 | General |  |
| C636:2011 Mobile Premium Services s. 4.3.1 | For non-subscription MPS, send a confirmation (contents listed in 4.3.2) | Specific: Applies to non-subscription MPS suers |  |
| C636:2011 Mobile Premium Services s. 4.3.4 | Send expenditure updates  | General |  |
| C636:2011 Mobile Premium Services s. 4.3.6 | Information on chat service including T&C, charges, etc | Specific: Applies to chat service users |  |
| 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) | Specific: Applies to MPS subscribers |  |
| 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 | General | Arguably, covered by requirements in Privacy Act 1988 |
| 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 | General |  |
| Spam Code of Practice 2006 s. 4.1 | ISPs to Inform subscribers how to minimise spam, availability of filters, how to complain | General |  |

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

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| Source | Requirement | General/specific | Duplication |
| IIA iCode clause 6.1 | ISPs should inform customers of steps they can take to protect themselves and actions to take for compromised computers | Specific: When ISP has reason to belileve customer’s computer(s) is compromised |  |
| G516:2004 Participant Monitoring of Voice Communications s. 6.2 | Inform customers when a voice communication will be monitored (listened to and/or recorded) |  | Arguably covered by Privacy Act and Federal and State Interception legislation |

GLOSSARY;

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| ACL | Australian Consumer Law – Schedule 2, Competition and Consumer Act 2010 |
| CIS | Critical Information Statement, as required under the TCPC |
| CND | Calling Number Display |
| CSG | Customer Service Guarantee as per *Telecommunications (Customer Service Guarantee) Standard 2011* |
| CSP | Carriage service provider  |
| IPND | Integrated Public Number Database |
| LNP | Local Number Portability |
| MNP | Mobile Number Portability |
| MPS | Mobile Premium Services |
| SFOA | Standard Form of Agreement as per *Telecommunications (Standard Form of Agreement Information) Determination 2003* (as amended)  |
| PA | Priority Assistance |
| PAC | Priority Assistance for Life Threatening Medical Conditions Code |
| ROU | Rights of Use of Numbers |
| STS | Standard Telephone Service |
| TA | *Telecommunications Act 1997* Cth |
| TCPS | Telecommunications Consumer Protection Code  |
| T(CPSS)A | *Telecommunications (Consumer Protection and Service Standards) Act* 1999 |
| TLC | Telstra Licence Condition as per *Carrier Licence Conditions (Telstra Corporation Limited) 1997* |