



Media Release

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ACCAN welcomes new rules on complaints as a win for consumers

ACCAN welcomes the ACMA's publication today of the first tranche of new rules to improve consumers' experience in switching to the National Broadband Network (NBN).

The new rules are: Telecommunications (Consumer Complaints Handling) Industry Standard 2018 and, Telecommunications (Consumer Complaints) Record Keeping Rules 2018.

"There is a need for improved practices with a strong regulatory framework to ensure telcos are meeting the needs and expectations of customers with complaints," said ACCAN CEO, Ms. Teresa Corbin.

"The experience of large numbers of consumers switching to the NBN has shone a light on the inadequacies of the current model supporting the delivery of essential telecommunications services."

"After 1 July, these new rules will give the regulator better tools to ensure improvements in complaint handling by the telco industry."

"The requirement that all companies in the supply chain work better together to resolve customer issues is much needed", said Ms Corbin.

"Consumers are very frustrated at being passed from their telco to nbn and back as they try to resolve complex issues as they switch over to the NBN."

"We congratulated the Minister last year for using his powers and taking these steps to protect consumers. The new rules will give the ACMA the tools it needs to drive better complaints handling and greater transparency of how the industry is handling complaints in the future."

Visit the ACCAN website to view the original submissions:

<https://accan.org.au/our-work/submissions/1503-acma-complaints-handling-standard-and-record-keeping-rules>

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