

# Quarter 4, FY20-21

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The summary below outlines ACCAN's activities from 1 March – 31 May 2021.

*Executive summary of activity in the quarter for publication on ACCAN website.*

ACCAN continued to advocate well informed policy positions in 17 submissions to government, industry and regulators over the quarter, across our policy priorities.

This included:

- a focus on increased reliability of broadband and voice services in our submission on the draft determination for Statutory Infrastructure Providers;
- expert analysis and consumer consultation on affordable communications in our submission to nbn Co's Pricing Review;
- advocacy for better infrastructure in our submissions to nbn Co on FTTN upgrades and Infrastructure Australia; and
- significant work on increased accessibility in captioning broadcast exemptions, NDIS strategy, and ongoing engagement with the Digital Transformation Agency on digital identity.

Convergence of telecommunications and digital platforms has meant our work this quarter expanded to include submissions to the ACCC Digital Platforms Inquiry on Web Browsers and Choice Screens, and to the Department's consultation on the Media Reform Green Paper.

ACCAN's impact has been demonstrated by:

- ACCAN's influence in the Federal Court's \$50M penalty to Telstra for repeated breaches of the ACL;
- nbn Co including a low income product in its pricing review;
- nbn Co adopting ACCAN's recommendation to increase CVC with no price increase in its bundled products; and
- Three industry codes being retained through the Communications Alliance code review process following ACCAN's recommendation.

Another 2019 Grant Round project was completed in the period, with the remaining two to complete by June 30. The 2021 Grants round is now in its final stages, with the Independent Grants Panel's recommendations for funding being prepared for the ACCAN Board.

From 1 March 2021 - 31 May 2021 ACCAN published four news stories. These included background on the Media Reform Green Paper and ACCAN's accompanying virtual forum, information on low-income products, and NSW and SE QLD telco floods support updates.

ACCAN's total membership is 200. Organisational Membership is now at 107 organisations and 93 individuals, which remains unchanged for the second consecutive quarter. Membership renewals for the 2021-22 year are in the process of being distributed.

ACCAN staff participated in 50 different outreach, consumer engagement events and member events and consultation discussions. The majority of these were conducted remotely, however pleasingly the easing of travel restrictions throughout Australia enabled ACCAN staff to attend some of the events in person. Without exception, all participants agreed that it was good to re-connect with stakeholders and enjoy the novelty of personal interactions.

ACCAN's involvement in the Regional Tech Hub project in partnership with the National Farmers Federation (NFF) continued throughout the period. At the time of writing, all content has been

drafted, with the final tranche of documents awaiting review by the Content Review Group prior to publishing

ACCAN represented consumers at 16 committee meetings throughout the period, engaged with government and regulatory bodies on 45 different occasions and industry bodies on 31 occasions. ACCAN met with industry through the formal quarterly meeting framework as well as supplementary meetings as required. ACCAN representation on formal committees continues to be extensive and during this period we were actively working on 13 of the 33 committees on which we represent consumers. This quarter ACCAN's CEO headed the Australian delegation to ISO COPOLCO plenary held on 5-6 May 2021.

The ACCAN Board met by teleconference on 3 March. The meeting was preceded by a second workshop with the Board to refine the 2021-24 strategic planning discussions that commenced in February. Additional consultation with ACCAN Members was undertaken as part of the annual Members Advisory Forum on 21 April.

ACCAN's CEO, Teresa Corbin, was inducted into the Commsday Hall of Fame at the Commsday Conference on 5 May in recognition of her 25 years of exemplary service and contribution to the Communications sector in Australia.

ACCAN generated 110 media hits across national print, online, TV and radio during the period. ACCAN also responded to a total of seven media enquiries. These covered a range of topics including, Telstra's porting breach, emergency communications, mobile black spots, and Telstra's accused mis-selling to pensioners.

ACCAN proactively provided comments to the media on a range of other major issues including:

- NBN Co's pricing review;
- the Consumer Data Right, SIP obligations;
- ACMA complaints data, and
- the Government's Regional Connectivity Program announcement.