

Media release

For immediate release Monday 21st May 2012

ACCAN making a difference for Australian telecommunications consumers

The Australian Communications Consumer Action Network (ACCAN) has welcomed the Mid-term Review into its first two years of operations, which has highlighted its effectiveness as a peak body representing Australian telecommunications consumers.

“We are pleased with the feedback from the Government, regulators, industry and non-government groups that we are a well-regarded organisation that is effective in representing the interests of Australian telecommunications consumers,” ACCAN Chief Executive Teresa Corbin said today.

“When ACCAN began its operations in 2009, complaints from customers about the telecommunications industry were at an all-time high. Since then we’ve been advocating for consumers’ interests at the highest levels: through the ACMA’s *Reconnecting the Customer* inquiry and the review of the Telecommunications Consumer Protection (TCP) Code, among many others inquiries and committee representation.”

The report acknowledges a number of successes ACCAN has had in its two years of operation, including the establishment of a \$250,000 per annum Independent Grants Scheme, successfully advocating for changes to call costs to 13/1800 numbers from mobile phones, and the publication of well-regarded research, submissions and consumer information.

“The Review also makes a number of recommendations, which we’ll reflect on and make some changes as we grow as an organisation. Particularly, we are hoping to have a greater focus on small business and formalise our existing relationships with industry by putting in place regular roundtable events.”

“We think it’s really important that Australian communications customers are well represented in this vital sector. Not only are the gadgets changing fast – with smartphones and tablets soaring in popularity – but Australia’s telecommunications infrastructure is also changing with the rollout of the National Broadband Network and increasing demand on mobile networks.

Background

ACCAN receives \$2 million per annum via an industry levy under section 15 of the *Telecommunications Act* (1997) created to provide funding for consumer representation in the sector. The Mid-term Review was conducted halfway through a four-year funding agreement with the Department of Broadband, Communications and the Digital Economy.

To see the ACCAN Mid-term Review, click here: <http://bit.ly/K17c6d>

To see the submissions made to the ACCAN Review, click here: <http://bit.ly/JJFqw6>

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About ACCAN

ACCAN (Australian Communications Consumer Action Network) is Australia's peak communications consumer organisation. ACCAN's goal is available, accessible and affordable communications that enhances the lives of consumers. The operation of ACCAN is made possible by funding provided by the Australian government.