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## Media Release

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### ACCAN ready to work for better regional telecommunications

Following the release of the [Regional Telecommunications Review 2015 Report](#), the Australian Communications Consumer Action Network ([ACCAN](#)) is ready to work on changes required to improve telecommunications in regional Australia. The Report tabled in Federal Parliament yesterday presents many positive recommendations to achieve better communications services in regional areas.

“The report has identified that fundamental changes are required in the industry which will require a multi stakeholder, cross party and industry collaboration,” said ACCAN CEO, Teresa Corbin. “It is vital for regional consumers that action results from this report and its recommendations. ACCAN is calling on the government to prioritise its response to the report. We look forward to working with government and industry to realise these recommendations.”

In particular, ACCAN welcomes the recommended changes to the current consumer safeguards, which the Report notes are “increasingly irrelevant.”

The Report urges the Federal Government to work with industry and consumer groups to develop a new Consumer Communication Standard for voice and data which sets technology neutral standards in terms of availability, accessibility, affordability, performance and reliability.

“These are priority areas for ACCAN. We are already working on a consumer white paper looking at the future of the Universal Service Obligation (USO), and a new consumer guarantee fit for the future telecommunications environment,” said Ms Corbin.

[ACCAN’s submission](#) to the Review focused on improvements to consumer safeguards to meet the needs of regional consumers, how the NBN rollout can best deliver for regional consumers, and how the NBN and Mobile Black Spot Programme can be complemented by additional infrastructure policies to address remaining issues in regional Australia.

Ms Corbin welcomed the Report’s recommendation that ACCAN continue to make representations on the accessibility and affordability of services. ACCAN’s core work is focused on better communications for all Australians, but particularly to represent those consumers who are currently the most poorly served.

“ACCAN’s membership includes a number of regional and remote organisations and individuals, as well as a number of smaller organisations such as local agricultural bureaus and community groups. We are looking forward to continuing our work for better communications services for these consumer groups,” said Ms Corbin.

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*The Australian Communications Consumer Action Network (ACCAN) is Australia’s peak communications consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.*

For more information, contact Luke Sutton on [luke.sutton@accan.org.au](mailto:luke.sutton@accan.org.au) or 0409 933 931. For the latest updates, follow ACCAN on [Twitter](#) or like us on [Facebook](#).

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