

---

## Submission

**22 April 2024**

New South Wales Fair Trading

Via email: [FTStakeholderEngagement@customerservice.nsw.gov.au](mailto:FTStakeholderEngagement@customerservice.nsw.gov.au).

### **Re: NSW Fair Trading Strategy and Regulatory Priorities Discussion Paper**

The Australian Communications Consumer Action Network (**ACCAN**) thanks NSW Fair Trading for the opportunity to comment on the Strategy and Regulatory Priorities Discussion Paper (**the Discussion Paper**).

ACCAN is the peak body that represents consumers on communications issues including telecommunications, broadband, and emerging new services. ACCAN provides a strong unified voice to industry and government as we work towards communications services that are trusted, inclusive and available for all.

ACCAN supports the proposed strategic direction as outlined in the Discussion Paper. Noting the jurisdiction of NSW Fair Trading, ACCAN considers that NSW Fair Trading should take into account the connectivity issues faced by communications consumers living in strata/renting when deciding its future strategy and regulatory priorities.

Telecommunications consumers living in strata/renting may be experiencing difficulties in achieving connectivity, as the roles and responsibilities of tenants and landlords are not always clearly delineated. For example, ACCAN understands that connectivity to the NBN is a responsibility for landlords, whereas connectivity to an internet service provider is the tenant's responsibility. Delays to internet connectivity for tenants can affect their social wellbeing and economic outcomes, through delaying or preventing their access to telehealth appointments, reporting to Centrelink, or working from home.

ACCAN supports the consumer priorities listed in the Discussion Paper and would encourage NSW Fair Trading to promote the appropriate dispute resolution pathways for renters facing connectivity issues stemming from their landlord or strata.

Yours sincerely,

Con Gouskos  
Policy Officer

---

*The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication 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.*

*ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)*

---