



15 March 2021

Communications Alliance
12/75 Miller Street
North Sydney NSW 2060

RE: C513:2015 Customer and Network Fault Management Code

ACCAN thanks the Communications Alliance for the opportunity to contribute to the review of C513:2015 Customer and Network Fault Management Code (the Code).

The objectives of the Code are to manage the process of managing customer faults, recording management faults and resolution of faults. This includes ensuring that C/CSPs establish Fault Reporting Centres, which act as the nominated point of contact for the reporting and management of Customer Faults and Network Faults.

ACCAN is aware that there is a need for regulation of the fault resolution process in telecommunications, as our consultation with consumers and consumer groups continues to highlight that timely repair of faults is an ongoing issue.

ACCAN submits that as the Code is still applicable to both copper legacy networks and NBN networks, the Code should be retained to ensure procedures and processes for customer and network fault management continue to be adhered to and monitored by industry to avoid consumer harm.

Yours sincerely

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Policy Officer

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Australia's peak body representing communications consumers

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