

WC84: TCP Code Working Committee

Terms of Reference

The **WC84: TCP Code** Working Committee has been established to perform an area of work identified by the Industry Consumer Advisory Group Reference Panel (ICAG).



This Committee in carrying out the specific terms below is to observe the following guidelines, as appropriate:

- to ensure that if the Code is to be registered with ACMA that it comply with Part 6 of the *Telecommunications Act 1997* and the ACMA "*Developing Telecommunications Codes for registration – a Guide*" including the identification of:
 - the sections of the industry that are to be covered by the Code, as per s.110 of the Act; and
 - the telecommunications activities to be covered by the Code, as per s.109 of the Act.

Noting that the Committee will take into account regulatory and legislative changes currently underway,

specifically, the Working Committee is to revise the C628:2015 **Telecommunications Consumer Protection Code** to:

- a) Adapt the code to ensure it is fit for purpose for nbn and other new services;
- b) where appropriate, simplify code provisions to support innovation;
- c) where appropriate, avoid duplication of the Australian Consumer law;
- d) identify and address provisions which would be more appropriately outcomes based where feasible;
- e) revise the Critical Information Summaries provisions in Chapter 4 to reflect new and altered services, input from consumers, associated research, and changing consumer access to information;
- f) consider Customer Service issues, including provision 4.6;
- g) revise and clarify advertising provisions in Chapter 4 as needed, including reflecting changing services and changing advertising technologies;
- h) revise and clarify all Chapter 5 as needed, including consideration of third party charges;
- i) revise and clarify Chapter 6 as needed, including consideration of changes in credit assessment and management practices and implications of the recent TIO Financial Hardship Guideline;
- j) consider need for revision to Chapter 7 regarding unauthorised transfers;
- k) consider need for revision to Chapter 8 to address complex complaints involving multiple parties and recent complaint trends;
- l) correct any identified typographical error(s); and
- m) update the format of the Code to the current Communications Alliance template.

The Working Committee only to consider minor changes to Chapter 9 made necessary by revisions to other Chapters within project scope, unless the parallel discussion concerning the role of Communications Compliance recommends otherwise.

Primary deliverables

- a revised version of C628:2015 **Telecommunications Consumer Protections Code**.
- Documented responses to comments received during the public consultation process.