

13 December 2021

The Treasury

Langton Crescent PARKES ACT 2600



Via Email: data@treasury.gov.au

Re: Exposure Draft Consumer Data Right (Telecommunications Sector) Designation 2021

The Australian Communications Consumer Action Network (ACCAN) thanks the Treasury for the opportunity to comment on the Exposure Draft Consumer Data Right (Telecommunications Sector) Designation 2021.

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

As we have previously submitted, ACCAN is supportive of the introduction of the Consumer Data Rights regime across the telecommunications sector. It is widely understood that the telecommunications sector offers a wide range of complex and competing products and services to consumers. It is also widely known that issues of information asymmetry can put consumers at a disadvantage when looking for, and when choosing appropriate services.

ACCAN expects that the Designation of the telecommunications sector in the CDR regime will mitigate some of these issues and provide consumers with greater confidence and safety when making choices and signing up for services.

ACCAN supports the classes of information to be included as outlined in the Draft Designation, Sections 6 – 8, and the that carriers and carriage service providers are the data holders for the classes of information that are prescribed

However, while we understand the rationale for not including broadband speed information and National Broadband Network connection information at this stage, ACCAN asserts that this information should be included as designated information when clearly comparable benchmarks can be identified.

ACCAN is particularly pleased to see that The Designation does not specify any information as being subject to fees for access or use for the purposes of paragraph 56AC(2)(d) of the

Act. As we stated in our Sectoral Assessment submission, ACCAN believes that for the CDR regime to be effective for consumers there should be no barriers to participation.¹

ACCAN is also pleased to note that Paragraph 7(2)(a) which excludes consumer call location information as this will provide a greater level of consumer privacy

Additionally, ACCAN supports the inclusion, in Section 8 - information about products, of Paragraph 8(2)(g) which specifies information about services that are available for customers who require additional assistance, such as customers with disability. It is not intended that instances where a given consumer has opted to utilise such services would be included within the consumer data right, only that the offers or supply included the availability of these services.

ACCAN is available to discuss any of the issues we have raised in this submission.

Sincerely,

Wayne Hawkins
Director of Inclusion

¹ See <https://accan.org.au/accans-work/submissions/1915-cdr-telco-assessment>