

ACCANECT

Equipping Consumers to Stay Connected

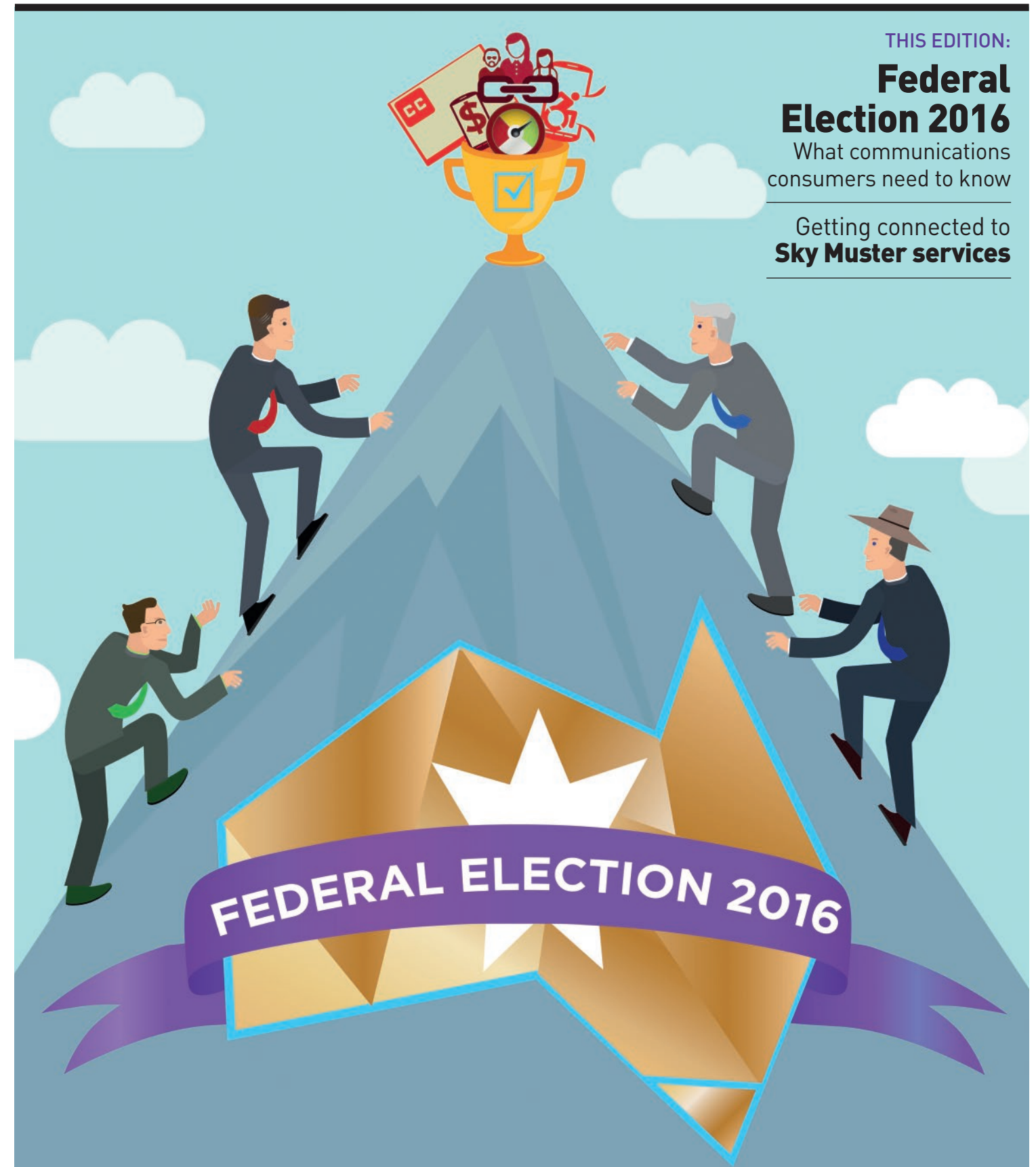
SAVE THE DATE

Wednesday 14 September - Thursday 15 September 2016



Australia's peak body for communications consumers

THIS EDITION:
Federal Election 2016
What communications consumers need to know
Getting connected to **Sky Muster services**



PLUS: Interview with the new TIO | ACCAN members have their say

ACCAN is the peak organisation representing all consumers on communications issues including telecommunications, broadband and emerging new services. Our mission is to ensure the availability, accessibility and affordability of communications services for all Australians.

Contact us:

Phone: 02 9288 4000

Web: accan.org.au

Twitter: @ACCAN_AU

YouTube: youtube.com/ACCANvideo

Facebook: facebook.com/accanau

Email: info@accan.org.au

Editor: Luke Sutton

Contributors: Tanya Karlychuk,

Wayne Hawkins, Paula Corvalan

Design: Magnesium Media

www.magnesiummedia.com.au

Cover: Design by Richard Van Der

Male with images from Shutterstock



Our CEO: Teresa Corbin

Save the date for the 2016 ACCAN National Conference! This year's Conference, ACCANect: Equipping Consumers to Stay Connected, will be held from 14-15 September in Sydney. The focus will be on empowering consumers to get and stay connected to the phone and broadband services they need. As well as debates and discussion, ACCANect will provide practical tools for consumers to improve their own connectivity. We're developing a really exciting program, so stay tuned. Details will be posted on the ACCAN website as they become available (accan.org.au/events).

With the Federal Election fast approaching, our Feature focuses on ACCAN's communications consumer policy priorities – communications affordability, future consumer protections, broadband performance monitoring, accessible ICT procurement and accessible programming on TV. ACCAN has submitted questions to the major political parties to obtain information on their communications policies. When available, the answers to these questions will be published on the ACCAN Election webpage (accan.org.au/election2016).

For this edition we interviewed the new Telecommunications Industry Ombudsman, Judi Jones, about her past

experience and the future plans for the TIO. The Tips section looks at how to avoid third party charges on your mobile phone bill. Recently there has been a spike in these complaints to the TIO. The article gives advice on how to seek a refund for any third party charges on your phone bill.

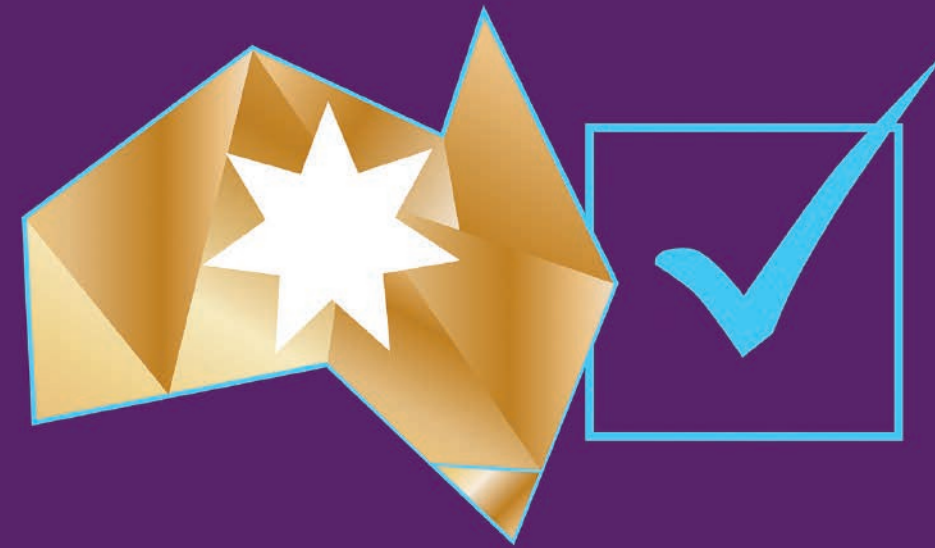
The Policy article outlines ACCAN's response to the Communications Accessibility: 2016 and Beyond consultation. It summarises ACCAN's view that the National Relay Service remains a vital service for the consumers who use it.

Also in this edition: a Grants project that looks at 3D printing, ACCAN's Sky Muster satellite consumer guide and our 2016 membership survey.

For all the latest ACCAN updates, follow us on Facebook (facebook.com/accanau) or Twitter (twitter.com/ACCAN_AU). Our smartphone app, My Phone Rights, is full of useful information for communications consumers and is available on Android and Apple smartphones. As always, if you have any comments, suggestions or feedback, please email ceo@accan.org.au or call me on 02 9288 4000.

Warm regards
Teresa Corbin
ACCAN CEO

Federal Election 2016



Contents

F Federal Election 2016: What communications consumers need to know We outline our five communications consumer priorities	N NEWS Mobile black spots, Megabyte charging and our new website	S SPOTLIGHT Getting connected to Sky Muster services The online guide gives tips on how to choose a provider
I INTERVIEW We interview the new TIO, Judi Jones	T TIPS What to do if you get third party charges on your phone bill	M MEMBERS ACCAN members have their say Our 2016 member survey reveals feedback on our work, events and consumer resources
P POLICY Don't change the NRS The NRS is a valued service	G GRANTS Can I download a car? A new Grants project examines 3D printing	

Save the date for our 2016 National Conference!
Pencil in 14-15 September for our National Conference – ACCANect: Equipping Consumers to Stay Connected.

We've launched our new website

You may have noticed that we launched our brand new website in May.

The new website is more user-friendly, mobile-friendly and of course, it is accessible to consumers who use assistive technologies like screen readers.

With our new website we're well placed to provide consumers with the latest news, information and consumer resources.

The new website is divided into two main areas: Helpful Consumer Information and ACCAN's Work.

The Helpful Consumer Information section is where you'll find all of our consumer resources including helpful articles, tips sheets and our information portals.

In the ACCAN's Work side you'll be able to access media releases, submission, research publications and more.

Go to accan.org.au to access the new website. Please don't hesitate to get in touch with us to let us know of any feedback you have on the new website (send feedback to ict@accan.org.au).



Free-to-air networks should use budget windfall to improve TV accessibility

In the 2016 Federal Budget, the Government announced a 25 per cent cut to broadcast licensing fees for the Australian free-to-air networks.

At the time ACCAN stated that the extra money the free-to-air networks will have should be used to fund improved accessibility features. The 25 per cent reduction in license fees follows a 50 per cent decrease in 2013.

"The extra funding could be used to improve captioning on free-to-air TV for people who are Deaf or hard of hearing and to put in place technology

that would allow the networks to introduce audio description for people who are blind or vision impaired," said ACCAN Disability Policy Advisor, Wayne Hawkins.

Currently free-to-air channels do not caption any additional programming on their multi channels other than repeated programs from their primary channel. Primary channels must caption all programming between 6am and midnight as well as all news and current affairs programs.

There are no requirements for

audio description to be included on free-to-air television and currently none of the free-to-air networks provide this service.

"We are calling on the free-to-air networks to commit to funding accessibility features on their TV channels so that all consumers can have equal access to content, news and current affairs programs," added Mr Hawkins. "We would welcome the opportunity to work with the free-to-air networks to increase their accessible programming."

Media Access Australia updates 'SociAbility' resources

Media Access Australia has updated the ground-breaking 2012 'SociAbility' review into social media with new information for people with a disability.

The resources include information on the accessibility challenges and practical fixes across Facebook, Twitter, LinkedIn, blogging, YouTube, Instagram and Skype.

"The original SociAbility report was designed to get practical tips and tricks from people with disabilities as to how best to use social media, and to share this new knowledge," said Dr Scott Hollier, Director of Digital Accessibility for Media Access Australia.

"Back in 2012 our research

participants told us that the Facebook and Twitter websites in particular weren't very accessible. And YouTube videos were difficult to play if you were a keyboard user."

Since the original report, there have been improvements in the accessibility of Facebook, Twitter and YouTube.

While things have improved greatly over the past four years, there remains a lot more work to be done.

To help address these issues, Media Access Australia has launched updated versions of its social media tip sheets. These are available on the Media Access Australia website: mediaaccess.org.au.

Megabyte rounding might be stealing your mobile data

An ACCAN research report found that some consumers are losing around 23 per cent of their data to the megabyte rounding rip off.

Megabyte rounding happens when a single 'data session' is rounded up to the nearest megabyte. A data session happens each time your smartphone talks to the mobile data network and some 70 per cent of these sessions happen without the user being involved. As some data sessions are very small, using only a few kilobytes, some plans can rapidly use up data.

ACCAN is advising consumers to



avoid these poor value plans.

"When signing up to a plan, consumers should check the Critical Information Summary (CIS) to ensure that the plan does not use megabyte charging," said ACCAN CEO, Teresa Corbin.

The Megacharge report analysed over 20,000 data sessions from consumer phone bills and found that there was a big range in the impact of rounding on mobile data usage.

Light data users (who use less than 500MB per month) were the most significantly affected by megabyte session rounding and typically added around 80 per cent of their actual used data to rounding 'overhead.'

Most telcos no longer offer plans that use megabyte charging, however, consumers on older plans should check to make sure they are not getting ripped off by megabyte charging.

Extra funding for Mobile Black Spot Programme

In May, the Coalition and Labor both announced that if elected they would commit extra funding to the Mobile Black Spot Programme. The announcement that an extra \$60 million in funding will be allocated to the Programme was welcomed by ACCAN.

Mobile coverage is a key issue for consumers. This is clear from the more than 10,600 mobile black spots identified in the Programme so far. Improving mobile coverage is one of ACCAN's ongoing key work priorities.

The 2nd Edition of our Community Consultation Guide will help communities put together a case for funding under the Programme.

The guide is a practical self-help toolkit for communities to improve their mobile coverage. It sets out steps to identify poor coverage, how to measure the extent of the problem, and how to contact organisations who may be potential co-investors.

The competitive selection process for Round 2 of the Programme is well underway, meaning that telecommunications providers can bid for a share of \$60 million of government funding to improve mobile coverage in identified black spots. Applications from the mobile providers and infrastructure providers for Round 2 are due by 14 July, 2016.

Communities hoping to secure funding can download the guide from the ACCAN website: accan.org.au/consumer-resources.



Federal Election 2016

What communications consumers need to know

Communications services, such as mobile phones and broadband, are essential services for all consumers. We rely on them to keep in touch, to gain an education, interact with services, conduct business and more.



With the Federal Election on 2 July approaching, ACCAN has identified five communications consumer priorities for 2016. These are: service affordability, future consumer protections, broadband performance monitoring, accessible programming on TV and accessible ICT procurement. These priorities will be our focus in the lead up to and after the election.

In this article we give a brief overview of these priorities. You can find out more on the ACCAN Federal Election webpage (accan.org.au/election-2016).

Affordability

Many low-income consumers struggle to stay connected to telephone and internet services. Research indicates that low-income consumers are spending a significantly higher proportion of their income on telecommunications services. To help low-income consumers stay connected ACCAN is proposing a review of the Centrelink Telephone Allowance to include broadened eligibility to all people on income support payments and increased rates.

Customer connection/fault repair guarantees and service reliability benchmarks

Broadband is now considered essential to consumers to provide access to opportunities and services. Currently,

the Customer Service Guarantee (CSG) only applies to connection and fault repair times on fixed-line phone services, leaving consumers with no guarantees for fixed broadband services. ACCAN is calling for an update to the CSG to include service timeframes for fault rectification, connections and appointment keeping as the standard for internet connections. We are also proposing independent service reliability benchmarking to ensure that disruptions to services are minimised.

Broadband performance monitoring

When signing up to broadband plans, consumers can look up broadband pricing and data allowances, but there is no reliable information on performance. This information would help consumers to make a more informed decision when choosing a service that meets their needs and get what they pay for. ACCAN is asking for the future Federal Government to support an independent broadband monitoring program to allow consumers to compare broadband service performance by retailers.

Accessible programming on TV

Australians with disability need greater access to television. Amendments need to be made to the Broadcasting Services Act to expand captioning requirements across all free-to-air channels so that consumers who are

Deaf, hearing impaired and those who rely on captions to access information can get greater access. Amendments to the Act should also be made to require the introduction of audio description services across all free-to-air television so that consumers who are blind or vision impaired can get equal access to information and entertainment content.

Accessible ICT procurement

ACCAN is calling on the Federal Government to introduce a comprehensive procurement policy to only purchase accessible ICT equipment and software so that consumers with a disability can access services. Currently, the Federal Government's procurement policy does not ensure all ICT equipment and software is accessible. The ramifications of this policy gap disadvantage and exclude some of our most vulnerable citizens with disability.

Political party policies

ACCAN has raised these consumer priorities with the major Australian political parties (the Liberal Party, Australian Labor Party, the Nationals and the Greens) and has sent each party the following questions to better understand where they stand on important communications issues. Answers from the parties will be posted on ACCAN's Federal Election webpage as they become available.

- 1 What is your policy to ensure every Australian can get a reliable internet connection and have faults repaired in a timely manner?
- 2 Many promises have focused on the *maximum* performance of a telecommunications service, for example connection speed. How will your policy ensure a *minimum* level of performance (e.g. connection speed for end users during peak times)?
- 3 How will you ensure the continued expansion of mobile coverage in rural and remote Australia?

- 4 Does your party support a policy to provide independent broadband performance monitoring so consumers can have better information about the speed and quality of a service?
- 5 Do you have a policy to ensure that Australians who can't afford an internet connection can still get online?
- 6 Will your party support a whole-of-government procurement policy for accessible ICT to enable Australians with disability

- 7 Australians with disability need greater access to television. Will your party commit to both implementing audio description on free-to-air television and increased captioning across commercial television networks?
- 8 Does your party have other communications policies that you would like to share with consumers?

Introducing the new TIO, Judi Jones

We interviewed the new Telecommunications Industry Ombudsman, Judi Jones, to find out more about her past work experience and the future direction of the TIO.

1 Congratulations on your appointment as the new Telecommunications Industry Ombudsman. You've worked in dispute resolution for quite some time now, what attracted you to this field of work?

My early career was in law. I then spent time at home with my children, and working with community groups. I then studied dispute resolution and realised I had found my natural home. After completing post graduate study, I taught mediation and negotiation at Massey University. And eventually was asked to establish NZ's Electricity and Gas Complaints Commissioner Scheme (the equivalent of the energy Ombudsman schemes here).

The Ombudsman role is both interesting and challenging. It requires you to lead an organisation, deal with disputes, and have strong and effective relationships with members and consumers while remaining firmly independent.

The Ombudsman is an essential part of the consumer protection framework. I am proud to have joined an organisation that has delivered the external dispute resolution scheme for the telcos in Australia for more than 20 years.



The TIO is an independent service that's free for residential and small business consumers and our role is to facilitate the conversation between the consumer and the service provider to help them sort things out. It's an important job and I have always understood how that work benefits both consumers and providers.

2 What similarities do you see between Australia and New Zealand in terms of how complaints are handled?

I have discovered there are significant similarities – both in internal and external dispute resolution. In NZ as in Australia, the provider has the first opportunity to resolve the complaint. In terms of what consumers want, it is not always about money. In both countries, consumers want the matter fixed, and also want the system improved so the same thing does not happen again.

3 What does the future hold for the TIO?

It's an exciting time at the TIO. We are developing a new strategy that

will really focus on our core work of helping consumers and service providers resolve complaints and to help service providers improve on their performance. I'm looking forward to making sure we continue providing a service that is efficient and effective, while remaining independent.

4 You have a reputation for being tough in New Zealand – industry reps there called you Judge Judi. Are you going to be tough with the telco industry here?

Ha! I'm not sure that tough is the right word. I'm very clear and I think an Ombudsman needs to be so that they can deliver an independent and objective view and service.

I'm not about being tough with industry but, rather, working with it so that telcos know what consumers are telling us, and try to improve their customers' experiences. And I am also clear with consumers, and with staff – we have a responsibility to all our stakeholders to provide an independent and effective service.

What to do if you get third party charges on your phone bill

Recently there have been increased reports of people receiving unexpected charges on their mobile phone bills. These are mostly from third party charges where your telco is allowing another provider to sell content to you (apps, pay per view videos, games and other content) which you then pay for on your phone bill.

There are three types of third party mobile charges:

- Direct carrier billing – a service that allows you to charge the cost of content to your phone bill. This is available to Telstra and Optus customers only.
- Mobile Premium Services (MPS) – services that consumers may subscribe to by calling or texting a 19X number or by accidentally subscribing on a website.
- 190 voice or video call services charged by the minute, or at a fixed rate.

SO WHAT'S THE PROBLEM?

Issues with third party charges have been ongoing for a number of years. Many consumers get caught out when they click on an advertisement on their smartphones which automatically subscribes them to a service. This means they will get charged at regular intervals (for example, weekly) for receiving updated access to content. Many of the current complaints are from consumers who have unknowingly signed up for these services.

HOW TO UNSUBSCRIBE

Direct carrier billing

- If you have a website link to the content, go to the website and

cancel the subscription in the account or settings section.

- Reply 'STOP' to the number you are receiving text messages from about the content.
- Call the content provider's helpline. This should be listed in any messages you are receiving or on the provider's website.

MPS

- Reply 'STOP' to the 19 number you are receiving text messages from.
- Call the helpline number provided in the messages you are receiving. This will also be listed on your phone bill and you can find it on the 19 SMS website (19sms.com.au) by entering the 19 number.

HOW TO GET A REFUND

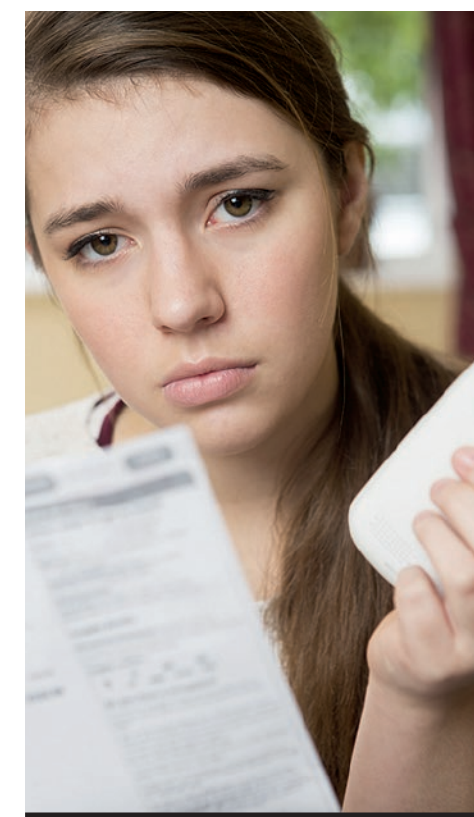
If you did not subscribe to these services:

1. You should first request a refund from the content provider.
2. If you are unable to get in touch with the content provider take your complaint to your telco.
3. If you are unsatisfied with the response from your telco raise your complaint with the Telecommunications Industry Ombudsman (tio.com.au).

OUR ADVICE

Don't ignore messages that look like advertising – always reply 'STOP' to these messages if you want them to discontinue. If there is a claim that an unknown business has charged you, unsubscribe immediately and request a refund.

Ask your telco to bar access to third party content billing to stop the



Unsubscribe from third party services straight away and request a refund for charges that appear on your bill.

problem from happening again. You need to make sure you ask for ALL third party billing to be barred – that is, direct carrier billing, MPS and 190 voice services. This is because each can be barred separately. When you sign up to a new phone service, ask to block all three. If you already have a service, contact your telco and ask for a block. Small business operators should also ask for these services to be barred on all of their mobile phone services as these can cost small businesses time and money.

Don't change the NRS



The National Relay Service (NRS) provides essential access to communications for Australians who are Deaf, hearing-impaired or speech-impaired. Since the beginning of the current NRS contract in July 2013, changes to both technology and how technology is used by people with disability has allowed the NRS to introduce a number of communications solutions which offer greater equivalence to voice telephony. The introduction of SMS relay, video relay, captioned relay and the NRS app have all increased the value of the NRS for its users and the whole community. These new services have helped to break down some of the barriers to effective communication for people who rely on the NRS. They have also enhanced the efficiencies of business and government, as recipients and initiators of NRS calls. The addition of these new services has made Australia's relay service a world leader in bridging the

communications divide for many people who are unable to use mainstream voice communication services. Despite this success, recently concerns have been raised about the sustainability of the NRS. The Communications Accessibility: 2016 and Beyond Consultation Paper from the Department of Communications and the Arts canvassed potential usage limitations to these essential alternative communication services. ACCAN's response to the consultation set out ten recommendations for the future of the service. This included (among other things) that ongoing funding for the NRS needs to be on a cost recovery basis to ensure the ongoing provision of essential services and that all services need to be available 24/7. Recent advances in communication technologies have provided a number of mainstream products and services with advanced accessibility suitable for many people with disability. For

example, Microsoft's Skype and Apple's FaceTime provide video chat capability for people who use Auslan. Additionally, there are a growing number of apps providing increased communication options for people with disability. An example is Beam Messenger which provides real time interactive text communication suitable for people who are Deaf, hearing-impaired or speech-impaired. Early adoption of new technologies often occurs within disability communities. SMS was quickly adopted by the Deaf and hearing-impaired community as a preferred communication channel. Feedback from ACCAN's consultation with people with disability indicates that mainstream connectivity is always their preferred choice for communication, while making calls using the NRS is generally limited to those times when direct communication is not possible or not appropriate. It is important to note that just because a technology may provide an alternative communication channel to the NRS there are a number of reasons why someone may need to use the NRS instead of these alternatives. For example, both parties must be able, prepared and comfortable to communicate via the direct mainstream service option. The use of text may be limited by factors such as digital literacy or even access to technology of both parties. It is ACCAN's view that the NRS is a valued and useful service to its users. Its success is a testament to this. We will continue to consult with the Department of Communications and the Arts to ensure that the NRS remains available to consumers who rely on it for essential communications services.

Can I download a car?

Or a shoe, a house, or a body part? What happens when it's a gun? The number of users connecting to each other on the internet to find, share, and create 3D printed goods has proliferated in the last few years. But what do consumers need to know before printing in 3D? Are there risks in creating and sharing 3D printable files, how can users mitigate them, and what kinds of safeguards are in place? Who owns the designs you share, the ones you modify and how can they be used by others? An ACCAN Grants project is answering these questions with the upcoming launch of 3dprintinginfo.org. The new website will give consumers a range of easy to understand guides

and information to help safeguard their work and take advantage of this emerging technology. The University of Melbourne project team has put together a scorecard for various 3D printing sites, as well as some useful tips if you're just getting started in the 3D printing world. These free resources are the result of extensive multidisciplinary research in Australia, and beyond, that identified emerging issues and trends within the consumer 3D printing space. Focus groups have shown that despite 3D printing becoming increasingly popular, consumers still have some gaps in know-how. It is important that consumers make effective use, can call upon their rights and take account of their

responsibilities as they design, share and print 3D files. Interviews with experts and industry leaders, and complex modeling of the sharing patterns of objects online also raised a number of new issues for consumers. Quality of 3D printing files found online, the long term social impact of the proliferation of 3D printed objects and the legal protections relevant to the sharing and using of 3D printable files are all issues that Australian consumers will have to face in the near future – but can get ahead by using the resources at 3dprintinginfo.org. If you're one of the many people imagining the possibilities that 3D printing may offer, the step by step guide on the website will take you through each stage of the process – turning an idea into an actual object. If you've decided to 3D print, check out the scorecard that shows which sites online do best at protecting your rights, and being transparent about what they do with your data. There's also some handy activities aimed at secondary school students to help them learn more about 3D printing, question its limits and what they could mean at home and for society. These are great for individuals or students and take you through the 3D printing process and how it will affect our lives, even if you don't (yet!) use a 3D printer. *Can I download a car: Emerging consumer issues for online access, communication and sharing of 3D printer files* has also prepared a white paper featuring a number of policy recommendations for the 3D printing space. More on this project can be found on the ACCAN Grants page (accan.org.au/grants).



Getting connected to Sky Muster services

To coincide with the availability of Sky Muster services at the end of April, ACCAN launched a guide for consumers who will receive internet services over the satellite. The guide is a useful tool for consumers in these areas to help them get connected to broadband services. The guide is available for free on the ACCAN website (accan.org.au/satellite).

Sky Muster will deliver broadband services to about 400,000 premises across Australia in regional and rural areas and the islands around Australia. Many of these consumers will now have access to improved broadband services. In the past, countless rural and regional consumers have experienced poor to no broadband services, which has created difficult situations for them due to the lack of adequate services and exorbitant costs.

Our satellite consumer guide is designed to be a go-to resource for consumers as they select a satellite plan and sign up to a service. It is divided into sections such as "Choosing a plan that suits your needs" and "Choosing a retail service provider." The guide sets out the steps that consumers should take to select a plan and the questions they should ask to ensure they are getting a plan that suits their needs.

It also contains useful information on what to expect for installation of equipment, options for voice services over the NBN and getting connected.

The guide will continue to be useful to consumers after they have been connected as it contains information on what to do and who to contact in the case of a fault.

What should consumers expect from Sky Muster services?

The Sky Muster satellite was purpose-built to provide a fast broadband connection to Australian homes and businesses, so it is expected to perform to a higher standard than previous satellite services.

With Sky Muster services you will be able to take advantage of a broader range of services available over the internet, such as listening to radio, data voice calls (called Voice over IP or VoIP), tele-health and streaming movies as well as checking email, browsing the internet, online banking and accessing Government websites.

Some tips on choosing a service provider and plan

At the moment there are seven satellite providers offering plans. Access the online guide for links to websites of these providers. It is expected that other providers will be offering services too. This information will be available on the nbn website in the near future (nbnc.com.au).

When looking for a satellite plan consumers should do their research and shop around. We encourage them to



read the guide and use it to help them choose a plan that's going to suit their needs.

Some key things to consider when looking at plans are download speeds, data allowances, length of the contract and which services are used (for example voice, medical and back to base alarms, priority assistance). A lot of the satellite plans on offer are divided into peak and off-peak allowances, this is something that consumers will need to take into account.

Providers differ on the level of performance offered depending on the number of customers they have and how much they have invested in the

service. It is not expected that each retail service provider will offer the same level of service. Therefore, you should check that the level of service offered matches what you need.

There are a number of ways you can compare providers online:

- Product Review (productreview.com.au) has a section on internet service providers with reviews.
- Whirlpool Forums (forums.whirlpool.net.au) may have discussions on internet service provider quality.
- The Google Video Quality Report (google.com/get/videoqualityreport/) is useful to compare video streaming quality.

ACCAN members have their say

ACCAN has a broad membership base that represents groups in the community sector; disability sector; small business owners and more.

Our members are invaluable to the work we do as they are often invited to have their say in our submissions and consultations. Not only that, we look to our members to support ACCAN's work and to let us know of the issues affecting their stakeholders.

Being an ACCAN member gives other opportunities as well; our newsletters and resources help to keep our members informed and equipped with the latest tips and advice to navigate the complicated telecommunications market. We also provide networking opportunities for our members to meet with key industry people and share their concerns and experience.

Recently we surveyed our members to find out more about their perspectives of ACCAN. The results proved interesting and will help us improve the way we interact with our members and the information we provide to them. This article presents a snapshot of the feedback we received.

ACCAN's work

One aim of the survey was to find out the issues that are important to our members. While our focus is on telecommunications services and the internet, the industry is diverse meaning that ACCAN covers a range of topics that affect consumers.

The majority of the survey respondents told us that ACCAN

focuses on issues that are important to their organisations. The comments we received reflected this too.

The most important issues for our members are accessibility, service quality and the Customer Service Guarantee, competitive practices, affordability and rural and regional communications.

These are all areas that ACCAN is currently working on. They align closely with our key goal of ensuring that all consumers have access to available, accessible and affordable communications services.

Our members also shared feedback on areas that they would like us to focus on – protection of vulnerable consumers, equity of access and affordability, consumer information and innovation. This is great feedback for ACCAN to have as we plan our future work. Affordability is one area that ACCAN has done significant work on previously and it was the theme of our 2015 Conference.

ACCAN resources and events

The member survey found that 97 per cent of the respondents said they were either very satisfied or somewhat satisfied with ACCAN as an information source. We were very pleased to hear this feedback as we devote a lot of time and effort into researching and developing our tip sheets, articles and other resources that help guide consumers through purchasing and using telecommunications services.

The survey found that the most popular resources amongst our members are our research reports,



tip sheets, submissions and guides. We regularly publish new reports and submissions and ensure that the resources on our website are up to date with the latest trends and information. We will continue to ensure we provide our members with the latest information on topics that affect them and their stakeholders.

Share your news, events and ideas with us

We often engage with our members to talk about upcoming submissions or to consult on important consumer issues, but we also want to hear about

their news, events or any other ideas they have to share with us. That's why we've created the ACCAN Community so our members can share this information with us (via email: community@accan.org.au).

By sharing news and events with us we may be able to help get the word out through our networks in our weekly WebNews newsletter and on our social media profiles on Facebook, Twitter and LinkedIn. By sharing content with us members can tap into our community of likeminded organisations and individuals.

accan

Membership Survey

2016



94% of survey respondents were satisfied with their ACCAN membership.



91% of survey respondents would recommend ACCAN membership to their colleagues.



97% of survey respondents found ACCAN to be a valuable source of information.



94% of survey respondents said that ACCAN focuses on issues that are important to them.

Interested in becoming a member of ACCAN?

If you're not already an ACCAN member, we would like to invite you to join our community of valued members.

- We represent telecommunications consumers to ensure that services are available, affordable and accessible.
- We are a not-for-profit, member based organisation and are always looking to improve our work in representing consumers and organisations.
- We are looking to build relationships with likeminded organisations and individuals so that together we can better assist consumers in a marketplace that can be confusing, overwhelming and costly.

If you're already a member why not refer a friend? For information and to become a member, visit accan.org.au/members or give us a call on 02 9288 4000.