accan

**Australian Communications
Consumer Action Network**

2013–2014
Annual Report

ACCAN:
Our impact this year

Further copies of this document can be obtained from the ACCAN website accan.org.au/annualreports or by contacting ACCAN for a hard copy.

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Who we are

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak body for consumer representation and advocacy in communications. We represent small business, not-for profit organisations, and residential consumers. ACCAN focuses on goods and services encompassed by the converging areas of telecommunications, the internet and broadcasting, including both current and emerging technologies.

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.

Our mission

ACCAN's mission is to:

- Represent consumers and the public interest, with particular attention to the needs of consumers for whom the market is not working.

- Inspire, inform, enable and equip consumers to act in their own interests.

- Research emerging consumer communications issues to provide evidence-based policy advice.

Our values

As an organisation we will:

- Act with courage, integrity and independence.

- Operate openly, efficiently, and effectively.

- Be accessible and inclusive, consistent with the high value we place on diversity.

- Recognise that building relationships with members, community groups, industry, regulators, and government is critical to achieving our goals.

- Value volunteers, staff and members for their crucial role in our organisation.

ACCAN in Numbers

In 5 years ACCAN has:

Membership

Increased representation; membership grown by 43%.

Policy

Made 165 submissions and tracked over 100 policy issues.

Consultation

Facilitated over 30 consumer consultation meetings and implemented a broad Industry Engagement Framework.

Events

Held 40 events with over 2000 participants from industry, government representatives and consumers. These include roundtables, forums, workshops, seminars, launches and annual national conferences.

Media

Accomplished over 3000 media mentions and distributed 150 media releases. Built our social media footprint from nothing to include over 2500 Twitter followers, a YouTube channel featuring accessible videos and a Facebook page for Digital Ready.

Consumer education

30 tip sheets and guides now available on our website. Built an ACCAN smartphone app (My Phone Rights) which was downloaded over 12,000 times and published the NBN Consumer Guide which was downloaded over 18,000 times. Distributed over 5000 copies of Making the Right Call booklet to consumers.

Research

Commissioned over 20 research projects, including 3 national consumer perception surveys and published nearly 40 research reports and occasional papers.

Grants

Received 337 applications for grants and awarded and funded 34 projects to the value of $1,304,079.

Value for money

ACCAN represents excellent value for money **costing less than four cents per telco customer**.

ACCAN operates on $2,000,000 per annum through funding provided by the Commonwealth of Australia under s593 of the Telecommunications Act 1997.

This funding is recovered from charges on telecommunications carriers.

Chair report

Johanna Plante
Chairperson
ACCAN Board

This year ACCAN celebrated a major milestone – its fifth birthday and the culmination of five years of significant achievement for Australia's communications consumers. In its role as the consumer voice in today's complex communications landscape, ACCAN has delivered extensive outcomes for its Members, and demonstrated that all stakeholders gain from listening to what consumers have to say.

Building and sustaining positive relationships with stakeholders has been integral to those achievements – relationships with Government, Regulators, Industry, Members and ordinary consumers. Through these relationships ACCAN plays a vital role in linking those who make the communication policies and products with consumers, to the benefit of all stakeholders.

Our engagement with Government, Industry and Members has been proactive and multi-faceted, encompassing input to policy making, representation of consumer issues, facilitation of industry issues, and active participation in self/co-regulatory processes.

ACCAN's relationship with individual Industry stakeholders has been particularly productive, providing unique opportunities for influencing product/service development directions. This has achieved significant outcomes for all consumers without the need for additional regulation.

In today's rapidly changing communications environment ACCAN is fortunate indeed to be governed by a high calibre Board of Directors who happily volunteer their skills for the good of the organisation. The collective experience of individual Board members spans almost all facets of the communications environment including public policy, regulation, technology, marketing, economics, education and business operations, ensuring Board awareness of both supply side perspectives and demand side imperatives across the spectrum of consumer sectors.

During the year Professor Michael Fraser retired from the Board after several years of dedicated service, and two new Directors were elected – Dean Barton-Smith and Michael West. I would like to both thank Michael for his contributions and welcome Dean and Michael onto the Board.

ACCAN's Members are the strength and life blood of our organisation. Their sustained support over the past five years has been integral to ACCAN's success.

But this success could not have been achieved without a dedicated team of ACCAN staff whose competence, enthusiasm and sheer hard work have seen ACCAN exceed all expectations. And a special thank you must go to our CEO, Teresa Corbin, whose efforts have assured ACCAN of a "place at the table" in industry deliberations and a voice that is listened to.

CEO overview

Teresa Corbin
Chief Executive
Officer

The last year has been an exciting one for ACCAN with many important achievements for communications consumers detailed in our Annual Report. In the last 12 months we made 44 submissions, represented consumers on 20 committees and held a number of major events including the M-Enabling Australasia 2013 conference and showcase.

ACCAN membership has remained steady throughout the year. Our member organisations represent a wide range of consumers from remote and rural areas, small businesses, Indigenous organisations, financial counsellors, community legal centres and disability groups from across Australia. We have worked this year to achieve fair pricing of products and services, engage with the Coalition Government's deregulation agenda, increase competition and consumer protection, ensure more accessible communications and expand the availability of services.

The M-Enabling Australasia 2013 conference and showcase held over two days in August was a great success. The international event focused on making mobile technologies accessible for people with disability and older consumers. It attracted 298 delegates from a range of organisations including international and local experts on accessibility, consumers, industry, policy makers, regulators, community organisations and developers. The event was the first of its kind in the Southern Hemisphere

and was made possible through a partnership with Telstra.

Our participation in the Deregulation Stakeholder Forum, presentation to the Vertigan Review and our presentation at the Tele–communications Industry Ombudsman 20th anniversary celebrations were also highlights. We were very pleased to meet with the Minister for Communications in March in Canberra and that ACCAN's support of reform of Standard Form of Agreement Regulation was directly referenced in his Regulatory Repeal Day statement.

A further win for ACCAN this year was securing a competitive grant to begin working on a Digital Business Kit, to educate small businesses and not-for-profit organisations in the Arts, Recreation and Education Services sectors on uses of digital technology and high-speed broadband.

The 2013–14 Annual Report covers our achievements in the areas of education, research, representation, policy work and outreach. I'd like to thank our staff for all of their hard work and contributions achieving our goals this past 12 months. It is a privilege to work with such a gifted and committed team. Thanks as well to everyone who participated in our advisory committees, attended our events and to our industry partners for the ongoing support for consumer representation and research in communications.

Highlights

ACCAN is proud to have achieved some significant outcomes for Australian telecommunications consumers in 2013–14. Our highlights include:

ACCAN reached a milestone celebrating its fifth birthday.

In August 2013 we partnered with Telstra to stage the Southern Hemisphere's first M-Enabling event. M-Enabling Australasia 2013 conference and showcase, our biggest conference yet, attracting 298 delegates from a range of stakeholders.

ACCAN's 'Connecting the Country' Forum 2014 was a huge success and highlighted the importance of having mobile communications outside of urban centres. It involved over 50 attendees representing 30 organisations.

ACCAN worked closely with the Department of Communications on the new Coalition Government's deregulation agenda with the majority of proposals for short term reform being adopted.

We were successful in winning a competitive grant from the Department of Communications to develop a Digital Business Kit that educates small businesses and not-for-profit entities in the Arts, Recreation and Education Services sector on the uses of digital technology and broadband.

We held stalls at major events including the Yabun Festival, where we participated in community engagement. We also attended the Department of Education Distance Education Symposium where we collected vital case studies for our rural and regional work.

The Apps for All Challenge was launched in April 2014 and aims to find Australia's most accessible apps. The winners of the challenge were announced at our annual conference in September 2014.

ACCAN joined the fight to kill CAPTCHA, the annoying and discrim–inatory tests used by websites to prove users are human.

Policy

Una Lawrence
Director Policy

Our policy team has worked hard over the year to represent the consumer voice in ACCAN's engagement with industry, government and consumers. We have achieved some significant wins for consumers in our key areas of focus:

Working for fair pricing of products and services

- We have successfully negotiated with fixed line resellers ACN and Optus to drop the Silent Line charge. This follows Telstra's agreement to no longer charge the fee to vulnerable consumers. It is a significant benefit for at risk individuals, who can now maintain fixed line privacy at no cost.

- We have worked with the ACMA to deliver fair pricing for calls to 1800 and 13/1300 numbers from mobiles.

- We published research showing consumer confusion with the array of global roaming prices was justified, and welcomed the introduction of more affordable roaming products. We have supported Government initiatives to create a competitive global roaming market, starting with Trans–Tasman arrangements.

- We have worked with Telstra to introduce a late fees waiver for some vulnerable consumers.

Engaging with the Coalition Government's deregulation agenda

- We have worked closely with the Department of Communications on the new Coalition Government's deregulation agenda. Our approach is to balance efficiencies with effective consumer protection, in support of a fair market for all.

- The majority of our proposals for short term reform have been adopted.

- Our positions on longer term reforms around privacy and service level guarantees have been significantly influential.

Increasing competition and consumer protections in the telco market

- Mobile handset unlocking – we have worked with the major telco providers to increase the range of unlocked handsets sold to customers, bringing significant benefits to consumers by removing barriers to switch to better suited mobile providers, and allowing for easy use of local SIM cards when travelling. As a result, all new Optus Apple handsets are now unlocked, as are all new handsets sold by Vodafone.

Policy

Increasing competition and consumer protections in the telco market - *cont.*

- We have worked with industry and the ACCC to remove misleading advertising claiming an offer is 'unlimited', when in fact it is not. The resultant ACCC enforcement undertaking by Medion makes clear that such claims are unacceptable under the Australian Consumer Law.

- We have engaged in ACCC consultations on industry pricing, to ensure that competition continues to deliver lower prices for consumers.

- Our review of telco customer contracts and liaison with industry has led to proactive updates to standard contracts.

Achieving more accessible communications

- Our work with the Australian Public Service Commission and world experts has resulted in an accessibility review benchmarked against international standards of ICT products and services used in Federal Government departments and agencies. The NDIA has implemented a trial adopting our policy of using ICT products and services that are accessible by all, to support the goal of maximum participation by people with disabilities.

- Google has introduced modifications to its re-CAPTCHA (letters and numbers requiring deciphering before proceeding to use a website) to enhance accessibility by all as a result of ACCAN's engagement. Similarly, Telstra has agreed to drop the use of CAPTCHA from its website.

Expanding availability of telecommunications

- We have enhanced consumer understanding of the Coalition Government's plans to subsidise mobile network expansion through our Connecting the Country one day event, so that regional, rural and remote communities are better placed to take advantage of government and industry investment.

- Our engagement with key government stakeholders has contributed to improvements to the NBN Interim Satellite Service, delivering better service and greater eligibility for consumers in areas only covered by satellite internet.

The policy team has consulted with ACCAN members and recognised experts to represent an evidence based consumer position in 44 submissions, in areas of high significance for telco consumers. Subject areas include privacy, mobile network expansion, a suite of NBN and ACCC regulated service consultations, the Harper Competition Inquiry, the Do Not Call Register, and numerous television captioning consultations.

ACCAN is proud of the outcomes we have achieved for Australian telco consumers over the past year. We look forward to engaging with government and industry to continue this strong track record in the year ahead.

Grants

Narelle Clark
Director of Operations –
Deputy CEO

Once again, we can report the ACCAN Grants Scheme has continued to grow in profile and quality. A record number of 85 applications were received during the 2014 round of the scheme, of which 66 were eligible for assess–ment by the Independent Grants Panel.

We continue to work closely with applicants during the application stage to ensure they are in the best position to apply and this year extended our effort with a range of additional online materials including video interviews and a 'Frequently Asked Questions' resource. Collaboration also continues with the successful applicants once projects begin. This allows projects to align well with ACCAN's policy work and also to support rigorous and ethical research.

Four grant projects were completed over this financial year, adding considerably to our evidence base and strengthening our education and representation initiatives. The work completed by Financial Counselling Australia will make a tangible impact on the hardship policies in place across the sector as providers can now see how they compare with best practice in banking, energy and water utilities.

We were surprised by the cost and social impact on people and businesses in the Warrnambool region after a devastating exchange fire left some 60,000 residents without services. As a result we are still working actively to promote the work and especially the three *Telecommunications Survival Plans* targeting business, individuals and governments.

Some surprising results came from the Homeless and Connected project when it was revealed that this group of consumers have higher phone ownership and are more reliant on mobile technology than consumers generally, but face very real challenges in connecting reliably when phones are frequently lost, stolen, broken or simply out of charge. This work will help inform policy makers as we enter the digital only era for government and other services. We will also be creating a portal for easy to find guides to accessing hardship policies and programs.

Katerina Pavlidis
Grants & Research Officer

Grants scheme projects completed in FY2013-2014

- *Hardship Policies in Practice: A Comparative Study* examined the hardship policies and practices in place across the telecommunications sector and compared them with those of the banking, water and energy sectors producing useful recommendations for service providers. Our expectation is that this will produce lasting change to the services able to be accessed by people experiencing hardship.

- *Warrnambool Exchange Fire: Consumer and Social Impact Analysis* conducted a deep social impact analysis when a large regional town became disconnected almost entirely from modern communications. ACCAN staff are now working closely with emergency services and the broader community to help prepare for disruptions.

- *Efficient Seniors' Training Using Broadband Technology* assessed the best ways to engage with seniors and deliver training effectively to this group both in person and remotely.

- *Homeless and Connected: Mobile phones and the Internet in the lives of homeless Australians* examined and characterised the usage of this distinct consumer group. The study found a higher rate of mobile phone ownership than the general population but despite this they commonly face real challenges in maintaining reliable service.

Consumer awareness

Luke Sutton
Public Relations Officer

Over the past year ACCAN has continued to grow its public profile and extend media relationships. Well exceeding targets, the organisation recorded 1046 media mentions, a significant increase from the previous year's 925. ACCAN commented on a range of topics including 1800/1300 numbers, deregulation, telco fees and global roaming.

ACCAN's extensive work in the consumer space has ensured it remains a trusted source in the media. We've achieved this through regular communications with the media on issues including the campaign to kill CAPTCHA, accessible applications and research showing more than one in two consumers do not use their monthly mobile call, text and data allowances. All up, we sent out 19 media releases and posted 30 'hot issues' articles on our website.

We continue to engage with members and keep them updated on the latest industry news through the member emails and weekly WebNews. These platforms provide regular communications with members in a reader-friendly manner.

ACCAN's social media presence has grown significantly. We've shared over 5500 tweets on Twitter and have gained a solid following of over 2000. Our followers have increased by around 400 since June 2013. Our social media presence is expected to grow in the future with plans to explore new platforms including Facebook.

The ACCAN magazine continues to be popular among members. From 2013-14 we published three editions: The Great Enabler, A New Dawn for Telcos and Battle of the Bytes. Aside from delivering industry news and ACCAN's achieve–ments, our recent magazines have featured interviews with numerous stakeholders and covered topics including privacy, 'over the top' services and phone ownership amongst Sydney and Melbourne's homeless.

We have represented telecommunications consumer interests on a total of 20 government, industry, TIO and Standards Australia com–mittees, and participated strongly in member events such as the Isolated Children's Parents' Association conferences, Consumer Federation of Australia events, the annual FECCA conference.

We have produced a variety of easy to understand consumer information materials on steps to enhance cyber safety and avoid cyber bullying, affordable global roaming, tips on saving money by checking telco bills and securing Wi-Fi.

As an organisation we will continue to engage with consumers and the media to maintain ACCAN's position as a trusted voice in the telco industry.

Engagement and Outreach

ACCAN regularly attends member events and engages with stakeholders broadly, including those not based in Sydney. Here is a sample of the activities we undertook to reach out to the community in the past year.

COSBOA Summit – Brisbane

In July 2013 the Small Business Project Officer hosted an ACCAN booth at the Council of Small Business of Australia (COSBOA) Summit in Brisbane. For the first time ACCAN's new range of information materials specifically targeting small businesses were distributed and advice provided onsite.

Strategic Engagement Workshop

In November 2013 we held a workshop with ACCAN members to examine better options for future engagement. During the event we took a step back to look at how ACCAN can refocus its work over the coming years, particularly with the growing influence of social media.

Yabun Festival

Held annually, the Yabun Festival is Australia's biggest event showcasing Aboriginal and Torres Strait Islander culture and arts. This January, we commissioned two posters and a cyber-safety comic by Indigenous artists and were honoured also by the donation of a limited edition print to raffle. ACCAN staff and volunteers had an extremely busy day providing advice and information to the many visitors.

M-Enabling Australasia Conference & Showcase

In August 2013, ACCAN was very pleased to partner with Telstra to stage the M-Enabling Australasia conference, the first conference of its kind in the southern hemisphere. The event focused on how mobile technology could become the great enabler for people with disability and older consumers to engage with the digital economy. This was ACCAN's biggest event to date. Participants were able to engage with a range of stakeholders, including developers, manufacturers, telcos, service providers and government through sessions and a hands-on tech showcase.

Connecting the Country – Mobile Network Forum

In February 2014 ACCAN held a one day forum that focused on the need for mobile expansion in rural and remote areas. The forum was a great success with over 50 attendees representing 30 organisations. The event was one of the largest gatherings of rural and remote consumers focused on communications issues in recent years. The outcomes of the day informed submissions to the Department of Communications on the new Mobile Network Expansion Program and assisted communities to identify how to best maximise future opportunities.

External representation

Members of the ACCAN team represent consumers on a range of government, industry and regulatory committees:

ACCC Consumer Consultative Committee

ACCC Infrastructure Consultative Committee

ACMA Captioning Quality Working Group

ACMA Consumer Consultative Forum (CCF)

ACMA Emergency Call Service Advisory Committee (ECSAC)

ACMA Numbering Advisory Committee (NAC)

ACMA Technical Advisory Group (TAG)

Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) Electromagnetic Emissions Health Reference Group

Communications Alliance, Participant Monitoring Revision Working Committee

Department of Communications (DoC) Stay Safe On-line Week Steering Group

GAP/DoC National Standing Committee on Cloud Computing

National Forum Emergency Warnings to the Community

National Relay Service National Advisory Committee

NBN Co Public Information on Migration (PIM) Consumer Working Group

Standards Australia Joint Technical Committee 1 Advisory Committee

Standards Australia IT-038 Distributed Application Platform and Services Committee (Australian Mirror Committee to JTC 1/ SC 38 - IT-038 DAPS)

Telstra Disability Forum

Telecommunications Industry Ombudsman (TIO) Board

TIO Financial Hardship Roundtable Steering Group

Australian Public Service Council (APSC) Roundtable on Accessible ICT

Consultation

ACCAN has three main consultation groups, consisting of a wide range of telecommunications stakeholders, who advise ACCAN on various policy position and representation strategies.

Indigenous Advisory Group

This Advisory Group develops strategies for effective Indigenous representation, education and information, and ways of identifying research and advocacy opportunities.

Andrew Crouch	Centre for Appropriate Technology
Daniel Featherstone	Indigenous Remote Communications Association
Heron Loban	James Cook University
Annie McCall	Mulga Gidgee
Peter Radoll	University of Canberra
Grant Young	Centre for Indigenous Excellence

SACCA

Our Standing Advisory Committee on Consumer Affairs (SACCA) members have hands-on experience in general telecommunications consumer issues and advise ACCAN on various policy positions.

Jo Benvenuti	Consumer Utilities Advocacy Centre
Andrew Crouch	Centre for Appropriate Technology
Loretta Kreet	
Rachael Milfull	AFCCRA
Karin Ness	Northern Rivers Community Legal Centre
Victoria Rubensohn	
Nigel Waters (Chair)	Australian Privacy Foundation
John Wood	

SACDI

Our Standing Advisory Committee on Disability Issues (SACDI) members represent various disability organisations and offer ACCAN expert advice on our disability policies.

Dean Barton-Smith	CEO LINK Community Transport
Catherine Clark	North Melbourne Institute of Tafe
Kim Curtis	
Lachlan Hazelton	Physical Disability Council NSW
Scott Hollier	Media Access Australia
Nadia Moffatt	
Denise Wood	University of South Australia
Hank Wyllie	

Submissions

Left to Right:

Xavier O'Halloran (Policy Officer), Jonathan Gadir (Senior Adviser, Policy & Research),
Kelly Lindsay (Small Business Project Officer), Penney Wood (Policy Officer: Indigenous, Remote & Rural Issues)
Wayne Hawkins (Disability Policy Adviser)

ACCAN made a number of submissions to government, regulatory and other inquiries in
2013-2014. All of our submissions can be found in full online at: accan.org.au/submissions

JULY 2013

ACCC, Consultation on Mobile Terminating Access Service
Communications Alliance, Possible activity on local number portability
ACCC, Consultation on proposed variation to the migration plan: cease sale
ALRC, Copyright and the Digital Economy Issues paper

AUGUST 2013

Australian Computer Society, Cloud Computing Consumer Protocol
DBCDE, Protocol for consulting with People With Disability
OAIC, Draft Australian Privacy Principle 7 Guideline - confidential consultation
ACMA, Complaint metrics proposals
ACCC, Fixed Services Review - Declaration Inquiry
Senate Environment and Communications Committee, Copyright Legislation Amendment
   (Fair Go for Fair Use) Bill 2013

SEPTEMBER 2013

ACCC, Broadband Performance Monitoring and Reporting
OAIC, Public Consultation on Australian Privacy Principles 1-5 guidelines

OCTOBER 2013

ACCC, Annual review Compliance and Enforcement Policy
TIO, Contextualising TIO Complaint Data – Submission Update
OAIC, Public consultation on Australian Privacy Principles 6 -11 guideline
ACCC, Draft guidance on using and managing online review platforms

Submissions

NOVEMBER 2013

ALRC, Serious Invasions of Privacy in the Digital Era

DECEMBER 2013

OAIC, Consultation on Draft APP Guidelines for APPs 12 and 13 (Part 5)
ACMA, Implementation of consumer safeguards for optional backup power supply arrangements
Senate Finance and Public Administration References Committee, Commonwealth procurement
 procedures
Department of Communications, Deregulation: initiatives in the communications sector

JANUARY 2014

Department of Communications, Registration period on the Do Not Call Register

FEBRUARY 2014

ACCC, Mobile Terminating Access Service declaration review – 2013, ACCC draft response
ACCC, Fixed line services declaration inquiry 2013 – ACCC draft response
ACMA, Re-evaluation of e-Marketing Code of Practice
ACMA, Caption Exemption Draft Order
Department of Communications, Mobile coverage program consultation
ACMA, Draft caption exemption order for Telstra Pay TV Mobile Foxtel
Department of Communications, Proposed revocation of Telstra Separation Accounting Direction
ACMA, Draft VoIP Quality of Service Guidance Note
Department of Communications, International Mobile Roaming Bill

MARCH 2014

Department of Communications, Public consultation on Enhancing Online Safety for Children
Department of Communications, NBN Panel of Experts Regulatory Framing Paper
ACCC, Consultation on changes to the order stability period in Telstra's migration plan
Communications Alliance, Review of Operational Matrices for Reporting on Accessibility Features for
 Telephone Equipment Guideline
Communications Alliance, Review of Mobile Premium Services Code

APRIL 2014

Communications Alliance, Review of Disability Standard AS/ACIF S040
NBN Expert Panel, Telecommunications Access Arrangements - Consultation Paper

MAY 2014

ACMA, Proposals for reductions in telecommunications reporting requirements
Department of Communications, Consultation paper: Proposed measures for the
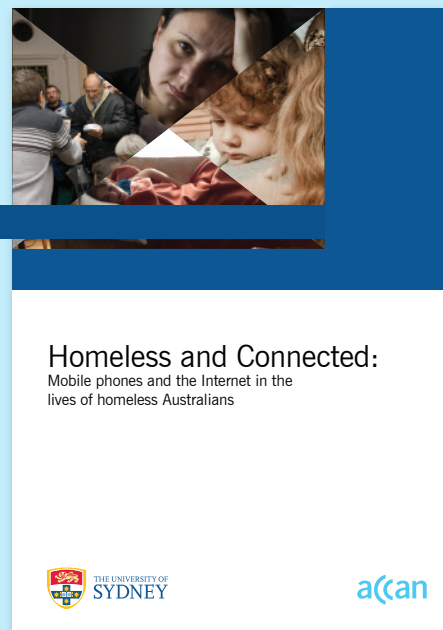Telecommunications Deregulation Bill No. 1 2014
Vertigan Committee (NBN Expert Panel), Supplementary submission on social benefits of broadband
ALRC, Serious Invasions of Privacy Discussion Paper
ACMA, Revised service provider determination - Consumer safeguards for optional backup power
 supply arrangements with NBN

JUNE 2014

Commonwealth Government, Competition Policy Review

Publications & Research

Warrnambool Exchange Fire
Consumer and Social Impact Analysis

RMIT UNIVERSITY

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Homeless and Connected:
Mobile phones and the Internet in the
lives of homeless Australians

THE UNIVERSITY OF SYDNEY

accan

- Humphry, Justine. 2014,
Homeless and Connected: Mobile phones
and the Internet in the lives of homeless
Australians, Australian Communications
Consumer Action Network, Sydney.

- Financial Counselling Australia 2014,
Hardship Policies in Practice: A Comparative
Study, Australian Communications
Consumer Action Network, Sydney.

- Gregory, M. & Scholfield, K. 2014,
Warrnambool Exchange Fire: Consumer and
Social Impact Analysis, Australian
Communications Consumer Action Network,
Sydney.

- Bednall, D.H.B & Polonsky, M.J. 2014.
Consumer Response to Unit Pricing for
Mobile Telephony, Deakin University,
Melbourne.

- Paterson, J. 2013, The Fine Print Project:
Looking for Fair Terms in
Telecommunications Contracts, Australian
Communications Consumer Action Network,
Sydney.

- Budde, P. 2013, Availability of Free Wi-Fi,
Australian Communications Consumer
Action Network, Sydney.

- Australian Seniors Computer Clubs
Association. 2013, Efficient Seniors'
Training Using Broadband Technology,
Australian Communications Consumer
Action Network, Sydney.

Members

Organisational Members as at June 30 2014

- Able Australia
- Achieve Australia
- Australia For All Alliance Inc
- Australian Council of Social Service
- Australian Federation of Deaf Societies
- Australian Federation of Disability Organisations
- Australian Pensioners and Superannuants Federation
- Australian Privacy Foundation
- Australian Seniors Computer Clubs Association
- Better Hearing Australia
- Blind Citizens Australia
- CARE Inc
- Central Land Council
- CICADA QLD
- Combined Pensioners &
- Superannuants Assoc. of Victoria
- Communication Rights Australia
- Communications Law Centre
- Community Legal Centres NSW
- Consumer Action Law Centre
- Consumer Utilities Advocacy Centre
- Consumers' Association of South Australia
- Consumers' Federation of Australia
- Council on the Ageing (WA) Inc.
- Council on the Ageing Australia
- Country Women's Association of Australia
- Customer Underground
- Cyberspace Law and Policy Centre
- Deaf Australia
- Deaf Children Australia
- Deaf NT
- Deaf Society of NSW
- Deafness Forum of Australia
- Desert Knowledge Australia
- Digital Tasmania
- Diversicare
- Electronic Frontiers Australia
- Ethnic Communities Council of WA
- Evidence Technology Holdings Pty Ltd
- Family Drug Support
- Federation of Ethnic Communities Councils of Australia

- Financial Counselling Australia
- Footscray Community Legal Centre
- Helplines Australia
- Hovtek Pty Ltd T/A Sydney Trade Point
- IDEAS NSW
- Illawarra Legal Centre Inc
- Indigenous Consumer Assistance Network Ltd
- Indigenous Remote Communications Association
- Inner Sydney Regional Council for Social Development
- Internet Society of Australia
- Isolated Children's Parents Association Australia
- Isolated Children's Parents' Association NT
- Isolated Children's Parents' Association of NSW
- itControl
- Kingsford Legal Centre
- Macarthur Legal Centre
- Media Access Australia
- National Association of Community Legal Centres
- National Association of Tenant Organisations
- National Children's and Youth Law Centre
- National Council of Women of Australia
- National Ethnic Disability Alliance
- Northern Rivers Community Legal Centre
- Novita Children's Services
- NSW Farmers Association
- People with Disabilities WA
- Physical Disability Australia
- Physical Disability Council of NSW
- Queensland Consumers Association
- Queensland Council of Social Service
- Redfern Legal Centre
- Signs Ministries Charitable Trust
- South Australian Financial Counsellors Association
- Tasmanians with Disabilities Inc.
- Telecommunications Consumer Group SA Inc
- Tenants Union of Queensland Inc.
- The Australia Institute
- The Settlement Neighbourhood Centre
- Vision Australia
- W.O.W! - Willing Older Workers Incorporated
- Western Australian Deaf Society Inc.
- Westwood Spice
- Women with Disabilities Australia
- Workventures

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