**Australian Communications
Consumer Action Network**

2014–2015
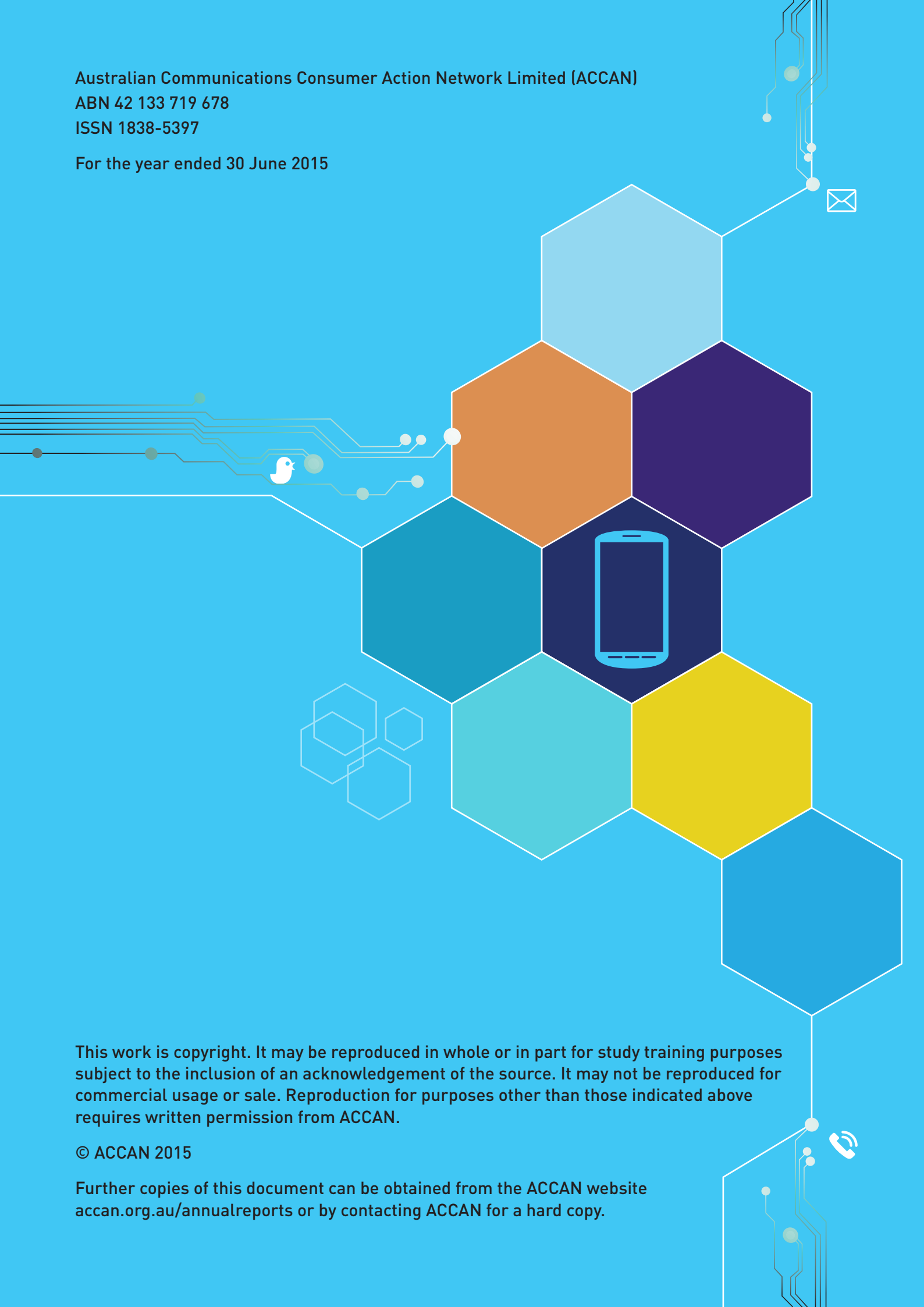## ANNUAL REPORT   ACCAN: *Our impact this year*

CONTENTS

WHO WE ARE

OUR ORGANISATION

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak body for consumer representation 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 team

Back row: Wayne Hawkins, Xavier O'Halloran, Narelle Clark, Alan Howard, Luke Sutton & Richard Van Der Male. Middle row: Rachel Thomas, Kelly Lindsay, Una Lawrence, Yuriko Hoshi & Kate Evans. Front row: Katerina Pavlidis, Jesse Mitchell, Teresa Corbin & Paula Corvalan.

HIGHLIGHTS

ACCAN is proud to have achieved some significant outcomes for Australian telecommunications consumers in 2014-15. Our highlights include:

In December, ACCAN launched its Hardship Portal – a set of resources to assist people through tough times.

Our *Rethinking the Universal Service Obligation* Forum in March allowed us to start a conversation around the Universal Service Obligation and whether it will align with expectations well into the future. The event was attended by delegates from industry, consumer groups and Government.

ACCAN's *Community Consultation Guide*, designed to help communities address issues with mobile coverage in their areas, also launched in December.

In 2015 registrations on the Do Not Call Register were made indefinite. This is a change that ACCAN has been working towards for a number of years.

We achieved mainstream media coverage regarding ABC's iview audio description trial and Netflix's introduction of audio described content bringing attention to this accessibility issue.

ACCAN staff presented at a number of conferences and events including the National Consumer Congress, Financial Counselling Australia Conference and the CommsDay Congress.

ACCAN expanded its social media presence from just Twitter to Facebook and LinkedIn.

Our continued work regarding 1800 number calls from mobile phones paid off this year as the majority of Australian mobile phone consumers are no longer paying for these.

We held stalls at major events such as the Yabun Festival, Festival of Eid, the ACOSS Conference and University of the Third Age Asia Pacific Conference.

ACCAN was a significant voice in the ongoing online piracy debate and represented consumers in the drafting of the Copyright Notice Scheme Industry Code.

ACCAN's *My Phone Rights* app was relaunched in June with updated consumer tip sheets, information and new video guides in Auslan.

CHAIR REPORT

> "ACCAN's successes reflect the importance of listening to communications consumers so that all stakeholders can benefit"

Johanna Plante
Chairperson ACCAN Board

ACCAN's successes of the past years have continued, again enabling us to achieve important outcomes for Australia's communications consumers. This strongly reflects the importance of listening to consumers and giving them a voice in the communications landscape.

The positive relationships we have built with Government, regulators, industry, our members and everyday consumers are core to achieving these outcomes. Our role as a conduit connecting the consumer voice with Government and industry decision-makers is crucial.

ACCAN has actively participated in all important Government and industry discussions on telecommunications sector deregulation, including in the key consumer areas of Customer Service Guarantee, Telstra's Network Reliability Framework, the International Mobile Roaming Standard and the Telecommunications Consumer Protections (TCP) Code. A special ACCAN Deregulation Expert Group continues to actively assist ACCAN staff in this important work.

It is clear that any deregulation agenda has the potential to raise significant consumer protection issues that ACCAN is well equipped to address. Our work in this area continues to be integral to ensuring adequate protections are sustained.

The 2014-15 year saw some small changes to the ACCAN Board, with the election of Victoria Rubensohn and the departure of Marcus Wigan. Nigel Waters and I were re-elected to the Board for further 3-year terms. I both welcome Victoria to the Board and give a special thanks to Marcus for his enormous contribution to ACCAN over the years. The hard work and ongoing guidance provided by the entire ACCAN Board must also be acknowledged.

During the year our member consultation framework was updated, and we look forward to the improved consumer engagement that will bring. Members are our lifeblood, and member input is core to our ongoing effectiveness as Australia's peak communications demand-side body.

On behalf of my fellow Board members I especially thank ACCAN's dedicated, capable staff who continue to work tirelessly for the good of Australia's communications consumers.

I would also like to personally acknowledge the work of our CEO, Teresa Corbin, whose amazing efforts throughout the year have ensured that ACCAN continues to be listened to by all stakeholders and well represented in relevant Government and industry discussions.

CEO OVERVIEW

> "This year, we were the consumer voice on issues such as 1800 calls from mobiles, data retention and online copyright infringement"

Teresa Corbin
Chief Executive Officer

This year has been another exciting one for ACCAN with many issues being resolved and significant shifts in industry practices. Overall consumer complaint levels to the Telecommunications Industry Ombudsman (TIO) have gone down. It is worth noting that in the same period, the number of services in operation has increased highlighting that a healthy balance has been reached with growth, innovation and adequate consumer protection.

We had a significant win for consumers in regard to calls from mobile phones to 1800 numbers. These calls are now free for the majority of Australians. After many years of calling for real-time usage alerts, Telstra listened to consumers and took action. Virgin Mobile introduced data rollover plans after we also called for this change to help consumers keep their phone bills under control. ACCAN has worked hard with the telcos to achieve these outcomes. We look forward to other providers extending these initiatives in the future.

We continued to work constructively on the Federal Government's red-tape reduction focus and were invited to the second Deregulation Stakeholder Forum. We also gave our views on the Government's draft Vertigan Review Report which was considering the economic and social benefits from the various broadband technologies available to the NBN.

During the year, we made 41 submissions, represented consumers on 24 committees and held a number of major events including our National Conference, *Connecting Today's Consumer*, and the *Rethinking the Universal Service Obligation* Forum. We funded seven grants projects and published four consumer research reports. We continued to publish consumer information in several mediums, extended our social media presence to Facebook and relaunched the *My Phone Rights* app.

I'd like to thank ACCAN's staff for their commitment and achievements throughout the year. I'd also like to thank our supporters, members, those who participated in our advisory forums and events, as well as our industry partners who continue to work with us.

POLICY

> "We continually work to achieve results in our three key areas: availability, affordability and accessibility of communications products and services"
>
> **Una Lawrence**
> **Director of Policy**

Reviewing our policy priorities and focus for the 2014-15 year is heartening. We aimed high and we realised a number of significant achievements for consumers. We prioritised working for increased availability of mobile services, and during the year the Federal Government showed it had listened to ACCAN and other community groups when it announced the significant expansion of mobile network coverage through the Mobile Black Spot Programme.

We prioritised targeted market watch information for consumers about new products and services to promote informed choice and support a competitive market. Our timely consumer information publicised easy to understand guidance on content streaming services, mobile data sharing and tips for purchasing the iPhone 6.

We prioritised greater accessibility of Government products and services. Significantly, this resulted in the Federal Department of Finance adopting international standards for accessibility as a desirable requirement to be taken into account in assessing successful tender bids for ICT hardware and services. Our continued work for more accessible communications services contributed to the introduction of a 15 month trial of audio description on ABC iview, and maintaining accountability for captioning quotas on free to air TV.

High speed broadband

We engaged in numerous formal consultations with Government and NBN Co during the year. We have provided the consumer voice in consultations and discussions over arrangements for the delivery of NBN multi-technology high speed broadband, and have been active participants in NBN Co's Product Development Forum, providing input on key consumer issues such as the Long Term Satellite Service and proposals for the design of technology choice upgrades.

We raised a number of consumer issues in the Bureau of Communications Research consultation on funding of non-commercial NBN services, and have actively engaged with the ACCC over arrangements for migration of customers from legacy services to NBN broadband.

Copyright

A major focus of work in the first quarter of 2015 was our engagement and liaison with rights

holders and the telecommunications industry to develop the Copyright Notice Scheme Industry Code. Our input has resulted in a draft Code that will predominantly educate consumers to encourage greater use of legitimate online content. In conjunction with the domestic launch of Netflix and other online content services in response to market demand, we are optimistic that the educative function of the Code will support a growth in the availability of timely, affordable and low cost online entertainment. ACCAN's work to promote legitimate access to streaming services and online content has been noteworthy.

Future universal telecommunications services

Our Forum in March, *Rethinking the Universal Service Obligation*, has triggered an active debate between consumers, the telecommunications industry and Government about what services should be universally available in the 21st century as we transition to improved technology for delivery of communications. Discussion has continued in a number of industry forums and conferences, and there is a consensus emerging for change. In the year ahead, we look forward to actively engaging in policy discussions around the design and delivery of universal communications services which best meet the needs of today's consumers.

Industry deregulation

We have taken an active role in the Federal Government's drive to reduce unnecessary regulation in the communications sector. Our engagement with industry and Government has facilitated deregulation in a number of areas, leading to considerable cost savings. We have also identified touch points where significant consumer protections would be undermined if regulatory underpinnings are removed.

Particular areas of focus have been regulatory obligations surrounding the delivery of fixed line voice telecommunications services, which will remain of fundamental importance for much of Australia despite the NBN build. Likewise, we have worked closely with our members on industry proposals to revise key consumer safeguards in the TCP Code, and constructively engaged with industry consultation to advance the best interests of consumers.

Privacy

Privacy and protection of sensitive consumer information is an issue that spans across many areas of ACCAN's work. The focus of our privacy work this year has been the need for stringent security measures and breaks on executive power in the Federal Government's data retention scheme to protect consumer information held by providers, as well as proposals to downgrade the industry Caller Number Display Code to guideline status, and deregistration of the Spam Code by the ACMA. We also participated with Government proposals to review arrangements for the Integrated Public Number Database.

The 2014-15 year has been perhaps our busiest year yet in engaging with formal and informal consultations, and developing evidence based policy positions representing consumer interests. The hard work of the policy team, and the invaluable input of our members and independent experts, has meant that ACCAN has continued to drive effective outcomes for Australian consumers during the last year.

GRANTS

> "Outcomes from the Grants Scheme help inform our work and add to the broader evidence base for the telecommunications market as a whole"

Narelle Clark
Director of Operations – Deputy CEO

Throughout the year, the ACCAN Grants Scheme continued to build its reputation and profile, attracting 66 applications during the 2015 round.

The Grants Scheme website was restructured to ensure that the purpose of the Scheme, its outputs and achievements are communicated in the clearest way possible. The focus of the website is now on the provision of support for applicants to ensure they address key topics when submitting applications. Better applications means the quality of projects funded under the Scheme continues to improve.

In December, two new members were appointed to the Independent Grants Panel. Professor Gerard Goggin and Dr Scott Ewing replaced Dr Tim Dwyer and Dr Dinesh Wadiwel. Both new panellists bring a wealth of knowledge from complementary research areas that will benefit the Scheme greatly. I'd like to take this opportunity to thank Dr Dwyer, Dr Wadiwel and Dr Sarah Dods for their contributions to the ACCAN Grants Scheme.

Six Grants projects were completed during the 2014-15 financial year. These projects cover a range of topics and add considerably to our body of research and to our education initiatives.

We look forward to working with the 2015 Grants round recipients on the seven new and exciting projects. As always, we will continue to look at ways to improve the Scheme's processes, and to promote the research, education and representation outcomes across community, industry and Government wherever we can.

GRANTS SCHEME PROJECTS COMPLETED IN FY2014-15

WHAT STANDARDS?

This project examined the standard of Auslan translations online and found a need for evidence-based standards and production guidelines. A set of best practice standards have been developed for the creation of video materials. The project undertook a deep analysis of feedback from Auslan speakers and translators through a series of focus groups to ensure the standards create an appropriate benchmark that meets the communications needs of this community.

GRANTS SCHEME PROJECTS COMPLETED IN FY2014-15 CONT.

WHAT'S YA STORY?

Researchers worked with Aboriginal young people to design a prototype of a smartphone app that allows users to record and explore cultural knowledge. Over the course of the project, the youths gained digital literacy skills as they learned about the processes involved in developing apps. This project will inform and greatly contribute to the larger Australian Research Council Linkage Project, 'Aboriginal young people in Victoria and digital storytelling' (2014-2017).

ASSISTED ACCESS

This project documented the experiences of Deafblind consumers interacting with their telecommunications providers' customer service over the phone. To access these services, consumers who are Deafblind use an intermediary which presents some barriers to access. The study recommended the adoption of a PIN system to allow consumers who are Deafblind secure access to customer services so they can independently manage their accounts irrespective of which intermediary they use. At least one mobile provider has now adopted the recommendation.

DIGITAL STORIES

Digital Stories aimed to identify the best approach in conducting digital education interventions in communities of low socioeconomic status so that they may use the internet for services, education and empowerment. This was a collaborative project designed to measure and understand the economic, social, and community impact of access to and use of broadband-enabled information technologies. The project conducted a number of digital literacy workshops with social housing tenants to determine how this training improved their self-confidence and comfort with digital technology.

DOCUMENT ACCESSIBILITY TOOLBAR

Vision Australia developed a toolbar to install into Microsoft Word that enables users to check that their documents have high accessibility standards and can be appropriately interpreted by screen readers. This means that people who are blind or have vision impairment can navigate through a document easily.

YARNING AND LEARNING

The 'Yarning and Learning' project was developed by Queensland Remote Aboriginal Media, to provide remote communities with much-needed, culturally-relevant information on their rights as telecommunications consumers. It also provides advice on how to use mobile phones and the internet wisely and in a cost-effective manner through a series of informative radio broadcasts. Best-practice research methodologies were used to develop a clearer picture of mobile phone and internet usage, barriers, problems and opportunities in remote Aboriginal and Torres Strait Islander communities. The radio segments are available for download on the ACCAN website.

CONSUMER AWARENESS

"We were really active throughout the year commenting on consumer issues and engaging with the media"

Luke Sutton
Public Relations Officer

In the last year ACCAN has maintained its position as the go-to organisation for information and comment on consumer issues in the telecommunications industry. During the year, we achieved 897 media mentions.

Our commitment to representing consumer issues and maintaining effective media relationships ensures ACCAN is viewed as a credible and trustworthy source of information. Throughout 2014-15, we regularly communicated with the Australian media, issuing 30 media releases covering topics like accessibility, data retention, affordable telecommunications and 1800 numbers. In the same period, we posted 21 'Hot Issues' articles on our website. These articles are aimed at consumers and include practical advice on topics such as speculative invoicing and excess mobile data charges.

We commented on issues in online and print articles and in interviews on radio and TV. Our media engagements covered many topics including the Copyright Notice Scheme Industry Code, website blocking, TIO complaints, data usage alerts, unused data rollover, mobile phone plans and SMS and mobile phone call terminating charges.

We achieved media coverage in high profile publications like the Sydney Morning Herald, The Age, news.com.au, the Australian Financial Review and the technology publications: Computerworld, ZDNet, CNET and iTWire.

In the first quarter of 2015, we updated our tip sheets. These are great sources of information for consumers looking to purchase new communications products, those wanting to know more about how products work or looking to protect themselves from scams. Around half of ACCAN's 32 tip sheets were updated to include more recent consumer information. The launch of ACCAN's Hardship Portal and *Community Consultation Guide* helped us spread key messages to consumers.

A further achievement for ACCAN was the relaunch of the *My Phone Rights* app in June. The app contains updated consumer information and tips as well as Auslan translations of the video guides. An all new video guide based on our tip sheet – *How to use less data on your smartphone* – was produced for the app. This tip sheet is by far the most popular resource on our website. The video guide will help more consumers avoid mobile data bill shock or get better value for money.

"Our use of social media and the launch of our Facebook page allow us to interact more easily with consumers"

Jesse Mitchell
Social Media and
Digital Communications Officer

Our member engagement through targeted member emails and our weekly WebNews has continued throughout the year. These digital communications provide an opportunity for us to interact with our members and inform them about the latest issues arising in the telecommunications landscape.

Our social media engagement has expanded to include Facebook and LinkedIn, as well as our existing Twitter presence. On Twitter we've shared over 600 tweets with our followers and our following has increased to almost 2300.

During the year we produced four editions of the ACCAN magazine: *Connecting Today's Consumer, Telco Tricks, The Streaming Drought and The Digital Wild*. Our magazines have featured news, consumer information, tips and interviews with high profile industry figures. The magazines are distributed to our members, industry players and key media and are also posted online in an accessible Microsoft Word format. These magazines give ACCAN a fun, creative outlet to communicate important information to consumers and key stakeholders.
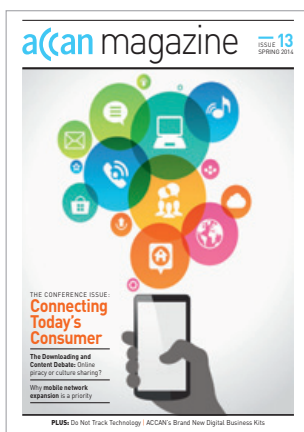
ACCAN Magazines: Connecting Today's Consumer, Telco Tricks, The Streaming Drought and The Digital Wild.

SMALL BUSINESS

Small Business team: Jesse Mitchell, Paula Corvalan, Alan Howard & Kelly Lindsay

ACCAN represents small businesses and not-for-profit organisations to ensure their rights as communications consumers are protected. With over 2 million small businesses in Australia, this group makes up a vital part of the economy.

ACCAN's Project Officer – Small Business and the Digital Ready team have worked throughout the year to provide up to date, relevant information that helps small businesses navigate the telecommunications landscape.

Small business communications issues were highlighted in the 2014 ACCAN Conference session – The Connected Small Business. The session featured a panel of four small business experts discussing how communications services benefit and affect SMBs.

In June, we held our first Small Business Advisory Forum which gathered representatives to advise ACCAN on the issues they face. We've had further interaction with this consumer group through our outreach and presentations at the Australian Computer Conference for Seniors and the University of the Third Age Asia Pacific Conference.

Our small business training website, Digital Ready, was formally launched by Peter Strong, CEO, Council of Small Business of Australia (COSBOA) at ACCAN's National Conference in September

2014. Since then the team has achieved a number of significant goals.

A Digital Ready Facebook page was launched and it now has more than 850 'likes'. We're also interacting with small businesses through LinkedIn and YouTube.

The website is popular and has reached over 7000 users since launching; currently over 900 users visit the site per month. A motivational video outlining the benefits of digital technology for businesses, clubs and not-for-profit organisations is very popular - yielding 407 views. Our case study videos have attracted 982 views. We have also posted 30 topical articles on our blog to help small businesses take advantage of the latest developments in the online world.

In March, the eBook *Social Media for Business – a beginner's guide* was launched as a free resource to help small businesses, not-for-profit organisations and clubs start using social media. So far the eBook has been downloaded by 170 users.

The Digital Ready offering has also been expanded to include short quizzes in each module. In addition to providing a facility for users to check their progress with the training, this allowed the team to launch an online offer for small businesses to get free promotion by completing the training and completing a feedback survey.

ENGAGEMENT AND OUTREACH

ACCAN makes a concerted effort to attend member events and engage with stakeholders. Here is a sample of the activities we undertook to reach out to the community in the past year.

YABUN FESTIVAL

Once again, ACCAN attended the Yabun Festival held in Victoria Park, Sydney on 26 January. This is the biggest one day Indigenous festival in Australia. This year the festival was attended by some 8,500 people from across the country. Staff had a busy and successful day, conducting a survey and providing attendees with information on hidden costs in free apps, how to avoid smartphone bill shock and how to choose an internet service provider.

FESTIVAL OF EID

ACCAN held an information stall at the Festival of Eid, in Sydney's western suburbs. The event is attended by up to 30,000 participants each year and was a chance for ACCAN to interact with the community about their experiences with telecommunications services.

ASCCA CONFERENCE

ACCAN staff presented at the ASCCA Computer Conference for Seniors on smartphone apps and the Digital Ready online training course. An information stall was also held at the conference.

NATIONAL REMOTE INDIGENOUS MEDIA FESTIVAL

ACCAN Director of Policy, Una Lawrence, attended the National Remote Indigenous Media Festival held in Bamaga, in the Northern Peninsula Area of Cape York. Hosted by the Indigenous Remote Communications Association (IRCA), the festival featured workshops and discussions about the importance of remote media organisations that give a voice to consumers who otherwise wouldn't have one.

BRING YOUR BILLS DAY

In October 2014, ACCAN teamed up with pro bono legal service, MOSAIC, to run a 'Bring your bills day' giving free legal advice to newly arrived migrants, refugees or asylum seekers who need help with their bills.

ACOSS CONFERENCE

ACCAN held a stall at the high profile 2015 Australian Council of Social Service Conference in June. This was a chance to talk to consumers and industry players about affordability of telecommunications products and our upcoming 2015 National Conference, *Dollars and Bytes – Communications affordability now and tomorrow*.

EXTERNAL REPRESENTATION

Members of the ACCAN team represent consumers on a range of Government, industry and regulatory committees.

1. ACCC Consumer Consultative Committee
2. ACCC Infrastructure Consultative Committee
3. ACCC Performance Consultative Committee
4. ACMA Captioning Quality Working Group
5. ACMA Consumer Consultative Forum
6. ACMA Emergency Call Service Advisory Committee
7. ACMA Numbering Advisory Committee
8. ACMA Technical Advisory Group
9. ACMA/Communications Alliance Customer Information Committee
10. Australian Radiation Protection and Nuclear Safety Agency Electromagnetic Energy Reference Group
11. Communications Alliance, Participant Monitoring Revision Working Committee
12. Communications Alliance Working Committee WC64 Accessibility Information Guideline Revision
13. Consumer Groups and Ombudsman Roundtable
14. Department of Communications Stay Safe Online Week Steering Committee
15. Global Access Partners/Department of Communications National Standing Committee on Digital Engagement
16. National Forum Emergency Warnings to the Community
17. National Relay Service National Advisory Committee
18. NBN Co Public Information on Migration Consumer Working Group
19. NSW Information Privacy Advisory Committee
20. Standards Australia Joint Technical Committee 1 Advisory Committee
21. Standards Australia IT-038 Distributed Application Platform and Services Committee (Australian Mirror Committee to JTC 1/ SC 38 - IT-038 DAPS)
22. Telecommunications Industry Ombudsman Board
23. Telstra CEO and Consumer Roundtable
24. Australian Public Service Council Roundtable on Accessible ICT

CONSULTATION

During 2014-15 ACCAN implemented a new Consumer Consultation Framework. The ACCAN Board, representatives of ACCAN's membership and staff developed the following vision statement for consumer stakeholder engagement:

"A meaningful and rewarding two-way relationship with consumer stakeholders that delivers results for communications consumers through leadership, agenda-setting and trusted advocacy."

These key goals were identified for ACCAN's consultation framework:

1. Increase engagement with members, and give them more opportunity to engage with ACCAN.

2. Open up the earlier formal engagement structures (SACCA & SACDI), by broadening our consultation base, maximising the usefulness of our work with members and through increasing flexibility.

3. Ensure consultation is fit-for-purpose and recognises that different segments of the community will work with us in different ways.

4. Implement a structure that facilitates the use of innovative engagement models and continuously improves how we talk with and listen to communications consumers.

5. Valuing the contribution of informal consultation, collaboration and as needed interaction with subject-matter experts.

The new Framework is built around Advisory Forums that will be held annually to advise ACCAN on its policy priorities, potential research and emerging consumer issues. A *Members Advisory Forum* will focus across all the areas of ACCAN's activity and policy work. This Forum is larger than the previous advisory body known as the Standing Advisory Committee on Consumer Affairs (SACCA). The first Members Advisory Forum was held in June 2015.

The Members Advisory Forum is complemented by three other specific sector forums to build capacity and understanding of issues in key focus areas: a *Disability Advisory Forum*, an *Indigenous Advisory Forum* and a *Small Business Advisory Forum*. These will meet annually and build on the success of SACCA and the Standing Advisory Committee on Disability Issues (SACDI). A Small Business Advisory Forum was held in June 2015.

Additionally, where there are specific issues which require consultation, the ACCAN CEO may form *Expert Advisory Committees*. A Deregulation Expert Advisory Committee was convened in 2012 and continues to assist with policy development in this area.

SUBMISSIONS

Policy team: Wayne Hawkins, Rachel Thomas, Xavier O'Halloran & Una Lawrence

ACCAN made a number of submissions to Government, regulatory and other inquiries in 2014-15. Most of our submissions can be found online at: accan.org.au/submissions

JULY 2014

- Department of Communications, Integrated Public Number Database Review

AUGUST 2014

- Treasury for CAANZ, Extending Unfair Contract Term Protections to Small Business
- Communications Alliance, Mobile Premium Services Code Review
- Communications Alliance, Review of Mobile Number Portability Code
- House of Representatives Standing Committee on Infrastructure and Communications, Inquiry on the use of s313 of the Telecommunications Act
- OAIC, Revised Guide to Information Security – 'Reasonable steps' to protect personal information
- ACCC, Mobile terminating access service FAD inquiry 2014
- Department of Communications, Review of Emergency Call Service
- TIO Draft Position Statements (4)

SEPTEMBER 2014

- Attorney-General's Department, Online Copyright Infringement Discussion Paper
- NBN Co, Pricing Construct Industry Consultation
- ACMA, Deregistration of Internet Industry Spam Code
- ACCC, Fixed line services final access determination

OCTOBER 2014

- Department of Communications, NBN Migration Assurance Consultation
- Department of Communications, Possible carrier licence exemption to facilitate carrier use of private telecommunications infrastructure
- ADMA, Revised ADMA Code
- TIO, Draft Position Statements (2)

NOVEMBER 2014

- ACMA, Pre-paid Mobile Identity Review
- Harper Review, Comment on the draft review
- Communications Alliance, Telecommunications Consumer Protections and Operations Codes Review

DECEMBER 2014

- Senate Standing Committee on Communications and the Environment, Inquiry into the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014

JANUARY 2015

- Department of Communications, Variation of migration plan – regulatory instruments exposure draft
- Department of Communications, Telecommunications infrastructure in new housing developments
- Parliamentary Joint Committee on Intelligence and Security, Telecommunications (Interception and Access) Amendment (Data Retention) Bill 2014
- NBN Co, Long Term Satellite Product Construct
- ACMA, Draft Telecommunications Numbering Plan 2015

FEBRUARY 2015

- ACMA, Caption Exemption Draft Orders
- Australian Bureau of Statistics, Information and Communications Technology Statistics Review

MARCH 2015

- ACCC, NBN Co revocation and authorisation for revised arrangements concerning Optus' HFC network
- Communications Alliance, Copyright Notice Scheme Industry Code DR C653:2015
- Department of Communications, Consultation on digital television regulation post digital switchover

APRIL 2015

- Senate Legal and Constitutional Affairs Legislation Committee, Copyright Amendment (Online Infringement) Bill 2015
- NBN PDF, Technology Choice construct (AKA 'Fibre-on-Demand') – indicated as PR060 on the Integrated Product Roadmap

MAY 2015

- ACCC, Assessment of Telstra's revised Migration Plan
- Communications Alliance, C625:2009 Information on Accessibility Features for Telephone Equipment Code
- Communications Alliance, Draft Caller Number Display Guideline

JUNE 2015

- Bureau of Communications Research, NBN Non-Commercial Services Funding Options
- NBN Co PDF, Long Term Satellite Service
- ACCC, Superfast broadband access service declaration inquiry
- ACCC, Multi Technology Mix Business Services
- Department of Communications, Response to report on Integrated Public Number Database Review
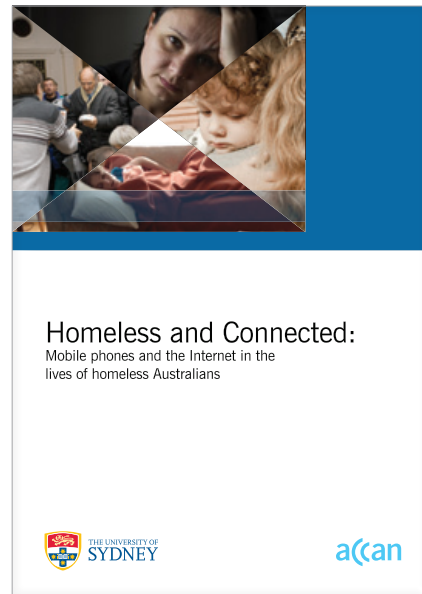
PUBLICATIONS
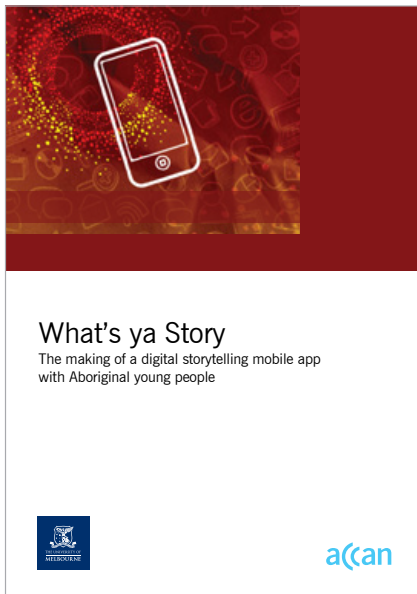
What's ya Story
The making of a digital storytelling mobile app with Aboriginal young people

Edmonds, F., Rachinger, C., Singh, G., Chenhall, R., Arnold, M., de Souza, P., Lowish, S. 2014, **'What's ya Story':** the making of a digital storytelling mobile app with Aboriginal young people, Australian Communications Consumer Action Network, Sydney.
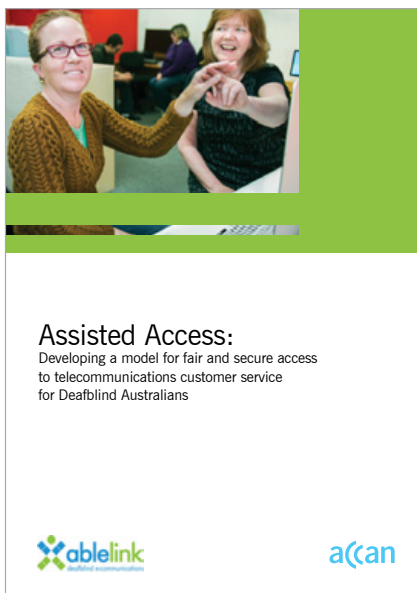
Homeless and Connected:
Mobile phones and the Internet in the lives of homeless Australians

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

Assisted Access:
Developing a model for fair and secure access to telecommunications customer service for Deafblind Australians

McAtamney, Ben and Pavlidis, Katerina. 2015, **Assisted Access:** Developing a model for fair and secure access to telecommunications customer service for Deafblind Australians, Australian Communications Consumer Action Network, Sydney.

Community Consultation Guide
Tips to improve mobile connectivity in your community

Wood, Penney. 2014, **Community Consultation Guide:** Tips to improve mobile connectivity in your community, Australian Communications Consumer Action Network, Sydney.

RESEARCH

These research projects were commissioned and completed by ACCAN to fulfil specific policy development needs and are not part of the ACCAN Grants Scheme.

- **2014 National Survey -** the 2014 National Survey had new questions relating to the way consumers contact their service provider and their level of satisfaction with responses to problems or issues. The results were the basis for representations to providers on areas for improvement.

- **Mobile Apps Consumer Attitudes and Experiences -** ACCAN commissioned a national survey on consumer experiences of, and attitudes towards, mobile apps and associated privacy issues. This survey of the consumer side of the app eco-system assisted ACCAN in developing consumer education and in engagement with industry.

- **Disability Products Mystery Shopping -** this project confirmed anecdotal experience that there is inadequate information provided at point of sale by the three major network providers about telecommunications products suited to people with disability. As a result, ACCAN staff met with the industry to discuss research outcomes, and they committed to staff training improvements, improved websites and in store information to better inform people with disability.

- **NBN switch-over -** ACCAN conducted a community level fact finding consultation in selected NBN switch-over sites to properly understand details of the consumer experience with the rollout, and learn about any problem areas. ACCAN contacted residents, chambers of commerce, local councillors and others familiar with NBN rollout in four locales.

- **Telco and ISP Complaints -** ACCAN conducted a survey in May finding that complaint fatigue is persistent among consumers. The survey found that 46 per cent of consumers had a problem with their phone or internet service in the past year, representing more than 8.5 million Australians. The results further showed that 38 per cent who experienced an issue and had complained to their provider were dissatisfied with the response they received. The survey was completed by Galaxy Research with 1100 respondents, selected such that they were representative of the Australian population.

MEMBERS

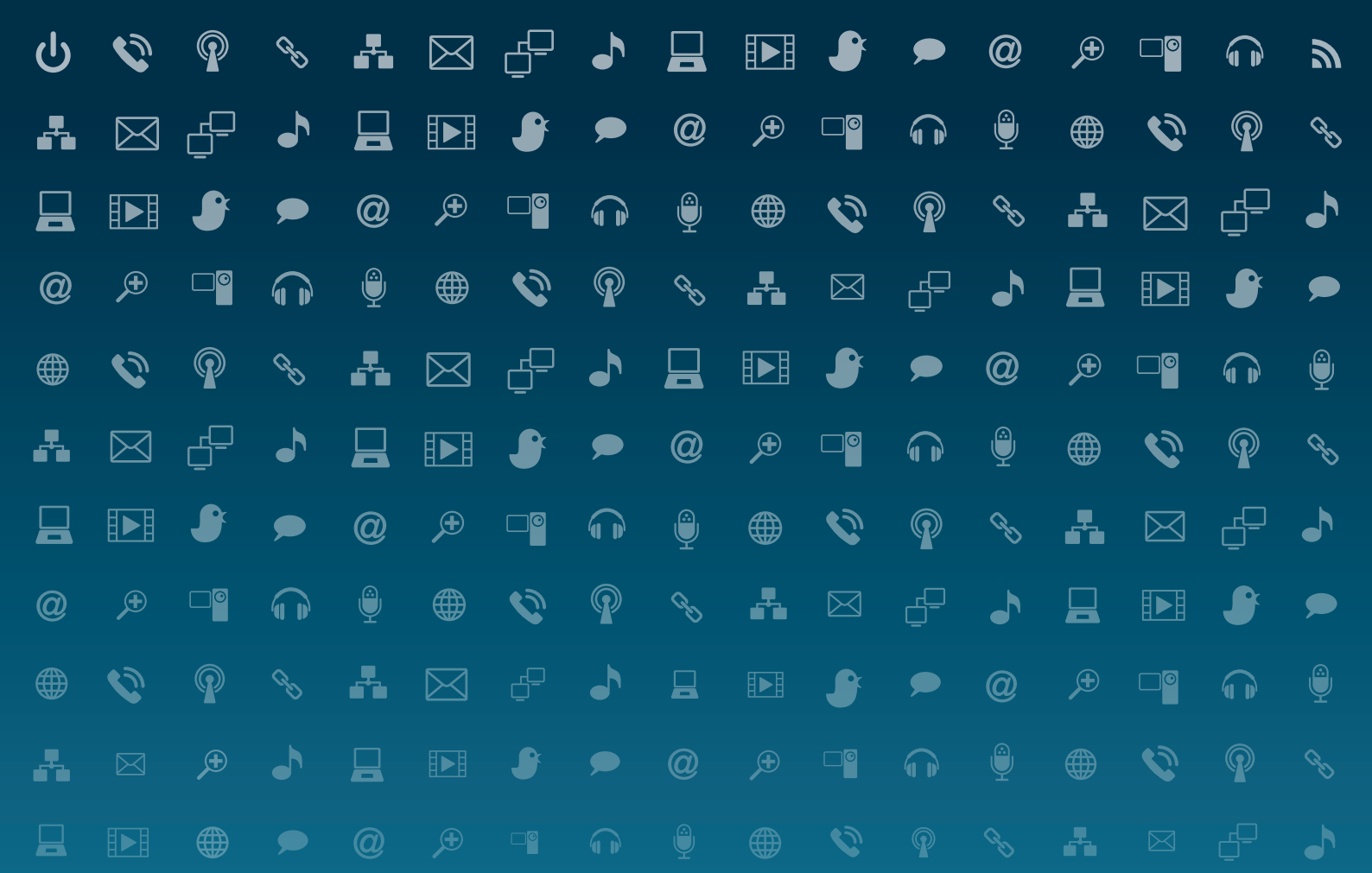## ORGANISATIONAL MEMBERS AS AT JUNE 30, 2015

- Aadmi Co
- Able Australia
- Australian Communication Exchange
- Australian Council of Social Service
- Australian Federation of Deaf Societies
- Australian Federation of Disability Organisations
- Australian Pensioners and Superannuants Federation
- Australian Privacy Foundation
- Australian Regional Business Development Specialists
- Australian Seniors Computer Clubs Association
- Better Hearing Australia
- Blind Citizens Australia
- Broadband for the Bush Alliance
- Broadband Today Alliance
- CARE Inc
- Central Land Council
- Centre for Appropriate Technology
- Centre for eCommerce & Communications
- CHOICE
- CICADA QLD
- CITIES - Centre for Indigenous Technology Information and Engineering Solutions
- Collective of Self Help Groups
- Combined Pensioners & Superannuants Assoc. of Victoria
- Communication Rights Australia
- Communications Law Centre
- Community Broadcasting Association of Australia
- Community Legal Centres NSW
- Consumer Action Law Centre
- Consumer Credit Legal Service WA
- Consumer Utilities Advocacy Centre
- Consumers' Association of South Australia
- Consumers' Federation of Australia
- Copper Development Centre, Australia Ltd
- Council on the Ageing (WA) Inc.
- Council on the Ageing Australia
- Country Women's Association of Australia
- 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
- Financial Counsellors Association of Queensland
- Financial Rights Legal Centre (formerly Consumer Credit Legal Centre NSW)
- Footscray Community Legal Centre
- Health Consumers of Rural & Remote Australia
- Helplines Australia
- Homelessness Australia Inc.
- IDEAS NSW
- Illawarra Legal Centre Inc
- Inclusive UX pty Ltd
- Indigenous Consumer Assistance Network Ltd
- Indigenous Remote Communications Association
- Inner Sydney Regional Council for Social Development
- Internet Society of Australia
- IP Neighborhood
- Isolated Children's Parents' Association Australia
- Isolated Children's Parents' Association NT
- Isolated Children's Parents' Association of NSW
- Isolated Children's Parents' Association WA
- 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
- Parawa Agricultural Bureau Inc
- People with Disabilities WA
- People with Disability Australia
- 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
- Tasmanian Deaf Society
- Tasmanians with Disabilities Inc.
- Tenants Union of Queensland Inc.
- Vision Australia
- Vital Tech Pty Ltd
- W.O.W! - Willing Older Workers Incorporated
- Western Australian Deaf Society Inc.
- Women with Disabilities Australia
- Women's Legal Services Aust
- Women's Legal Services NSW
- Workventures