
Submission

28 March 2024

Craig Purdon
Project Manager
Communications Alliance
Level 12/75 Miller Street
North Sydney NSW 2060

Re: C522:2016 Calling Number Display Guideline

Dear Mr Purdon,

The Australian Communications Consumer Action Network (**ACCAN**) thanks Communications Alliance for the opportunity to provide feedback on *C522:2016 Calling Number Display Guideline* (**the Guideline**).

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

ACCAN recommends that the Guideline be enhanced by including a requirement in the code and the consumer fact sheet for providers to publish information for domestic and family violence support service providers on how to obtain a line that does not appear on billing. Further information would support domestic and family violence services to maintain the confidentiality and privacy of their clients.

We thank Communications Alliance for the opportunity to provide comments on the Guideline. Should you wish to discuss any of the issues raised in this submission further, please do not hesitate to contact me at samuel.kininmonth@accan.org.au.

Yours sincerely,

Samuel Kininmonth
Policy Adviser