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# Submission

*14 August 2024*

Communications Group
Australian Competition and Consumer Commission

**Re: Telecommunications (Infringement Notices) Guidelines 2024**

The Australian Communications Consumer Action Network (**ACCAN**) thanks Australian Competition and Consumer Commission (**ACCC**) for the opportunity to comment on the ACCC Telecommunications (Infringement Notices) Guidelines 2024 Consultation Paper (**the Consultation Paper**).

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 we work towards communications services that are trusted, inclusive and available for all.

ACCAN supports the ACCC's approach to the issuing of infringement notices as set out in the draft ACCC Telecommunications (Infringement Notices) Guidelines 2024 (**the Draft Guidelines**). However, we consider that the Draft Guidelines could be strengthened by amending section 8.4(b) to "there has been significant **harm or** detriment arising from the alleged conduct".[1]

This will ensure consistency with subsections 8.2(c) and 8.3(c) and expand the instances in which an authorised officer may consider other forms of enforcement action appropriate in respect of an alleged contravention.

We thank the ACCC for the opportunity to comment on the Consultation Paper. Should you wish to discuss any of the issues raised in this submission further, please do not hesitate to contact me at [redacted].

Yours sincerely,

Con Gouskos
Policy Adviser

***The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. 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. ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. Read our RAP.***

[1] Draft ACCC Telecommunications (Infringement Notices) Guidelines 2024, p, 5.