

**Division 12 Report
Record-Keeping and Reporting Rules**

**Issued under section 151BU of the
*Competition and Consumer Act 2010***

July 2013

1. TITLE

- (1) These Rules, made by the Australian Competition and Consumer Commission under section 151BU of the *Competition and Consumer Act 2010*, may be referred to as
- (a) the Division 12 Report Record-Keeping and Reporting Rules; or
 - (b) Rules.

2. COMMENCEMENT

- (1) These Rules will take effect on the date the Rules are issued by the Commission.

Note: The Commission will issue the Rules by making a public announcement and placing the Rules on its website.

3. INTERPRETATION

2G means second generation mobile telecommunications standards, and includes technologies that comply with the European Telecommunications Standards Institute GSM specifications.

3G means third generation mobile telecommunications standards, and includes technologies comply with the International Telecommunications Union, International Mobile Telecommunications 2000 (IMT-2000) specifications.

4G Means fourth generation mobile telecommunications standards, and includes technologies comply with the International Telecommunications Union, International Mobile Telecommunications-Advanced (IMT-Advanced) specifications.

Note: Technologies that do not currently meet the full IMT-Advanced requirements can be considered 4G technologies provided they are preconditions to implementing IMT-Advanced compliant specifications eg. first release versions of WiMAX and LTE.

access charge means the charge paid by a mobile consumer for ongoing access to a 2G, 3G or 4G mobile network.

Act means the *Competition and Consumer Act 2010*.

ADSL means asymmetric digital subscriber line, and is a broadband Internet transmission technique.

area code	has the same meaning as in the <i>Telecommunications Numbering Plan 1997</i> .
Australian subsidiary	means a subsidiary that is registered with ASIC under section 118 of the Corporations Act.
basic access	means: <ul style="list-style-type: none"> (a) establishing the supply of a standard telephone service at a location required by the person requesting the supply of the service, but does not include: <ul style="list-style-type: none"> (i) in respect of a business requesting the service – the supply of materials or services to support the supply of a standard telephone service from a main distribution frame to the location requested by the business; or (ii) the supply and connection of a telephone handset or other customer equipment; and (b) the ongoing supply of a standard telephone service at a location required by the person requesting the supply of the service, but does not include: <ul style="list-style-type: none"> (i) in respect of a business requesting the service – the supply of materials or services to support the supply of a standard telephone service from a main distribution frame to the location requested by the business; or (ii) the supply and connection of a telephone handset or other customer equipment.
broadband	means an Internet connection that enables high speed usage with high capacity limits and download speeds of greater than or equal to 200 Kbits/sec.
business consumer	means a consumer that has a contract with a carrier or carriage service provider for the supply of a telecommunications service for the purposes of carrying on a commercial, government, community, religious, non-profit organisation, an association or club, or a like organisation.
cable Internet	means a broadband Internet service provided by means of a fixed customer access network that does not

	primarily utilise copper, and includes services delivered over optic fibre or coaxial cable, but does not include services provided on the National Broadband Network.
call charge	means a charge for calls made using a 2G, 3G, or 4G mobile service.
carriage service provider	has the same meaning as in the <i>Telecommunications Act 1997</i> .
carrier	has the same meaning as in the <i>Telecommunications Act 1997</i> .
Commission	means the Australian Competition and Consumer Commission.
connection charge	means either a charge paid by a mobile consumer for connection to a 2G,3G, or 4G mobile network or a charge paid by an Internet customer for connection to an integrated switched digital network, DSL, cable, wireless, NBN broadband network. Connection charges include 'activation' charges for a service.
consumer	means a person who has a contract with a carrier or carriage service provider for the supply of a telecommunications service. It does not include a carriage service provider or carrier acquiring a telecommunications service in its capacity as a carriage service provider or carrier for the purposes of resale.
CDMA	means Code Division Multiple Access, and is an access technique for digital wireless communications, including mobile phone and satellite services.
directly connected customer	means any person, business or other entity to whom an ISP provides an Internet service under a direct contractual relationship.
Division 12 report	means the report published annually by the Commission pursuant to its obligations under s. 151CM(1)(a) of the Act.
DSL broadband	means digital subscriber line, and is a broadband Internet transmission technique.
financial year	has the same meaning as in the Corporations Act.

fixed-line voice services	means PSTN voice services and voice over internet protocol (VoIP) services (including VoIP services provided on the National Broadband Network).
fixed-to-mobile call	means a call involving the use by the calling party of a fixed carriage service and the use by the called party of a mobile carriage service.
FY	means financial year.
GST	means Goods and Services Tax.
international call	means a call that is: <ul style="list-style-type: none"> (i) an operator-connected call between a place in Australia and a place outside of Australia, or (ii) a direct-dialled call between a place in Australia and a place outside Australia.
Internet service	means a retail service supplied to directly connected customers and provided by means of an IP network.
iiNet	means iiNet Limited (ABN 48068628937).
IMT-2000	means International Mobile Telecommunications – 2000, and is a term adopted by the ITU to refer to third generation mobile telecommunications services, and which aims to provide global mobile communications as well as broadband applications such as multimedia.
IP network	means a facility consisting of equipment utilising: the Internet protocol stack; routers, whether domestic or international; and transmission links used primarily for transmission of Internet traffic, and includes Internet exchange points.
ISP	means an Internet service provider.
ITU	means the International Telecommunications Union, and is a specialised agency of the United Nations within which governments and the private sector coordinate global telecommunications networks and services, including radiocommunications.
Kbits/sec	means kilobits per second, and is a data communications transmission rate of 1,000 bits per second.

local call	means a voice call between two consumers, both of whom are geographically located in Australia, and whose telephone numbers have the same area code.
Mbit/sec	means megabits per second, and is a data communications transmission rate of one million bits per second.
mobile services	means 2G, 3G and 4G services.
national long-distance call	means a voice call between two consumers, both of whom are geographically located in Australia, and whose telephone numbers have different area codes.
NBN	means National Broadband Network.
NBN fibre services	means any NBN services delivered over NBN's fibre access network.
NBN fixed wireless services	means any NBN services delivered over NBN's fixed wireless network.
prepaid revenue	means revenue derived from providing prepaid services.
post-paid services	means mobile telephony services for which a consumer contracts to pay a specified monthly charge (or a charge based on some other discrete time period) that includes a payment for a handset, access, subscription and some call usage. The consumer generally agrees to pay this amount for a minimum number of months (or other discrete time period). If the consumer consumes services during a particular month whose value exceeds the agreed minimum, the customer is generally billed an additional amount for the consumption of such services.
prepaid services	means mobile telephony services for which a consumer is not billed regularly, but rather pays upfront for handset, access, call charges etc.
PSTN	means Public Switched Telephone Network, and has the same meaning as specified in Deeming of Telecommunications Services under section 39 of the <i>Telecommunications (Transitional Provisions and Consequential Amendments) Act 1997</i> .

reporting carrier or carriage service provider	means a carrier or carriage service provider to which these Rules apply, to the extent it is required to report.
other business consumer	means a business consumer that is not a small business consumer.
radiocommunication	has the same meaning as in the <i>Radiocommunications Act 1992</i> .
residential consumer	means a consumer that is not a business consumer.
Rules	means the Division 12 Report Record-Keeping and Reporting Rules.
Singtel Optus	means Singtel Optus Pty Limited (ABN 90052833208).
small business consumer	means a business consumer that is designated by a carrier or carriage service provider, for its internal reporting purposes, as a small business consumer. In defining a ‘small business consumer’, a carrier or carriage service provider must use a definition that is consistent with the definition adopted by that carrier or carriage service provider for the purposes of previous Division 12 reports.
standard telephone service	has the meaning given by the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> .
subsidiary	has the same meaning as in the Corporations Law.
SMS	means short message service, and is a mobile telecommunications data transmission service that allows users to send short text messages to each other using the keypad.
TPG	means TPG Telecom Limited (ABN 46093058069).
Telstra	means Telstra Corporation Limited (ABN 33051775556).
VHA	means Vodafone Hutchison Australia Pty Limited (ABN 76096304620)
VoIP	means Voice Over Internet Protocol. A technology used for transmitting standard telephone calls over the internet using packet-linked routes.

WCDMA means Wideband Code Division Multiple Access, and is a third generation mobile telecommunications technique that uses direct spreading of data. A direct sequence CDMA system where user data is multiplied with quasi-random bits derived from WCDMA spreading codes in two basic modes of operation – frequency division duplex and time division duplex. Supports images, mobile or portable voice, data and video communication at up to 2Mbit/s (local area access) or 384 kbits/s (wide area access).

wireless broadband means a broadband Internet service provided by means of radiocommunication, but does not include services delivered by means of an orbital satellite.

4. APPLICATION

(1) These Rules apply to:

Telstra Corporation Limited (ABN 33051775556)
Singtel Optus Pty Ltd (ABN 90052833208)
Vodafone Hutchison Australia Pty Limited (ABN 76096304620)
iiNet Limited (ABN 48068628937)
TPG Telecom Limited (ABN 46093058069), and
their Australian subsidiaries.

(2) Subject to Paragraph 5(3), these Rules also apply to a carrier or carriage service provider that supplies or uses a listed carriage service and has been notified in writing by the Commission that the Rules apply to that carrier or carriage service provider.

5. RECORD KEEPING

(1) Carriers and carriage service providers listed in Paragraph 4(1), or to which Paragraph 4(2) applies, must keep and retain the records prescribed in **Schedule A**.

(2) The information contained in the records must be kept in accordance with **Schedule A**, and the manner and form in which it is to be kept, is specified in **Schedules B, C and D**.

(3) A carrier or carriage service provider may, in writing to the Commission, request that the Commission vary the requirements of the Rules as they relate to that carrier or carriage service provider.

6. REPORTING REQUIREMENTS

- (1) Each carrier or carriage service provider listed in Paragraph 4(1) must provide to the Commission each year a report containing the information required to be kept in accordance with these Rules.

Note: A reporting carrier or carriage service provider only needs to report on services actually provided by it or its Australian subsidiaries.

- (2) Information relating to services provided by a reporting carrier or carriage service provider's Australian subsidiaries must be presented separately for each individual subsidiary.
- (3) A report required to be prepared in respect of a financial year must be lodged with the Commission by 30 September following the last day of that financial year.
- (4) If a carrier or carriage service provider, in compiling this report, varies their method of defining, recording and reporting information from the previous Division 12 reports then this must be explained. That carrier or carriage service provider must also provide the new method of defining, recording and reporting information, and must provide information using the new method of defining, recording or reporting information for both the current and previous financial years.

7. MANNER AND FORM OF REPORTS

- (1) A reporting carrier or carriage service provider must provide to the Commission a hard copy and an electronic copy of all reports prepared under these Rules.
- (2) Information provided by carriers and carriage service providers pursuant to **Schedule A** of these Rules must be prepared in the format outlined, as relevant, in **Schedules B, C or D**.
- (3) The templates specified in **Schedule F** may be amended by the Group General Manager of the Communications Group from time to time.

8. RECORD-KEEPING DECLARATIONS

- (1) At the time that a carrier or carriage service provider submits information to the Commission under Paragraph 6, the carrier or carriage service provider must submit a Record-Keeping Declaration signed by its Chief Executive Officer (CEO) or Chief Financial Officer (CFO) in accordance with **Schedule E**.

Schedule A

Categories of information to be recorded by carriers and carriage service providers under these Rules

<i>Category No.</i>	<i>Category name</i>	<i>Reporting carriers and carriage service providers</i>	<i>Reporting requirements outlined in:</i>
(1)	Fixed-line voice services information	Telstra, Singtel Optus, iiNet, TPG	Schedule B
(2)	Mobile services information	Telstra, Singtel Optus, VHA	Schedule C
(3)	Internet services information	Telstra, Singtel Optus, iiNet, VHA, TPG	Schedule D

Schedule B

Fixed-line voice services information to be reported by carriers and carriage service providers to the Commission

- (1) The carriers and carriage service providers listed in Category (1) of **Schedule A** must provide the information detailed at (4) and (5).
- (2) The information must be provided subject to the guidelines provided at (3) under 'Preliminary comments', and must be provided using the template provided at (4).
- (3) Preliminary comments:
 - (a) Carriers and carriage service providers must provide information relating to each of the following fixed-line voice services they supply (on a disaggregated basis):
 - (i) PSTN voice services, and
 - (ii) VoIP services with comparable functionality and quality to PSTN voice services (including VoIP services provided on the National Broadband Network). VoIP services specifically designed for a particular enterprise or government customer should be excluded.
 - (b) Carriers and carriage service providers must provide a description of the consumer type. In particular, with regard to business consumers, the distinction between small business consumers and other business consumers must be specified.
 - (c) Carriers and carriage service providers must only report retail revenues. Wholesale revenues (i.e. services sold to another carrier or carriage service provider) must not be reported. These will be reported as the retail services of that carrier or carriage service provider. However, information relating to services bought from another carrier or carriage service provider and resold must be reported.
 - (d) Revenue information from business consumers must be GST exclusive, while revenue information for residential consumers must be GST inclusive.
 - (e) Revenue information must be provided net of any discounts, i.e. the effect of discounts must be included. If this is not possible, the amounts of all discounts must be provided on an itemised basis.
 - (f) The previous year's information must also be provided to cross check information series consistency.
- (4) Information to be provided to the Commission:
 - (a) **Revenue and traffic information for PSTN services**
 - (i) **Basic access**

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Revenue						
Services in operation						

(ii) Local calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iii) National long distance calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iv) International calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(v) Fixed-to-mobile calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(b) Revenue and traffic information for VoIP services

(i) Basic access

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Revenue						
Services in operation						

(ii) Local calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iii) National long distance calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY

Call revenue						
Number of calls						
Call minutes						

(iv) International calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(v) Fixed-to-mobile calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

- (5) Reporting carriers and carriage service providers must provide details of material changes to the prices and terms and conditions of supply of each of the relevant services during the financial year for which information is submitted. This includes details of discounts and specials that were offered in that financial year.

Note: A material change to prices and terms and conditions of supply includes the introduction or withdrawal of a plan or a significant price change.

Schedule C

Mobile services information to be reported by carriers and carriage service providers to the Commission

- (1) The carriers and carriage service providers listed in Category (2) of **Schedule A** must provide the information outlined at (4) and (5).
- (2) The information must be provided subject to the guidelines provided at (3) under 'Preliminary comments', and must be provided using the template provided at (4).
- (3) Preliminary comments
 - (a) Carriers and carriage service providers must specify how prepaid revenue is apportioned between connection charges, access charges, call charges and other services.
 - (b) Information must include retail services only.
- (4) Information to be provided to the Commission:

	<i>Last FY</i>	<i>This FY</i>
Total services in operation ¹		
Total post-paid services		
Total prepaid services		
Total revenue from connection charges ²		
Total revenue from access charges ²		
Total revenue from call charges ²		
Total revenue from other services ³		
Total call minutes ⁴		
Total revenue from post-paid services		
Total revenue from prepaid services		
Total calls ⁴		

Notes:

- ¹ Services in operation as at end of relevant financial year.
- ² Revenue calculations must include all services in operation, whether post-paid or prepaid, and must be GST-inclusive.
- ³ For the purposes of this item, 'other services' refer only to services which are itemised on a customer's bill. It includes services such as voicemail services, but does not include handset charges.
- ⁴ 'Free' minutes and calls must be included.

- (5) Reporting carriers and carriage service providers must provide details of material changes to the prices and terms and conditions of supply of relevant services during the financial year for which information is submitted. This includes details of discounts and specials that were offered in that financial year.

Note: A material change to prices and terms and conditions of supply includes the introduction or withdrawal of a plan or a significant price change.

(6) For the 2013/14 financial year, and for every third financial year thereafter, a reporting carrier or carriage service provider must include with its information submission a random sample of at least 385 bills issued to its customers for mobile services. For each bill in the sample, the following information is required:

- (i) bill identification number
- (ii) billing period
- (iii) name of the mobile plan
- (iv) total amount of charges on the bill (including GST).

The sample bills must be provided in Microsoft Excel format in accordance with the templates in Schedule F.

Note: An electronic version of the templates specified in Schedule F in Microsoft Excel format is available on the ACCC website and should be used for providing reports under these rules.

Schedule D

Internet services information to be reported by carriers and carriage service providers to the Commission

- (1) The carriers and carriage service providers listed in Category (3) of **Schedule A** must provide the following information.

a. DSL broadband Internet services

	Last FY	This FY
Total DSL broadband Internet consumers		
Total revenue from DSL Internet services		
Total revenue from DSL broadband connections		

- a) For each plan/price point offered by the carrier or carriage service provider at end of this reported financial year, details for each plan specifying:

- (i) price (including GST)
- (ii) data transmission rates (download and upload speed)
- (iii) data allowance
- (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
- (v) connection charge (including GST), and
- (vi) excess data usage charge (including GST).

- b) For each plan/price point offered by the carrier or carriage service provider at end of last reported financial year, details for each plan specifying:

- (i) price (including GST)
- (ii) data transmission rates (download and upload speed)
- (iii) data allowance
- (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
- (v) connection charge (including GST), and
- (vi) excess data usage charge (including GST).

b. Wireless broadband Internet services

	Last FY	This FY
Total wireless broadband Internet consumers		
Total revenue from wireless Internet services		
Total revenue from wireless broadband connections		

- a) For each plan/price point offered by the carrier or carriage service provider at end of this reported financial year, details for each plan specifying the price:

- (i) price (including GST)

- (ii) data transmission rates (download and upload speed)
 - (iii) data allowance
 - (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
 - (v) connection charge (including GST), and
 - (vi) excess data usage charge (including GST).
- b) For each plan/price point offered by the carrier or carriage service provider at end of last reported financial year, details for each plan specifying:
- (i) price (including GST)
 - (ii) data transmission rates (download and upload speed)
 - (iii) data allowance
 - (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
 - (v) connection charge (including GST), and
 - (vi) excess data usage charge (including GST).
- c) The definitions of wireless broadband used by the carrier or carriage service provider to differentiate the wireless broadband service from mobile voice services with bundled data allowance as at:
- (i) the end of this reported financial year, and
 - (ii) the end of last reported financial year.

c. Cable broadband Internet services

	Last FY	This FY
Total cable Internet consumers		
Total revenue from cable Internet services		
Total revenue from cable Internet connections		

- a) For each plan/price point offered by the carrier or carriage service provider at the end of this reported financial year, details for each plan specifying:
- (i) price (including GST)
 - (ii) data transmission rates (download and upload speed)
 - (iii) data allowance included in the plan
 - (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
 - (v) connection charge (including GST), and
 - (vi) charge for excess data usage (including GST).
- b) For each plan/price point offered by the carrier or carriage service provider at end of last reported financial year, details for each plan specifying:
- (i) price (including GST)
 - (ii) data transmission rates (download and upload speed)
 - (iii) data allowance included in the plan

- (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
- (v) connection charge (including GST), and
- (vi) charge for excess data usage (including GST).

d. NBN fibre broadband Internet services

	Last FY	This FY
Total NBN fibre broadband Internet consumers		
Total revenue from NBN fibre broadband internet services		
Total revenue from NBN fibre broadband internet connections		

a) For each plan/price point offered by the carrier or carriage service provider at the end of this reported financial year, details for each plan specifying:

- (i) price (including GST)
- (ii) data transmission rates (download and upload speed)
- (iii) data allowance
- (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
- (v) connection charge (including GST), and
- (vi) excess data usage charge (including GST).

b) For each plan/price point offered by the carrier or carriage service provider at the end of last reported financial year, details for each plan specifying:

- (i) price (including GST)
- (ii) data transmission rates (download and upload speed)
- (iii) data allowance
- (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
- (v) connection charge (including GST), and
- (vi) excess data usage charge (including GST).

e. NBN fixed wireless broadband Internet services

	Last FY	This FY
Total NBN fixed-wireless broadband internet consumers		
Total revenue from NBN fixed-wireless broadband internet services		
Total revenue from NBN fixed-wireless broadband internet connections		

a) For each plan/price point offered by the carrier or carriage service provider at the end of this reported financial year, details for each plan specifying the price:

- (i) price (including GST)
- (ii) data transmission rates (download and upload speed)

- (iii) data allowance
 - (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
 - (v) connection charge (including GST), and
 - (vi) excess data usage charge (including GST).
- b) For each plan/price point offered by the carrier or carriage service provider at end of last reported financial year, details for each plan specifying:
- (i) price (including GST)
 - (ii) data transmission rates (download and upload speed)
 - (iii) data allowance
 - (iv) whether the plan is available on a stand-alone basis (or only available to customers that bundle additional services)
 - (v) connection charge (including GST), and
 - (vi) excess data usage charge (including GST).
- (2) Reporting carriers and carriage service providers must provide details of material changes to the prices and terms and conditions of supply of relevant services during the financial year for which information is submitted. This includes details of discounts and specials that were offered in that financial year.

Note: A material change to prices and terms and conditions of supply includes the introduction or withdrawal of a plan or a significant price change.

- (3) For their 2012/13 information submission, and for every third financial year thereafter, reporting carriers and carriage service providers must also provide a random sample of at least 385 bills for DSL broadband, wireless broadband and cable broadband Internet services issued to their customers for Internet services. For each bill in the sample, the following information is required:
- (i) service type (e.g., DSL broadband, wireless broadband, cable Internet, NBN fibre, or NBN fixed wireless service)
 - (ii) bill identification number
 - (iii) billing period
 - (iv) name of the plan
 - (v) total amount of charges on the bill (including GST).

The sample bills should be provided in MS Excel format in accordance with the templates in Schedule F.

Note: An electronic version of the templates specified in Schedule F in Microsoft Excel format is available on the ACCC website and should be used for providing reports under these rules.

Schedule E

Record-Keeping Declaration – Statement by CEO or CFO

(Date)
Group General Manager
Communications Group
Australian Competition and Consumer Commission

Statement by CARRIER’S or CARRIAGE SERVICE PROVIDER’S Chief Executive Officer or Chief Financial Officer

I declare that:

- (a) the reports are prepared in accordance with the requirements of the Rules;
- (b) the reports are accurate in all material respects; and
- (c) the reports are consistent with the internal reporting procedures of (Company name)

Dated at this day of 20

Chief Executive Officer/ Chief Financial Officer
(or delegated authority)

Schedule F

Templates for submission of reports

Division 12 Record-Keeping and Reporting Rule

Spreadsheet for submission to the ACCC

Issued under s 151BU of the Competition and Consumer Act 2010

Reporting Carrier:	<i>(please complete)</i>
Reporting Year:	20XX-20YY

Spreadsheet Table of Contents:

Service Information

- 1 *Fixed-line voice*
- 2 *Mobile*
- 3 *Internet*

Bill samples

- 4 *Mobile bill samples*
- 5 *DSL bill samples*
- 6 *Wireless bill samples*
- 7 *Cable bill samples*
- 8 *NBN fibre bill samples*
- 9 *NBN fixed wireless bill samples*

Note: Where required to provide bill samples, reporting carriers are to provide a random sample of at least 385 bills issued to its customers.

Instructions

This spreadsheet is to be read in conjunction with the Division 12 Record-Keeping and Reporting Rule.

It is designed to provide a template for submission of information and is not a complete statement of obligations under the rule.

For those carriers who report on multiple service types, please complete each relevant section and submit as one file.

The following table illustrates those parts of the spreadsheet that each type of reporting carrier is required to complete:

Reporting Type	Required to complete
<i>Fixed-line voice services information</i>	1
<i>Mobile services information</i>	2, 4
<i>Internet services information</i>	3, 6-9

Other information to be submitted

The Division 12 Record-Keeping and Reporting Rule requires more information than is contained in this spreadsheet.

Please ensure that you submit all the required information, including plan types on offer and definitions for wireless broadband if relevant.

1. Fixed-line voice services

(a) PSTN Services

(i). Basic access

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Revenue						
Services in operation						

(ii). Local calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iii). National long distance calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iv). International calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(v). Fixed-to-mobile calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(b) VoIP Services

(i). Basic access

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Revenue						
Services in operation						

(ii). Local calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iii). National long distance calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(iv). International calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

(v). Fixed-to-mobile calls

	<i>Residential</i>		<i>Small business</i>		<i>Other business</i>	
	Last FY	This FY	Last FY	This FY	Last FY	This FY
Call revenue						
Number of calls						
Call minutes						

2. Mobile services

	<i>Last FY</i>	<i>This FY</i>
Total services in operation ¹		
Total post-paid services		
Total prepaid services		
Total revenue from connection charges ²		
Total revenue from access charges ²		
Total revenue from call charges ²		
Total revenue from other services ³		
Total call minutes ⁴		
Total revenue from post-paid services		
Total revenue from prepaid services		
Total calls ⁴		

Notes:

¹ Services in operation as at 30 June.

² Revenue calculations must include all services in operation, whether post-paid or prepaid, and must be GST-inclusive.

³ For the purposes of this item, 'other services' refer only to services which are itemised on a customer's bill.

It includes services such as voicemail services, but does not include handset charges.

⁴ 'Free' minutes and calls must be included.

3. Internet services

a. xDSL broadband Internet services

	Last FY	This FY
Total broadband Internet customers		
Total revenue from Internet services		
Total revenue from broadband connections		

b. Wireless broadband Internet services

	Last FY	This FY
Total broadband Internet customers		
Total revenue from Internet services		
Total revenue from broadband connections		

c. Cable broadband Internet services

	Last FY	This FY
Total broadband Internet customers		
Total revenue from Internet services		
Total revenue from broadband connections		

d. NBN fibre broadband Internet services

	Last FY	This FY
Total broadband Internet customers		
Total revenue from Internet services		
Total revenue from broadband connections		

e. NBN fixed wireless broadband Internet services

	Last FY	This FY
Total broadband Internet customers		
Total revenue from Internet services		
Total revenue from broadband connections		

4. Mobile Service Bill Sample

	Customer Account Number	Bill Period	Plan Name	Bill Spend \$ (Incl GST)
Sample 1				
Sample 2				
Sample 3				

5. xDSL Bill Sample

	Customer Account Number	Bill Period	Plan Name	Speed / Monthly Usage	Bill Spend \$ (Incl GST)
Sample 1					
Sample 2					
Sample 3					
Sample 4					

6. Wireless Broadband Bill Sample

	Customer Account Number	Bill Period	Plan Name	Speed / Monthly Usage	Bill Spend \$ (Incl GST)
Sample 1					
Sample 2					
Sample 3					
Sample 4					

7. Cable Bill Sample

	Customer Account Number	Bill Period	Plan Name	Speed / Monthly Usage	Bill Spend \$ (Incl GST)
Sample 1					
Sample 2					
Sample 3					
Sample 4					

8. NBN Fibre Bill Sample

	Customer Account Number	Bill Period	Plan Name	Speed / Monthly Usage	Bill Spend \$ (Incl GST)
Sample 1					
Sample 2					
Sample 3					
Sample 4					

9. NBN Fixed Wireless Bill Sample

	Customer Account Number	Bill Period	Plan Name	Speed / Monthly Usage	Bill Spend \$ (Incl GST)
Sample 1					
Sample 2					
Sample 3					
Sample 4					