

## List of public submissions made by the TIO 2010-11

### Submissions to ACMA

1. June 2011. Numbering plan: Allocation and Charging of Numbers (Consultation Paper 3). This TIO submission to the ACMA primarily focussed on the potential impact on consumers of the proposed changes to Australia's telephone numbering plan.
2. February 2011. Inquiry Progress report: "Reconnecting the Customer." TIO submission for the ACMA's progress report on its public inquiry into customer service in the telecommunications industry.
3. February 2011. Review Telemarketing Standard. TIO submission to the ACMA's review of the Telemarketing Standard.
4. December 2010. Numbering Plan (Consultation Paper 1). TIO's comments on the first consultation paper about the structure of Australia's telephone numbering plan.
5. November 2010. Draft Fax Marketing Industry Standard. TIO's comments on the ACMA's discussion paper "Draft Telecommunications (Do Not Call Register) Fax Marketing Industry Standard."
6. September 2010. "Reconnecting the Customer." TIO's submission to the ACMA's public inquiry into customer service in the telecommunications industry.
7. August 2010. Fax Marketing Standard. TIO's comments on the ACMA discussion paper "Developing an industry standard for the fax marketing industry."
8. July 2010. TIO data for the ACMA Communications Report 2009-2010. TIO complaint data as requested by the ACMA, consisting of complaint issues, possible code issues, confirmed code breaches, with explanations of all data.

### Submissions to Communications Alliance

9. July 2010. Review of the MPS Code. TIO's submission to the Communications Alliance with regard to the Review of the Mobile Premium Services Code.
10. July 2010. Review of the TCP Code. TIO's submission to the Communications Alliance with regard to the Review of the Telecommunications Consumer Protections Code.
11. July 2010. Review of the Customer Requested Barring Guideline. TIO's submission to Communications Alliance re the Review of the Customer Requested Barring Guideline (ACIF G612:2003).

### Submissions to DBCDE

12. June 2011. Convergence Review Framing Paper. In this submission to DBCDE the TIO makes suggestions and comments in response to the proposed principles in the Framing Paper insofar as they relate to telecommunications. The TIO reiterates its view that it is critical for the Convergence Review to have as a key principle the appropriate regulatory, industry and policy settings for the protection of consumers in a converged world.
13. April 2011. Discussion paper on TIO Scheme. Submission to the Department of Broadband Communications and the Digital Economy on its discussion paper examining opportunities to reform the Telecommunications Industry Ombudsman (TIO) scheme.
14. March 2011. Draft Requirements and Circumstances (USO) Determination. Submission to the Department of Broadband Communications and the Digital Economy with regard to the draft Telecommunications Universal Service Obligation (Standard Telephone Service: Requirements and Circumstances) Determination (No.1) 2011.
15. January 2011. Draft Terms of Reference: Convergence Review. Submission to the Department of Broadband Communications and the Digital Economy with regard to terms of reference for its Convergence Review.
16. November 2010. USO Policy and NBN network. Submission to the Department of Broadband Communications and the Digital Economy with regard to Universal Service Policy for the transition to the National Broadband Network.

### Other submissions

17. May 2011. Exposure Drafts of Australian Privacy Amendment Legislation (Part 2: Credit Reporting). TIO submission on draft credit reporting legislation to Senate Finance and Public Administration Committee.
18. February 2011. Study into Protecting Consumers, Business and the Community Online. TIO response to cybercrime study by the Federal Attorney General's department.
19. October 2010. Draft Regulations under the ACL. Submission to Treasury (Australian Consumer Law) regarding draft Regulations under new Australian Consumer Law.
20. October 2010. Draft Guides for the ACL. Submission to Consumer Affairs (Australian Consumer Law) regarding draft Guides for the new Australian Consumer Law.