Cost Recovery Implementation Statement

Do Not Call Register—  
subscription fees effective 1 July 2017

MAY 2017

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1. Introduction 1

1.1 Purpose of the Cost Recovery Implementation Statement 1

1.2 Background and description of activity 1

1.3 Stakeholders 2

2. Policy and statutory authority to recover costs 3

2.1 Government policy approval to cost recover 3

2.2 Statutory authority to impose cost recovery charges 3

3. Cost recovery model 4

3.1 Outputs and business processes of the activity 4

3.2 Methodology 4

3.3 Costs of the activity 4

3.4 Structure of the charges 6

4. Risk assessment 9

5. Stakeholder engagement 10

6. Financial estimates 12

7A. Financial performance 13

7B. Non-financial performance 14

8. Key forward dates and events 15

9. CRIS approval and change register 16

# Introduction

## Purpose of the Cost Recovery Implementation Statement

This Cost Recovery Implementation Statement (CRIS) provides information on how the Australian Communications and Media Authority (the ACMA) implements cost recovery for the operation of the Do Not Call Register (the register). All figures used are GST exclusive.

The CRIS provides the basis for engagement with stakeholders on various charging aspects of the register and reports how the register is performing on an annual basis in line with the requirements of the [Australian Government Charging Framework](https://www.finance.gov.au/resource-management/charging-framework/).

## Background and description of activity

The ACMA has regulatory functions for telecommunications, spectrum management, broadcasting, content and datacasting, along with other additional functions. Under the *Do Not Call Register Act 2006* (the Act), the ACMA is responsible for establishing and overseeing the operation of the register, which includes determining the subscription fees for accessing the register.

In order to opt-out of receiving certain unsolicited telemarketing calls and marketing faxes, Australian numbers can be placed on the register if they are:

* used primarily for private or domestic purposes
* used or maintained exclusively for transmitting and/or receiving faxes
* used or maintained exclusively for use by a government body

an emergency service number.

On 31 May 2007, it became illegal for any non-exempt telemarketer to make an unsolicited telemarketing call to any number listed on the register. On 30 May 2010, the Act was amended to allow fax, emergency service and government numbers to be listed on the register. To avoid calling numbers listed on the register, telemarketers and fax marketers are able to check, or ‘wash’[[1]](#footnote-1), their calling lists against the numbers listed on the register.

The ACMA has outsourced the operation of the register to an external service provider. The operations were initially outsourced to Service Stream Solutions Pty Ltd (from 1 February 2007 to 30 September 2015) with a contract value of $24.8 million. More recently, a contract with Salmat Digital Pty Ltd commenced on 17 September 2014, with register operations commencing on 22 September 2015, for a [contract](https://www.tenders.gov.au/?event=public.CN.view&CNUUID=A657AC66-0186-E7E2-D95C28684006812D) value of $15.9 million over five years of register operations with options to extend up to a total of eight years.

At the establishment of the Act, the government allowed partial cost recovery of the direct costs of operating the register. From 1 July 2008, the government required industry to contribute to the full direct cost of operating the register. To ensure that the activity is operating on a full cost-recovery basis, the ACMA regularly compares subscription fee revenue with the direct costs of operating the register.

The direct costs of operating the register are recovered from organisations that access the register for the purposes of engaging in telemarketing and fax marketing activities.

## Stakeholders

The key stakeholders are organisations that engage in telemarketing and fax marketing activities. These range from large telemarketing organisations that engage solely in telemarketing on behalf of other organisations; to telecommunications carriers, financial and banking institutions, travel agents and small businesses that seek to increase business by telemarketing and fax marketing.

# Policy and statutory authority to recover costs

## Government policy approval to cost recover

Since 2006, there have been a number of government policy decisions on the activities of the register that are subject to cost recovery arrangements.

Explanatory Memorandum for the Do Not Call Register Bill 2006

The Explanatory Memorandum for the Do Not Call Register Bill 2006, circulated by authority of the (then) Minister for Communications, Information Technology and the Arts, recommended the establishment of an ‘opt-out’ register and that ongoing funding for the register functions be partially cost-recovered from the telemarketing industry.

2006–07 Budget paper No. 2

In the [2006–07 Budget](http://www.budget.gov.au/2006-07/bp2/html/bp2_expense-03.htm), the government provided $33.1 million over four years (and ongoing for forward years) to establish and maintain a Do Not Call Register containing numbers telemarketers must not contact, with certain exceptions. The register operations were established through a competitive tender process to appoint a service provider. The ACMA was responsible for overseeing the operations and enforcing the register legislation.

It was anticipated that approximately $15.9 million of this allocation would be recovered over four years (and ongoing over forward years) from the telemarketing industry through the payment of fees to access the register.

2008–09 Budget paper No. 2

In the [2008–09 Budget](http://www.budget.gov.au/2008-09/content/bp2/download/bp2_expense.pdf), the government agreed that the telemarketing industry would be required to fund the full operational costs of the register by increasing annual subscription fees from 1 July 2008. Previously, the telemarketing industry was only required to fund part of the direct operating costs of the register. This would provide savings of $4.2 million over four years.

2009–10 Budget paper No.2

In the [2009–10 Budget](http://www.budget.gov.au/2009-10/content/bp2/html/bp2_expense-07.htm), the government provided $4.7 million over four years (and ongoing for forward years) to extend the register and allow the registration of all Australian telephone (excluding business numbers) and fax numbers on the register. Of this amount, $3.5 million over four years (and ongoing over forward years) would be recovered from the telemarketing and fax marketing industries.

## Statutory authority to impose cost recovery charges

The Do Not Call Register (Access Fees) Amendment Determination 2017 (No. 1) is made under subsection 21(1) of the Act. It sets out that the ACMA may determine fees payable by access-seekers to access the register and how those fees are to be paid. The fees payable are set using the regulatory charging principles of the [Australian Government Cost Recovery Guidelines](https://www.finance.gov.au/resource-management/charging-framework/charging-for-regulatory-activities/).

# Cost recovery model

## Outputs and business processes of the activity

The register provides a service for those making unsolicited telemarketing calls or sending unsolicited marketing faxes to check or ‘wash’ their number lists against the register. The washed list is returned with registered numbers identified.

The register is a mix of services, processes and technology. The register business processes include:

* a secure database of registered numbers
* a call centre with IT support
* a customer management system
* a dedicated website
* a financial system for account management

four washing channels.

## Methodology

In 2009, the Australian National Audit Office assessed whether the fees and charges were appropriately set and collected to recover the costs of the register in accordance with government policy. The audit confirmed that the methodology the ACMA used was appropriate.

In reviewing the modelling, the ACMA has taken into account the current cost recovery policy of promoting consistent, transparent and accountable charging for government activities and the proper use of public resources. There has been no change in the methodology used as the model meets the Australian Government Cost Recovery Guidelines and the Australian Government Charging Framework.

## Costs of the activity

The ACMA maintains separate financial records for the register in order to identify the direct costs associated with its operation. The calculation of the direct costs to be recovered is carried out through a separate costing model specifically set up for this purpose.

In calculating the total estimated direct cost recoverable figure, the following have been excluded:

* procurement of a new register operator and transition from the former operator (totalling $1.0 million)
* establishment costs (totalling $3.6 million) for the new register operator to build its register systems
* the ACMA’s staff costs for procurement and transition to a new register operator and the establishment of a new register
* the ACMA’s regulatory functions in monitoring and enforcing compliance with the Act, for example, the costs involved in investigating complaints or taking enforcement action

the consumer share of the register’s education program costs.

The cost for these activities is met through central budget funding.

Table 1 summarises the actual and estimated direct costs associated with operating the register between 2014–15 and 2017–18.

1. Direct operating costs of the register

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Direct costs | Actual  2014–15 ($m) | Actual  2015–16 ($m) | Estimate  2016–17\* ($m) | Estimate 2017–18 ($m) |
| Contractors | 1.94 | 1.75 | 1.66 | 1.69 |
| Staff | 0.56 | 0.55 | 0.52 | 0.54 |
| Consultants | 0.01 | 0.01 | 0.02 | 0.01 |
| Other | 0.03 | 0.03 | 0.03 | 0.03 |
| **Total** | **2.54** | **2.34** | **2.23** | **2.27** |

\*Estimates for 2016–17 are based on Dec 2016 year-to-date actuals.

Totals may not add up due to rounding.

Calculation of costs

The estimated contractor costs for 2016–17 are made up of contract fees of approximately $1.66 million for service provided during the contract by Salmat Digital Pty Ltd. The AusTender process was used to competitively award this contract ([ATM ID 13ACMA196](https://www.tenders.gov.au/?event=public.CN.view&CNUUID=A657AC66-0186-E7E2-D95C28684006812D) on 9 April 2013).

Time is used as the primary means for allocating staff costs to activities performed by ACMA staff. The relevant hourly rate for the calculation of staff costs is published in the Telecommunications (Charges) Determination 2017. The hourly rate from 1 July 2012 to 31 March 2017 was $197. The hourly rate from 1 April 2017 is $202.

For 2016–17 and 2017–18, the cost recoverable average staffing level (ASL) is estimated as 1.84 ASL to perform register-related activities such as:

* contract management of the new service provider
* preparation and updating of industry communications (for example, fact sheets, guides, ACMA web content)

financial administration of subscriptions.

In 2016–17, the estimated 1.84 ASL cost recovered consists of ACMA staff completing the tasks set out in Table 2.

1. Register activities completed by ACMA staff

|  |  |
| --- | --- |
| Task | Description |
| Contract management | Management of contractors including the register service provider. |
| Project management | Project management of any changes to IT and/or register services, development and implementation of communications, developing and reviewing register website content, management of budgets and cost recovery. |
| Administration | Management of the register activities including the administration of access seeker accounts, invoices, payments, refunds, enquiries, data analysis and washing. Oversee financial delegations and other related finance activities. |

ASL associated with contract management, administrative, financial and communications functions is required year-on-year as these are ongoing register tasks. However, in recent years the ASL costs have decreased[[2]](#footnote-2) as certain activities have been automated and the register operations have matured.

The consultant costs represent modelling services provided by ACIL Allen Consulting for the determination of fees. In 2016–17 and 2017–18, these costs include commissioned research into industry demand driver analysis.

Other costs relate primarily to bank charges, merchant fees, telephony charges and the listing of the register in the White Pages.

## Structure of the charges

The costs of maintaining the register are directly related to the service being provided to individuals or organisations wanting to check numbers against the register. For this reason, subscription fees are set to recover the direct costs of operating the register.

In 2006, the ACMA engaged Access Economics (an independent consultancy organisation) to assist with the development of the original Subscription Fee Model. Under this model, there are eight annual subscription types to choose from (see Table 3). The type of subscription purchased entitles the telemarketer or fax marketer to submit a specified maximum quantity of numbers, ranging from 500 to 100 million, for checking against the register during a 12-month period.

In determining the subscription fees, the likely demand for subscriptions is forecast based on historical demand and demand driver analysis. The forecasts comprise two components:

* trend analysis from the historical data to a defined period

a simple growth rate across each subscription type for each month thereafter.

The likely demand for subscriptions and the total cost to recover from industry are then inserted into the Subscription Fee Model. The model determines the amounts the subscription fees must be set at (by type) in order to generate sufficient subscription fee revenue to cover the direct operating costs of the register from industry.

Where applicable, over- or under-recovery of costs from previous periods are also considered when determining the subscription fees.

The estimated demand for subscriptions in 2016–17 is based on nine months of actuals (up to April 2017). The June 2017 estimates have been forecast applying the ‘regression’ component of the forecast to June 2017, based on the period from January 2016 to December 2016. The estimates from July 2017 have been forecast by applying simple growth rates.

1. Historical growth and forecast growth rate

| Subscription type | Historical growth  (Jan 2016 to Dec 2016) | Growth rate (from July 2017) |
| --- | --- | --- |
| Type A (500 washes) | 100% | 0%\* |
| Type B (20,000 washes) | -13% | -3% |
| Type C (100,000 washes) | -9% | -5% |
| Type D (1,000,000 washes) | -15% | -5% |
| Type E (10,000,000 washes) | -50% | 0% |
| Type F (20,000,000 washes) | 0% | 0% |
| Type G (50,000,000 washes) | 0% | 0% |
| Type H (100,000,000 washes) | 0% | 0% |

\*0 per cent growth rate applied as no charges are currently applied for type a subscriptions

Source: ACIL Allen Consulting.

Under the Subscription Fee Model, subscription fees will increase by 42 per cent in 2017–18.

1. Summary of actual and estimated subscription demand and subscription fees for the period 2014–15 to 2017–18

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Type | No. of washes | Demand | | | | Fees | | |
| 2014–15 (actual) | 2015–16 (actual) | 2016–17 (estimate) | 2017–18 (estimate) | | 2011-17\* | 2017-18 |
| **Type A** | 500 | 415 | 413 | 921 | 860 | | $0 | $0 |
| **Type B** | 20,000 | 1,425 | 997 | 928 | 887 | | $79 | $113 |
| **Type C** | 100,000 | 1,319 | 1,203 | 1,082 | 1,011 | | $370 | $525 |
| **Type D** | 1,000,000 | 388 | 286 | 253 | 232 | | $3,200 | $4,540 |
| **Type E** | 10,000,000 | 11 | 8 | 8 | 7 | | $27,000 | $38,310 |
| **Type F** | 20,000,000 | - | 1 | 1 | 1 | | $45,000 | $63,850 |
| **Type G** | 50,000,000 | 2 | 2 | 1 | 1 | | $67,500 | $95,775 |
| **Type H** | 100,000,000 | 2 | 3 | 3 | 3 | | $90,000 | $127,700 |
| **Total** | | **3,562** | **2,913** | **3,197** | **3,002** | |  |  |
| **Total less Type A** | | **3,147** | **2,500** | **2,276** | **2,142** | |  |  |

\*Previous fee increase occurred on 1 January 2011.

Accrued revenue (for a subscription type) is used in the modelling. The total annual revenue is spread equally over 12 months. This has been done to reflect the typical usage profile of an annual list-washing subscription.

The Subscription Fee Model adopts the following key charging structure characteristics based on the full direct operating cost-recovery regime:

* The pricing structure assumes a fixed subscription fee, which allows the telemarketer or fax marketer to check (wash) a certain quantity of numbers against the register. Any demand for washing above the maximum limit of the subscription will require another subscription to be purchased.
* Individuals or businesses who engage in telemarketing and/or fax marketing and would like to test the washing service before purchasing a subscription, may take out a subscription Type A without having to pay a fee. This is a negligible cost to the register operator and allows users to ‘try before they buy’ future subscriptions.
* If a telemarketer or fax marketer submits a contact list for washing and does not have sufficient remaining numbers available on its subscription, it will have to purchase a new annual subscription (other than Type A) before the washing transaction can be completed.
* When a telemarketer or fax marketer pays the subscription fee, it is entitled to a quantity of numbers (depending on the subscription type) to be submitted for washing during a 12-month period
* Each of the subscription fees (apart from Type A) is determined using a combination of the following factors:
* the upper threshold for each subscription type
* the upper threshold for Type A subscriptions (500)
* a lower per unit cost of washing for a user purchasing a higher level subscription type (to reflect economies of scale for the register operator)
* for type B, rounding is up to the nearest $1; for Type C, up to the nearest $10; and for Types D to H, up to the nearest $100.
* No GST is payable on the subscription fees.

Estimated subscription numbers are based on actual subscription numbers since the beginning of the register’s operation and subscription renewal rates.

The model uses a ‘goal seek[[3]](#footnote-3)’ function to determine the subscription fees. There are four main inputs required:

* the estimated demand for subscriptions by type
* the total direct operating costs to recover in a given financial year
* an ‘economies-of-scale’ adjustment applicable to higher-level subscription types

the rounding rules to apply (by subscription type).

Based on these four inputs, the model identifies a set of fees that, when applied to the estimated subscription demand, achieves a total subscription fee revenue amount (on an accrual basis) as close as possible to the total direct operating costs the ACMA is seeking to recover in the financial year concerned.

Based on the above charging structure characteristics, the subscription fees have been set at levels that both minimise the impact on businesses or individuals that use telemarketing and/or fax marketing on an ad hoc basis (and so do not require regular access to the register), and cater for larger users with significant demand for list-washing services.

# Risk assessment

The ACMA mitigates the risks associated with the management of the cost recovery activities applicable to the register by:

* analysing risks
* using appropriate risk control strategies
* reviewing processes regularly

taking appropriate action as a result of those reviews.

In accordance with the charging framework, the ACMA has undertaken a [Charging Risk Assessment](https://www.finance.gov.au/resource-management/charging-framework/risk-assessment-template/), resulting in a risk rating of **‘**medium’for 2017–18.

The ‘medium’ rating is based on an assessment of a number of components, including:

* medium risk for the complexity in the cost recovery arrangements (that is, the type of cost recovery charges used are fees)
* high risk rating for the level of change in the cost recovery arrangements in the 2016–17 CRIS (that is, the increase in fees is above 10 per cent)
* low risk for the level of cost recovery revenues as the total proposed annual costs recovery revenue is less than $10 million ($2.34 million in 2015–16)
* low risk for the level of change for cost recovery activities (that is, changes only in the level of existing cost recovery charges)
* low risk for the level of change in legislative arrangements (that is, proposed to amend Do Not Call Register (Access Fees) Amendment Determination 2010 (No. 1) to reflect increase in fees)
* low risk for the level of complexity of working with other government entities to deliver the regulatory functions (that is, none involved)
* low risk for the level of impact of cost recovery on payers (cost recovery was introduced to the industry in 2007 and industry has been consulted in setting the fees including the proposed 42 per cent change in fees)

low risk for consultation with stakeholders, as stakeholders were consulted in March/April 2017.

One item has been assessed as high risk and three items have been assessed as a medium risk. This risk has been mitigated by the successful implementation of the current fee pricing structure since 2007, however forecasting demand to set the fees remains an on-going risk.

Forecasting

The ACMA can estimate the direct costs to operate the register with confidence, however estimating future revenue over the longer term is considered a key risk.

To manage this risk, the ACMA has engaged external economic expertise, commissioned a survey of the users of the washing service to analyse industry demand drivers and conducted telephone interviews with high-volume users of the washing service. The ACMA will also continue to monitor real-time demand on an ongoing basis.

# Stakeholder engagement

Prior to statutory public consultation, the ACMA conducted qualitative and quantitative research on the drivers of demand in the telemarketing industry. This included an industry survey and telephone interviews with high-volume users of the DNCR washing service.

Industry survey

In October 2016, all active users (1,719) of the DNCR washing service were invited to complete the survey.

Eighty-seven responses to the survey were received, giving a response rate of five per cent. This response rate is not considered sufficiently robust to gauge future demand.

Due to the small sample size, caution has been taken when interpreting the results; however, results include:

* the most common use for washed numbers was to make phone calls to potential customers on behalf of the user’s own organisation
* some respondents on-sold washed numbers to other organisations (12 per cent)
* the majority of respondents wash numbers at least once a week (48 per cent)

of the eight factors provided to respondents, ‘price of telemarketing/fax marketing operations’ had the greatest reported influence on their organisations’ demand for washing numbers, slightly ahead of ‘cost of DNCR subscriptions’.

Telephone interviews

In early 2017, the ACMA conducted phone interviews with eight high-volume users of the DNCR washing service to assist in gathering qualitative information about the long-term drivers of subscription demand.

These consultations reinforce the messages conveyed through the survey. The key points in relation to developing growth parameters are that:

* no respondent indicated that they expect to see longer-term growth in subscription purchases
* all respondents referred to the increased use of alternative marketing channels/platforms

several respondents referred to the large volume of fixed and mobile numbers on the register, and the growing use of consent-based marketing (both long-term drivers of a decline).

Consultation paper

A discussion paper, draft instruments and this Cost Recovery Implementation Statement were issued for public comment for a four-week period from 17 March 2017. The discussion paper sought feedback on the options identified to cost recover the direct costs of the register. It also asked whether there were alternate options for setting new charges to recover the direct costs of the register.

The discussion paper was published on the ACMA’s website and all register users with an active washing account were notified about the public consultation process and invited to make a submission on the ACMA’s proposal to amend fees.

Three substantive submissions (Choice, Communications Alliance and Vodafone Hutchison Australia) and two online comments from individuals were received. The proposed fee increase of 42 per cent was not contested in any of the submissions.

In its submission, Choice raised broader policy questions (including the status of registered charities and other entities designated exempt from the Act*).*  The ACMA has forwarded the Choice submission to the Department of Communications and the Arts for consideration.

Submissions from Communications Alliance and Vodafone Hutchison Australia discussed the integrity of data in the DNCR after the move to indefinite registration in 2011.  This matter is under consideration by the ACMA.

# Financial estimates

Financial estimates for the register operations for the financial year 2016–17 and three forward years are provided in Table 5.

1. Financial estimates by activity, based on a 42 per cent increase in fees

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 2016–17 Budget ($m) | 2017–18 Budget ($m) | 2018–19 Budget ($m) | 2019–20 Budget ($m) |
| Expenses = X | 2.24 | 2.28 | 2.33 | 2.41 |
| Revenue = Y | 2.00 | 2.24 | 2.47 | 2.39 |
| Balance = Y – X | -0.24 | -0.04 | 0.14 | -0.02 |
| **Cumulative balance** | **0.48** | **0.44** | **0.58** | **0.56** |

Material variance

Over the forward years, the average increase in total expenses is around two per cent due to the application of expected Consumer Price Index increases.

In 2016–17, demand for subscriptions is expected to continue declining. The modelling for demand uses a long-term zero to negative growth rate, depending on the subscription type (see Table 3). The downward revenue trend is expected to be offset by the increase in fees by 42 per cent.

Impact on balance management strategy

The register has been in cumulative over-recovery since 2012–13. This was due to a spike in revenue in from 2012 to 2014. Revenue then started to decline in 2014–15 (18 per cent) and has continued to do so, resulting in a reduction in the cumulative over-recovery.

The ACMA estimates an under-recovery of $0.24 million for 2016–17, resulting in a cumulative over-recovery to date of $0.48 million, which is expected to reduce to $0.14 million in 2021–22. The increase in fees is expected to align expenses and revenue to achieve a neutral recovery over the forward estimates.

Noting that subscription volumes for the first three months of 2017 have increased, the ACMA will closely monitor revenue trends over the next 12 months to manage potential under- or over-recoveries, prior to undertaking the annual cost recovery review for the 2017–18 financial year.

# 7A. Financial performance

Table 6 shows the actual direct costs of operating the register, compared to the associated accrued subscription fee revenue since the commencement of the register.

1. Historical expenses and revenue

|  | 2007–13  ($m) | 2013–14  ($m) | 2014-15  ($m) | 2015-16  ($m) |
| --- | --- | --- | --- | --- |
| Expenses = X | 15.44 | 2.77 | 2.54 | 2.34 |
| Revenue = Y | 15.51 | 3.34 | 2.73 | 2.23 |
| Balance = Y – X | 0.07 | 0.57 | 0.19 | -0.11 |
| **Cumulative balance\*** | **0.07** | **0.64** | **0.83** | **0.72** |

\*Totals may not add up due to rounding.

Material variance

Expenses for 2015–16 reduced from the previous financial year, as the contract costs decreased by 10 per cent. This was due to the lower contract fees for the outsourced operation of the register with the new register service provider (Salmat Digital).

In 2014–15, ACMA staff costs decreased significantly due mainly to the ACMA prioritising non-cost-recoverable procurement, and transition and establishment activities related to a new register operator.

Revenue is accounted for on a 12-month accrual basis. For example, if 20 subscriptions were purchased in July for a total revenue of $120,000, each month in the following 12 months would be credited with $10,000. This allows for revenue to be spread over 12 months and moderates the immediate impact of actual revenue on any cumulative under-/over-recovery.

The downturn in revenue identified in 2014–15 now appears to be a longer-term trend and may reflect several influences, such as:

* movement from telemarketing to other forms of marketing
* increased use of digital channels/platforms
* increased use of consent-based calls that are not required to be washed

high labour costs in call centres.

Additionally, the industry survey and consultations have identified several aspects of the register that have an impact on demand, including:

* the quantity of numbers on the register
* permanent registration
* reduced number churn, that is, numbers on the register are unlikely to be removed

industry concerns regarding the validity of numbers on the register.

# 7B. Non-financial performance

The ACMA’s non-financial performance is largely available through published annual reports, Portfolio Budget Statements, the Regulatory Performance Framework and the *Corporate plan 2016–20*.

A range of performance indicators will be used in 2017–18 to measure the ACMA’s performance against legislative requirements. These include:

* register services being available for at least 99 per cent of the scheduled hours
* 90 per cent of complaints about unsolicited communications are completed within 15 days

100 per cent of unsolicited communications investigations are completed within an average of eight months.

In 2016–17, the ACMA is expected to meet these targets.[[4]](#footnote-4)

# 8. Key forward dates and events

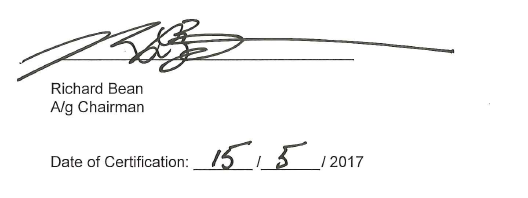
1. Key forward dates and events for the review of the register subscription fees

|  |  |
| --- | --- |
| Key events | Indicative date |
| Update of actual amounts (for 2016–17) | October 2017 |
| Stakeholder consultation (if required) | Feb- May 2018 |
| Update of forward estimates | June 2018 |

# 9. CRIS approval and change register

Certification

I certify that this CRIS complies with the Australian Government Cost Recovery Guidelines.



1. Change register

| Date of CRIS change | Description of CRIS change | Approver | Basis for change |
| --- | --- | --- | --- |
| May 2017 | Approval to the CRIS  Version 3.0 | The Minister for Communications | Annual CRIS update |
| May 2017 | Certification of the CRIS  Version 3.0 | ACMA Chairman | Annual CRIS update |
| 18 August 2016 | Certification of the CRIS  Version 2.0 | ACMA Chairman | Annual CRIS update |
| 30 July 2014 | Agreement to the CRIS  Version 1.0 | The Minister for Communications | Annual CRIS update |
| 27 June 2014 | Certification of the CRIS  Version 1.0 | ACMA CEO | Annual CRIS update |

1. ‘Washing’ is a term used to describe the process by which access seekers gain access to the register to find out whether particular numbers are registered (and hence whether they can be contacted). [↑](#footnote-ref-1)
2. Reduction of 0.69 ASL since 2014-15. [↑](#footnote-ref-2)
3. Goal seek is a Microsoft excel feature that allows you to find the result by adjusting the input value, that is, the direct costs to be recovered. [↑](#footnote-ref-3)
4. See the ACMA PBS 2016–17, <https://www.communications.gov.au/2016-17-budget-communications-and-arts-portfolio>. [↑](#footnote-ref-4)