

19 March 2020

Eve Osiowy
Manager
Numbers Section
Australian Communications and Media Authority

Sent by email to: numbering@acma.gov.au

Dear Eve,

Review of the Telecommunications (Provision of Pre-Selection) Determination 2015 (the Determination)

Thank you for the opportunity to comment on the ACMA's review of the Determination and be involved in this targeted consultation.

Over recent years, my office has noticed complaints about pre-selection services becoming increasingly rare: we have only been able to identify four complaints about pre-selection services since 2017. The four complaints were about pre-selection billing issues, pre-selection services being discontinued, and telecommunications providers not following agreements to cancel pre-selection services.

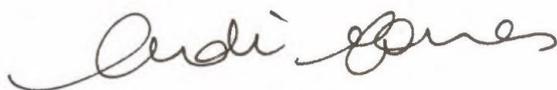
We are unable to provide complete numbers of complaints received about pre-selection services. This is because our staff and systems do not specifically record if complaints are about pre-selection services. We only identify pre-selection complaints as a subset of other issues (such as billing, or no or delayed response from a telecommunications provider).

We do not anticipate receiving a significant volume of complaints about pre-selection in the future. The availability and need for pre-selection services has reduced because:

- in the current telecommunications market, it is common practice for consumers to bundle their telecommunications services; and
- the NBN rollout nearing its completion.

The ACMA may wish to investigate the service offerings of major telecommunications providers to see if unbundled long-distance or mobile call plans are sold. This may help inform a decision about whether to revoke the Determination.

Kind regards



Judi Jones
Telecommunications Industry Ombudsman