

Regulator Performance Framework

Performance assessment 2020–21

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Contents

Introduction	1
Changes to regulator performance reporting from 1 July 2021	2
Our approach to assessing performance	3
Our RPF validation	5
Self-assessment against the RPF	6
KPI 1 and 6: Regulatory efficiency and continuous improvement of regulatory frameworks	6
Results in 2020–21	6
Case study: Australia’s first high band 5G spectrum auction	13
Trends in timeliness targets and the impact of COVID-19	14
KPI 2 and 5: Communication, openness and transparency	15
Results in 2020–21	15
Case study: News Media and Digital Platforms Bargaining Code	19
Diversity of communication channels – snapshot	19
KPI 3 and 4: Proportionate actions and streamlined and coordinated compliance monitoring	20
Results in 2020–21	20
Appendix A: Timeliness target performance, 2020–21	24
Appendix B: Improved average timeframes in 2020–21, compared to 2019–20	28
Appendix C: Numbers of complaints and enquiries, 2020–21	29

Introduction

This is the Australian Communications and Media Authority's (ACMA) sixth and final self-assessment report under the 2014 Regulator Performance Framework (RPF).

From 1 July 2021, regulator performance reporting under the RPF was replaced with a new principles-based Regulator Performance Guide (RPG).¹ Further information on these changes is provided under in the *Changes to regulator performance reporting from 1 July 2021* on page 2.

The key performance indicators (KPIs) in the RPF are designed to encourage regulators to improve regulatory operations, reduce regulatory costs, and increase accountability and transparency. Each year since 2014, we have assessed our performance against these KPIs. This report provides an account of the extent to which we met the RPF's KPIs over the 2020–21 reporting period.

In 2020–21, the ACMA met 5 of the 6 KPIs. The remaining KPI was 'mostly met', due to delays in some processes:

- > investigations, licence renewals and children's and pre-school program classification assessments were delayed as resources were reprioritised due to the impact of the COVID-19 pandemic on the communications and media sectors
- > some investigations were delayed due to the complex nature of assessing compliance against multiple regulatory instruments and accommodating requests by the relevant entity for additional time to provide information
- > processing of New Eligible Drama Expenditure returns was delayed due to a request from a licensee to resubmit previous returns.

A key element of the RPF is to seek stakeholder validation of our self-assessment. This is discussed in *Our RPF validation*.

¹ Department of the Prime Minister and Cabinet (PM&C), [Regulator Performance Guide](#), PM&C website, July 2021, accessed 20 September 2021

Changes to regulator performance reporting from 1 July 2021

As part of the Australian Government's deregulation agenda, from 1 July 2021, the RPF was replaced with the RPG, meaning regulators will no longer be required to produce a standalone performance report. Regulator performance reporting will be incorporated into performance reporting processes required under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule), with performance measures being incorporated into the ACMA corporate plan and our performance against those measures reported in our annual report.

The RPG sets out the government's expectations for regulator performance and outlines the government's approach to setting performance objectives through Ministerial Statements of Expectations and the development of Regulator Statements of Intent. Regulator performance will be assessed under 3 best practice principles:

1. continuous improvement and building trust
2. risk-based and data driven
3. collaboration and engagement.

The ACMA will adopt these new reporting requirements in our performance planning and reporting framework, including the 2021–22 corporate plan and annual performance statement.

Our approach to assessing performance

As an Australian Government regulator, we are required to report against the 6 KPIs under the RPF. Our report has 3 sections that reflect complementary pairings of the 6 KPIs.

Figure 1 shows the KPI pairings and the strategies we used to measure our performance in 2020–21.

Figure 1: RPF KPIs and strategies



We have also mapped the RPF KPIs to our activities in the *Corporate plan 2020–21*², as shown in Figure 2, and report on these activities in the 2020–21 annual report.

Figure 2: Linkage between RPF KPIs and corporate plan activities

Corporate plan activities	KPI 1 & 6 	KPI 2 & 5 	KPI 3 & 4
1.1 Plan the availability of Australia’s radiofrequency spectrum to optimise its value to the Australian community	✓		
1.2 Allocate and licence access to the radiofrequency spectrum, using both administrative and market-based methods, ensuring adequate provision for defence, public safety and community purposes	✓		
1.3 Manage the risk of interference and other harms through investigation and other compliance and enforcement activities and education programs			✓
2.1 Deliver safeguards that meet the needs of Australians using media and communications services	✓		
2.2 Promote compliance with communications and media safeguards and public interest outcomes through compliance monitoring, complaints-handling, investigating, enforcement and program delivery	✓	✓	✓
2.3 Build consumer, audience and industry understanding of risks, rights, responsibilities and safeguards		✓	
3.1 Conduct qualitative and quantitative research to enhance the ACMA’s understanding of consumers and audiences	✓	✓	
3.2 Build ACMA capacity for data analysis to enable improved understanding of regulatory and market developments	✓		
3.3 Engage with stakeholders and government to support regulatory frameworks and obligations that are fit-for-purpose now, and as markets evolve		✓	
3.4 Improve regulatory practices to reduce regulatory burden, increase transparency and timeliness, and ensure actions are proportionate to risks	✓	✓	✓

² Australian Communications and Media Authority (ACMA), [Corporate plan 2020–21](#), ACMA website, August 2020, accessed 20 September 2021.

Our RPF validation

Throughout the year, we use a variety of formal and informal mechanisms to inform the development of our regulatory practices and outcomes and improve the transparency of our decision-making processes. We value the feedback we receive from members of the community, industry and consumer groups.

For 2020–21, we sought feedback from 60 key stakeholders across our regulated communities on the validity of our self-assessment. We also published the validation process as a public consultation on our website. Stakeholders were asked to rate the extent to which they agreed or disagreed with the ACMA's self-assessment against the RPF KPIs.

We received 4 responses from stakeholders – Communications Alliance, the Australian Narrowcast Radio Association and 2 stakeholders who elected to remain anonymous. The responses provided varied between stakeholders and across the RPF KPIs.

Stakeholders acknowledged the positive work done by ACMA to improve transparency in recent years, reporting that ACMA staff are helpful and consultative. Stakeholders acknowledged the flexibility the ACMA applies in working with industry on the implementation of some rules and directions, and appreciated the efforts of the ACMA in working with government to support Australia's international interests with the ITU.

Some stakeholders observed that improvements could be made in the areas of the national self exclusion register, narrowcast radio and telco consumer protections around our transparency and review of regulatory and consultation practices, education activities, and the availability of fit-for-purpose information on our website.

We are committed to the government's deregulation agenda and reducing regulatory burden on industry where this can be achieved while maintaining effective regulatory protections. This includes working constructively and pragmatically with our stakeholders to understand the impact of existing and proposed regulation on industry. We also recognise the diversity of the industries we regulate, and the differing impact regulation may have across the same industry.

In exercising our regulatory role, we take a risk-based approach that balances the needs of both industry and the public in our decision-making. Our decision-making processes are made transparent through, for example, our compliance and enforcement policy, regulatory guides to assist industry and the community, investigation reports, enforcement actions and statements of reasons, which are all available on our website.

We thank stakeholders for their feedback on this year's report, which will inform future improvements to our processes and practices.

Self-assessment against the RPF

The following symbols are used to represent our performance assessment against the RPF KPIs.



Achieved or exceeded





Substantially met



Not met

KPI 1 and 6 Regulatory efficiency and continuous improvement of regulatory frameworks

Results in 2020–21

<p>KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities</p>	<p>Strategy 1 – Improve the efficiency of our transactions and processes</p> <p>Strategy 4 – Apply evidence and regulatory analysis to maintain a fit-for-purpose regulatory framework</p>	 
<p>Summary of achievements</p> <p>Licensing administration During 2020–21, we allocated varied and renewed:</p> <ul style="list-style-type: none"> > radiocommunications licences, including apparatus and spectrum licences > broadcasting licences, including temporary community broadcasting, community radio broadcasting, and commercial and community television licences > telecommunications licences. <p>We met our licence administration and allocation timeliness benchmarks, with 90% of licensing work completed within 90 days. For radiocommunications licences, we:</p> <ul style="list-style-type: none"> > allocated 11,860 > varied 3,146 > renewed 158,771. <p>Eligible licensees affected by the COVID-19 pandemic continued to be given the option to defer renewal fees or pay by instalment. We received 20 enquiries and 12 applications for either deferral or payments by instalment. All applications were approved.</p> <p>We streamlined the application form for new community radio broadcasting licences and used the new form in an allocation process.</p>		

Spectrum allocation

We designed an auction to allocate 2.4 GHz of spectrum in the 26 GHz band. This auction used the enhanced simultaneous multi-round ascending auction format. At auction, 358 of 360 lots of spectrum were sold to 5 telecommunications companies. Spectrum licences have since been issued for 15-year terms to the successful bidders.

Band equipment and exemptions

As a result of feedback received, we prioritised arrangements to facilitate reforms for the transport sector and to implement security arrangements for law enforcement, including making:

- > the Radiocommunications (Prohibited Device) (RNSS Jamming Devices) Amendment Declaration 2020 (No.1). This determination on GPS jamming devices allowed trials of GPS repeaters in road tunnels. GPS repeaters can provide GPS coverage in tunnels where GPS signals cannot penetrate. The reform is intended to boost emergency service response capability and provide navigation-based services for the public and businesses. We are supporting road authorities in trialling the devices.
- > the Radiocommunications (Police Forces – Disruption of Unmanned Aircraft) Exemption Determination 2020 in close cooperation with law enforcement, the Civil Aviation Safety Authority, and the Department of Home Affairs. We made the determination so that police can deal with drone security and safety threats at major events, and for other operations where drones can disrupt proceedings or threaten people's safety.

Satellite services

We managed the international satellite coordination services effectively and efficiently through:

- > assessing 833 International Telecommunication Union (ITU) publications (information published by the ITU on new and modified satellite systems) for compatibility of proposed foreign satellite networks with Australian services
- > submitting technical details of 5 new satellite systems to the ITU and submitting modifications for 2 on behalf of Australian satellite operators
- > requesting further coordination (where necessary) with foreign administrations
- > responding to requests from foreign administrations about coordination with Australian satellite services.

In April 2021, we made changes to the Radiocommunications (Foreign Space Objects) Amendments Determination 2021 (No. 1) to maintain fit-for-purpose regulation and improve spectrum access and pricing arrangements for satellite services by including new entities starting the regulatory approvals process to operate in Australia.

Spectrum pricing and taxes

In May 2021, in line with the Spectrum Pricing Review, we reduced apparatus licence taxes for services above 5 GHz and introduced a systems price for earth stations and a new discount for micro land mobile services. These new taxation arrangements were available from 12 July 2021 and reduced the tax rates that are based on our tax formula as follows:

- > in the > 5 to 8.5 GHz band – by 50% (we originally consulted on a reduction of 25%)
- > in frequency ranges greater than 8.5 GHz – by 90% (we originally consulted on a reduction of 50%).

Consumer safeguards

We introduced new consumer safeguards to address consumer harms by:

- > registering the Reducing Scam Calls Code, which set out processes for identifying, tracing, blocking and disrupting scam calls

- > registering a variation to the Mobile Premium Service Industry Code to allow 2 related determinations to sunset
- > reviewing and updating some of the National Broadband Network (NBN) consumer experience rules to better reflect consumer expectations during their transition to the NBN, while reducing requirements on industry
- > making a new Australian Content and Children's Standard that applies to free-to-air commercial television licensees and provides additional flexibility in how they meet their content obligations
- > registering a new version of the Emergency Call Service Requirements Code.

We oversaw the development of the Australian Code of Practice on Disinformation and Misinformation, a voluntary code produced by the Digital Industry Group Inc. for digital platforms to address issues related to disinformation and news quality on their services.

Regulatory impact analysis

In line with the Australian Government's deregulation agenda, we analysed the regulatory impacts of our new regulation and changes to existing legislation on businesses, community organisations and individuals. We undertook 28 preliminary assessments, of which 4 matters were identified as requiring a Regulatory Impact Statement (RIS) and one RIS process was brought forward from 2019–20.

Other

We met or exceeded 26 of our 45 timeliness performance targets, as detailed in Appendix A. We mostly met a further 14 targets and did not meet 5 of our timeliness targets.

Our average timeliness measures that improved compared to 2019–20 are provided in Appendix B.

Exceptions

Community broadcasting licence allocation timeframes

We reviewed our approach to allocating new temporary community broadcasting licences (TCBLs), following the *Future Delivery of Radio* report to the Minister for Communications, Urban Infrastructure, Cities and the Arts. This required each application for a new TCBL to be considered against the internal policy. Due to this, the benchmarks were not met, with 25% of TCBLs completed within the 90-day timeframe and 74% of applications for subsequent TCBLs issued within the 30-day timeframe. All were determined before the expiry date of the licence. Some applications were made in advance of the licence expiry date and were given a lower priority compared to applications for licences that expired earlier.

As a result of diverting staff to prioritise urgent COVID-19-related compliance matters, the renewal of long-term community radio broadcasting licences did not meet the 90-day benchmark timeline. However, all renewal applications were considered and determined before the licensee's licence expired.

Compliance activity and investigation timeframes

Five out of 25 telecommunications investigations were not completed within the 6-month benchmark, which also affected the average time for completion. Delays were caused by the complexity of issues, including assessing compliance with multiple regulatory instruments and telcos seeking extensions of time due to resources being unavailable as a result of COVID-19 restrictions.

Nineteen out of 44 broadcasting investigations were not completed within the 6-month benchmark due to factors including the complexity of the issues involved and the redeployment of resources

to perform priority tasks in response to the impact of the COVID-19 pandemic on the communications and media sectors. This also affected the average time for completion against the benchmark of all investigations completed within an average of 4 months.

Five Integrated Public Number Database (IPND), portability and pre-reporting verification investigations were all completed within the 6-month benchmark; however, the average time for completion was over 4 months. One investigation took 5.95 months, 3 took 5.33 months, and one took 2.68 months, resulting in an average of 4.9 months. A number of investigations were complicated by the requirement to determine compliance with multiple regulatory instruments.

Some children's and pre-school program classification assessments were impacted by the diversion of staff to urgent COVID-19-related matters. Combined with an indication from applicants that urgency was not required for their application, resulted in some assessments being slightly delayed beyond the 60-day benchmark timeline.

There were delays to processing New Eligible Drama Expenditure annual compliance returns due to discussions with a licensee wanting to resubmit their return from the previous year. While 10 of the 11 licensees and channel providers lodged their returns on time on 31 August 2020, this licensee lodged their return on 1 April 2021. Once all returns were submitted, they were processed within the 60-business day target, and aggregate results were published on 5 July 2021.

During the reporting period, we received an application under section 61AJ of the *Broadcasting Services Act 1992* for prior approval of a transaction that would lead to unacceptable media diversity situations occurring in 2 commercial radio licence areas. Despite our best endeavours, the application was finalised outside the timeframe of 45 days. This was primarily due to the need for us to seek additional information from the applicant. We accepted an enforceable undertaking under section 61AS of the *Broadcasting Services Act* to remedy the unacceptable media diversity situations caused by the transaction in the 2 commercial radio licence areas before the end of the prior approval period.

Customer enquiries

The Customer Service Centre actioned 93% of all enquiries received within 3 business days. Instances where the benchmark was not met related to an internal procedural change that had inadvertently affected how the length of time to resolve a customer interaction was reported. Adjustments to accurately reflect the time of interactions are being implemented.

KPI 6 – Regulators actively contribute to the continuous improvement of regulatory frameworks

Strategy 2 – Streamline and enhance flexibility of our regulations



Strategy 3 – Expand our evidence base to inform improvements and reforms



Summary of achievements

Implementation of amendments made by the Radiocommunications Legislation Amendment (Reform and Modernisation) Act, 2020

As a result of the *Radiocommunications Legislation Amendment (Reform and Modernisation) Act, 2020*, which amended large parts of the *Radiocommunications Act 1992*, instruments governing accredited persons were amended, and new instruments made to provide a seamless transition to the new arrangements. We publicly consulted on the required instruments between 9 March 2021 and 6 April 2021. The following instruments were subsequently made, and commenced on 17 June 2021:

- > Radiocommunications Accreditation (General) Rules 2021
- > Radiocommunications Accreditation (Transition) Rules 2021
- > Radiocommunications (Conditions of Frequency Assignment Certificates – Apparatus Licences) Determination 2021
- > Radiocommunications (Conditions of Interference Impact Certificates) Determination 2021.

Spectrum planning

We completed reviews of the 2 GHz and 3700–4200 MHz bands, publishing outcomes papers for each. As a result, these bands are being configured for a range of uses, including wireless broadband, satellite and the internet of things. Outcomes of the planning process included:

- > replanning the 2 GHz band for mobile-satellite services with:
 - > 2 x 25 MHz (1980–2005 MHz paired with 2170–2195 MHz) for Australia-wide mobile-satellite services, with support for deployment of a complementary ground component (including direct air-to-ground communications services) where a licensee wishes to supplement its mobile-satellite service
 - > 2 x 5 MHz (2005–2010 MHz and 2195–2200 MHz) for shared narrowband mobile-satellite services, including telemetry, short messaging, and low-data-rate services such as satellite internet of things applications.
- > replanning the 3.7–4.2 GHz band to introduce arrangements for:
 - > wide area wireless broadband (WA WBB) in 3.7–3.8 GHz in metropolitan and regional areas on an exclusive basis
 - > local area wireless broadband in 3.7–3.8 GHz in remote areas, and in 3.8–4.0 GHz Australia-wide on a shared basis with existing fixed satellite service and fixed point-to-point service types.

In 2020–21, we reviewed the 6 GHz band for use by radio local area network equipment, to enable use of devices using the next generation of wi-fi, known as 'Wi-Fi 6e'.

We also updated the spectrum licence technical frameworks, published outcomes for the 2.3 GHz band and progressed the review of the 1800 MHz and 800 MHz bands.

Broadcast radio planning

Several radio broadcasting licence area plans were varied to provide improved coverage for existing services. We continued our work program of conversions from AM to FM of selected

commercial radio services in regional Australia and completed a licence area variation to support digital radio rollout on the Gold Coast, Queensland.

We assisted commercial and community radio services to effectively provide their services. This included amending the technical specifications of 13 regional commercial and community radio services in Grafton, Maclean, Taree, Brisbane, Wynnum and Caboolture to increase coverage of their service within their licence areas. Other improvements to the coverage of radio services included:

- > consulting, in September 2020, on the appropriateness of variations to the digital radio channel plan for Brisbane to improve digital radio coverage
- > creating a new licence area, Gloucester RA1, in November 2020, to facilitate a new community radio broadcasting service
- > planning a new long-term community radio broadcasting service in Taree in November 2020
- > varying the digital radio channel plan for the Gold Coast in December 2020, to enable the rollout of digital radio services
- > consulting on the potential for replanning analogue radio services in Perth in April 2021, following the clearance of Band II television in Bunbury
- > varying the Melbourne television licence area plan to extend the channel allocation for the community television service in the Melbourne TV1 television licence area in June 2021, following legislative changes.

We reviewed and approved changes to the amateur foundation licence syllabus to ensure it aligned with amendments to the Radiocommunications Licence Conditions (Amateur Licence) Determination 2015 (the LCD). Prospective foundation licensees will be able to take advantage of the amended LCD, which allow foundation licensees to use digital modes and internet-connected repeater systems and construct their own equipment.

Spectrum pricing and taxes

Under section 216AA of the Broadcasting Services Act, we conducted a review of the *Commercial Broadcasting (Tax) Act 2017* (CBTA). In December 2020, we consulted on whether to repeal or amend the CBTA, and on our proposals for a pricing methodology and administrative processes. After considering submissions, we provided our report to the minister on 29 March 2021. The minister tabled the report in Parliament on 22 June 2021. The recommendations in the report about the future of the CBTA focused on creating a more efficient pricing methodology and simplifying the administrative arrangements. The Australian Government is considering the recommendations outlined in our report in the context of the government's consideration of the Media Reform Green Paper proposals and industry submissions.

Industry code for emergency call services

On 17 December 2020, we registered a new version of the industry code Emergency Call Services Requirements (C536:2020). The code includes modest updates to align it with the Telecommunications (Emergency Call Services) Determination 2019, which was made in the previous reporting period. The code deals with how the emergency call service operates and requires carriers and carriage service providers to ensure:

- > people have access to the emergency call service in an emergency or where a response is required from an emergency service organisation
- > that what carriers and carriage service providers need to do in relation to the emergency call service is clearly documented and understood
- > public understanding and appropriate use of the emergency call service is promoted
- > relevant parties communicate effectively where technical issues affect the operation of the emergency call service.

Digital platforms

In response to the Australian Competition and Consumer Commission's (ACCC) Digital Platforms Inquiry, the government requested digital platforms develop a voluntary code to address issues of disinformation and news quality on their services, reducing the risk of online misinformation causing harm to Australians. We oversaw the Digital Industry Group Inc's (DIGI) development of the code. On 22 February 2021, DIGI released the Australian Code of Practice on Disinformation and Misinformation and announced that the code had been adopted by the major digital platforms. In June 2021, we provided a report to government on the adequacy of platform measures and the broader impact of disinformation.

Development of a National Self-Exclusion Register

In 2020–21, we undertook a complex procurement process under the Commonwealth Procurement Rules to appoint a provider that has the capacity and capability to develop and operate a National Self-Exclusion Register in accordance with the *Interactive Gambling Act 2001*. The approach to market involved a detailed articulation of the business and systems requirements that would be needed, as well as performance and assurance arrangements around the provision of the service. A third-party provider was contracted on 15 June 2021.

Reporting on Australian content by subscription video on demand services

Since December 2020, we have consulted with subscription video on demand services (SVOD) providers on the development of a new reporting form and received the first reports for the 2019–20 financial year in April 2021. We anticipate publishing aggregated data in the next reporting period.

Australian content and children's television standards

We developed and implemented the new Broadcasting Services (Australian Content and Children's Television) Standards 2020 following a ministerial direction registered on 12 November 2020. We conducted a public consultation requesting suggestions for streamlining and improving the clarity of the obligations detailed in the draft standards between 23 November and 7 December 2020, with the new standards coming into force on 1 January 2021.

Our research program

In 2020–21, our research informed our understanding of market trends, the evolving use of communications services and engagement with content, and changes in consumer and community attitudes. It also assisted in identifying the implications of these issues for the effectiveness of our regulation.

The 2020–21 research program was published in September 2020, following consultation with targeted government stakeholders. To support the continuous improvement of the ACMA's regulatory framework, our research program explored developments such as:

- > the impact of the COVID-19 pandemic on the communications and media environment
- > changing consumer behaviour and expectations in response to increasing interconnectivity, mobility and data-sharing
- > international and domestic trends driving demand for spectrum.

In 2020-21 research was released through:

- > occasional papers — on artificial intelligence, diversity and localism, the Internet of Things and other emerging technologies in the communications and media sectors
- > research reports — capturing broadcasting, radiocommunications, telecommunications, digital platforms and other online services
- > communications and media in Australia interactive report series — featuring a range of snapshots and reports on the Australian communications and media landscape.

In addition to our published research program, in December 2020, we published a report, *Telecommunications law enforcement and national security obligations: Monitoring industry performance 2019–20*, in accordance with subsection 105(5A) of the *Telecommunications Act 1997*. The report examines how telcos support and assist law enforcement and national security agencies. It also provides details of the cost of compliance with the national interest's requirements of Part 14 of the *Telecommunications Act* and the data retention requirements of Part 5-1A of the *Telecommunications (Interception and Access) Act 1979*.

Review of legislative instruments

Instruments that were due to sunset were reviewed to assess their continued relevance and/or to identify opportunities to streamline compliance requirements with:

- > 2 instruments allowed to sunset
- > 2 instruments revoked and replaced
- > the sunset of 4 legislative instruments deferred to allow for further consideration of whether they should be left to sunset, remade with amendments, remade without amendments, or revoked.



Case study: Australia's first high band 5G spectrum auction

In April 2021, we conducted Australia's first auction of 'high-band' 5G spectrum in the 26 GHz band. High-band spectrum can enable large amounts of data to be transferred with minimal delay, allowing for faster digital communication and new opportunities for connectivity.

We designed an auction to allocate 2.4 GHz of spectrum in the 26 GHz band. The enhanced simultaneous multi-round ascending auction format is highly adaptable and suited to allocating a large amount of spectrum effectively and efficiently. At auction, 358 of 360 lots of spectrum were sold to 5 telecommunications companies. Spectrum licences have since been issued for a 15-year term to the successful bidders.

The 26 GHz band spectrum licence auction was one in a suite of licensing approaches used to provide access to spectrum to support innovative communications services. We also developed the area-wide apparatus licence (AWL), a new licence type, to license other parts of the 26 GHz and 28 GHz bands that were also made available in the year.

Spectrum licences allocated at auction are also used for long-term network deployments. AWLs are flexible licences that will facilitate the provision of wireless broadband services and fixed satellite services across Australia, for new and existing uses.

A total of 70 applications were received for AWLs in the 26 and 28 GHz bands, comprising fixed satellite and wireless broadband uses. Following the 26 GHz spectrum auction, 2 AWLs were issued to successful bidders for early access to spectrum under special circumstance provisions of the Radiocommunications Act. The allocation of high-band spectrum through a mix of licensing models provides greater flexibility and fast tracks the availability and accessibility of 5G services to Australian consumers and businesses.

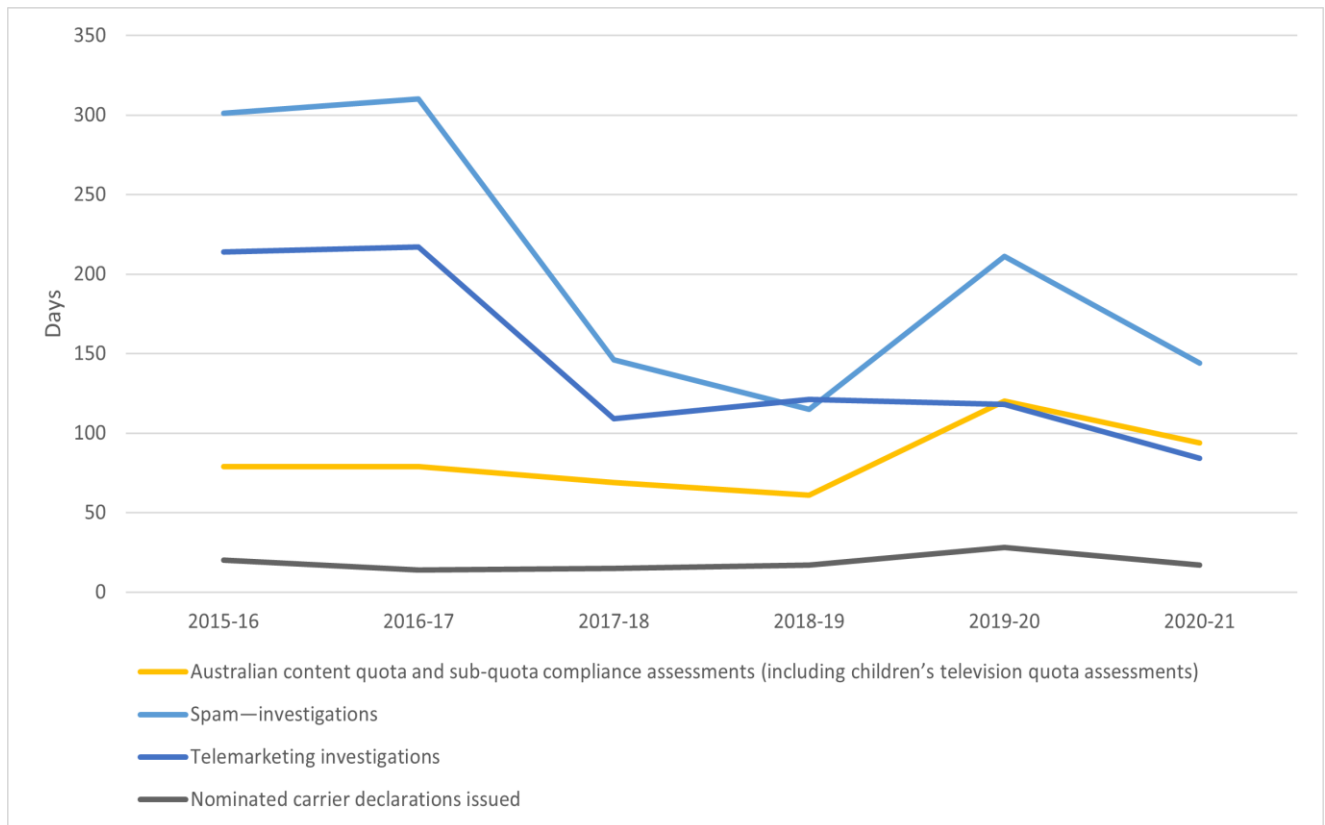
As part of the Australian Government's plan to make 2021 the 'year of 5G', we are progressing the allocation of the 850/900 MHz band in late 2021 to make more 'low band' 5G spectrum available in both metropolitan and regional areas. Our work facilitating 5G deployment ensures spectrum use is optimised to benefit all Australians.



Trends in timeliness targets and the impact of COVID-19

The outbreak of the COVID-19 pandemic affected our activities throughout 2020 as we shifted resources to respond to urgent industry requests and issues. This included impacts to Australian content quota and sub-quota compliance assessments, spam and telemarketing investigations and the issue of nominated carrier declarations. Figure 3 demonstrates our recovery and our return to meeting our timeliness targets for these key activities, showing the average time taken for several of our processes over the last 5 years.

Figure 3: Average number of days for completion, 2015–16 to 2020–21



Note: Spam and telemarketing investigations are reported in 'months' elsewhere in this document. To establish the number of days for spam and telemarketing investigations, the number of months has been multiplied by 31 and rounded to the nearest whole day. For example: 2.7 months x 31 = 83.7 (84 whole days)

KPI 2 and 5

Communication, openness and transparency

Results in 2020–21

KPI 2 – Communication with regulated entities is clear, targeted, and effective

Strategy 5 – Tailor communication to reach our stakeholders and support understanding of regulatory obligations



Summary of achievements

We actively communicated with regulated entities by:

- > arranging and/or participating in a number of stakeholder forums and working groups including the Scam Telecommunications Action Taskforce, the Numbering Advisory Committee and Consumer Consultative Forum
- > conducting an annual customer service user satisfaction survey to gauge how well we are responding to the needs of our stakeholders.

Five-year spectrum outlook

In September 2020, we published the *Five-year spectrum outlook 2020–24* (FYSO), following public consultation, to provide transparency about our spectrum work program and certainty for the spectrum market. We published the *Update to the 2020–21 annual work program in the FYSO 2020–24* to communicate to industry the key implementation activities associated with the Modernisation Act to be completed in the 2020–21 reporting period.

Collaborating with stakeholders

Since April 2021, we have been working with the Community Broadcasting Association of Australia (CBAA) after it provided us with draft Community Radio Broadcasting Codes of Practice for our initial view. The codes of practice set out the operational standards and guiding principles and policies for programming on community broadcasting stations. We continue to work with CBAA to review the code's progress.

Through the ACMA Scam Telecommunications Taskforce, we actively worked with a range of organisations, including the ACCC, Australian Cyber Security Centre and Australian Financial Crimes Exchange to share information about scams, and uncover and address non-compliance. The taskforce met twice in 2020–21 to share information and promote new approaches to disrupting scam activity. This included facilitating a significant extension of a trial to protect the integrity and security of government communications about the COVID-19 vaccine rollout from scammers.

Consumer campaigns

In 2020–21, we undertook consumer campaigns focused on avoiding and dealing with phone scams, in recognition of the increased numbers of Australians at home during the pandemic, especially those in vulnerable circumstances.

We continued to raise awareness in the community about illegal gambling services and the risks of using them. This included digital advertising campaigns and media associated with our illegal gambling website blocking activities. Other activities included:

- > liaising with financial counsellors, state and territory regulators and other stakeholders about our activities regulating interactive gambling services
- > publishing our investigations and enforcement activities on a quarterly basis.

Social media and our website

We used a range of social media and other digital channels to engage with consumers and industry. In 2020–21, we sent 216 e-bulletins to our 23,237 subscribers and engaged with stakeholders on Twitter, Facebook and LinkedIn via 1,030 posts.

We increased our list of e-bulletins in 2020–21 and published a range of updates including:

- > *Engage* – monthly consumer-focused updates
- > *Telco matters* – telecommunications industry updates and regulatory issues
- > spectrum management and radcomms conference updates
- > Regional and Small Publishers Innovation Fund updates
- > amateur radio updates.

We provided information on our website about the regulatory relief we agreed to for the communications and media sectors during the COVID-19 pandemic. This included agreeing in February 2021 to temporary and conditional regulatory forbearance for non-compliance with hourly advertising limits by commercial television broadcasters to allow for an Australian Government COVID-19 vaccination advertising campaign.

Throughout the COVID-19 pandemic, we provided, and continue to provide, information on our website and via social media about how to stay safely connected during this time. Topics included how to identify false coronavirus information online, warnings about COVID-19 vaccination scams and addressing customer financial hardship issues with telcos.



Summary of achievements

We are open and transparent in our dealings with regulated entities through our forward planning activities, consultations, publication of investigations outcomes and industry reports and guidance.

Consultations

To enhance our transparency with stakeholders and promote our accountability, we commenced 46 consultations in 2020–21. Consultations covered the following subject areas:

- > spectrum and radiocommunications – standards, licence conditions and determinations, compliance priorities, spectrum planning, sharing, access and pricing, FYSO work program, licence area plans, digital radio channel plans, taxes and charges, device exemptions, equipment rules and licensing
- > broadcasting and interactive gambling – proposed updates to the temporary community broadcasting licence guidelines proposed streamlining of the application form for new community broadcasting licences, sunseting review of the Anti-terrorism Standards, operation of the credit betting prohibitions under the *Interactive Gambling Act 2001* and changes to the Australian content and children’s television standards
- > telecommunications – proposed rules for superfast fixed broadband services, possible sunseting of determinations for mobile premium services, exemptions, new rules to prevent phone scams
- > compliance priorities – input to the process for setting ACMA compliance priorities for 2021–22.

Spectrum pricing and taxes

We published 2 updates to the *Apparatus licence fee schedule* in 2020–21; in November 2020, we included new area-wide licence taxes, and in April 2021, we updated taxes for inflation. As part of the implementation of the Spectrum Pricing Review, we made changes to a number of apparatus licence taxes in May 2021, which came into effect on 12 July 2021. We published a new *Apparatus licence fee schedule* and started trialling an apparatus licence fee calculator in early July 2021. The new fee calculator will help licensees understand how apparatus licence taxes are calculated and what taxes and charges are due.

Commercial broadcasting taxes are adjusted each year for inflation. In July 2020, we published the *Commercial broadcasting transmitter licence fee schedule*, outlining the 2020–21 commercial broadcasting tax rates. In August 2020, we also provided each commercial broadcaster with estimates of their potential commercial broadcasting taxes for 2020–21.

Five-year spectrum outlook

In March 2021, we published our draft *Five-year spectrum outlook (FYSO) 2021–26* for consultation. We received 32 submissions that will inform the final FYSO 2021–26. This will be the first work program to be developed under the Modernisation Act and we expect to publish the final FYSO 2021–26 in the first quarter of the 2021–22. The FYSO includes:

- > a broad program of planned spectrum allocations across high-, mid- and low-band spectrum to support the deployment of 5G and other wireless and satellite technologies
- > an annual work plan for the coming year
- > a revised forward allocation plan, including our program of spectrum auctions.

Requirements for narrowcasting television services

In June 2021, we released a consultation paper inviting public comment on remaking the Broadcasting Services (Anti-terrorism Requirements for Open Narrowcasting Television Services) Standard 2011 and the Broadcasting Services (Anti-terrorism Requirements for Subscription Television Narrowcasting Services) Standard 2011. The public consultation closed in the 2021–22 reporting period.

Transparency of compliance outcomes and complaints data

Each quarter, we published enforcement actions, investigation outcomes, complaints data and trends and compliance contacts for the telecommunications, broadcasting, spam and telemarketing sectors. Compliance data also informs the selection of future compliance priority areas and potential regulatory interventions, and assists us to evaluate the success of our education activities.

In 2020–21, we redesigned our interactive performance reporting dashboard to improve the ability of industry and consumers to understand changes in telco complaints-handling performance over time. Members of the public can access aggregated data on the performance of telcos required to report under the Telecommunications (Consumer Complaints) Record-Keeping Rules 2018. The telco complaints dashboard includes performance data on complaint volumes, complaints by service type, the type of service associated with complaints about broadband services delivered over the NBN, and time taken to resolve complaints. We also gave individual performance reports to telcos to provide feedback on how they are performing compared to their peers, and where there is scope for improvement.

Other reports and guidance

During the reporting period, we informed stakeholders of our compliance and regulatory activities through the publication of a range of industry reports and guidance on our website, including:

- > *Subscription TV captioning compliance report*, July 2020
- > *Free-to-air captioning compliance reports*, July 2020
- > *Small cells—Carrier notification and consultation audit*, July 2020
- > *Small cells—EME licence conditions audit*, July 2020
- > *Five-year spectrum outlook 2020–24*, September 2020
- > *Telco complaints-handling performance*, April 2021
- > *2020 compliance with Australian and children’s content compliance (TV content standards)*, May 2021.



Case study: News Media and Digital Platforms Bargaining Code

The Treasury Laws Amendment (News Media and Digital Platforms Mandatory Bargaining Code) Bill 2021 was passed on 25 February 2021 and came into force on 2 March 2021. It is designed to improve the sustainability of the Australian news media industry by reducing the bargaining power imbalance and encouraging commercial deals between news media organisations and digital platforms. We have 3 new functions under this code – registering eligible news businesses, appointing mediators and maintaining a register of arbitrators to be appointed if parties are unable to reach an agreement on the remuneration to be paid to the news business for making available news content on a digital platform.

We worked collaboratively with the Treasury, the ACCC, and DITRDC in the development of this legislation. We helped to design and implement a scheme that drew on our knowledge of the news media market and experience in administering the Regional and Small Publishers Innovation Fund grant program.

Our online application portal for registrations opened to news businesses on 3 March 2021, the day after the legislation received Royal Assent. At the same time, we published eligibility guidelines that set out the assessment process, including what information applicants needed to provide. As at 30 June 2021, 24 news businesses have applied for registration.




Diversity of communication channels – snapshot

- > Online content – our website had more than 4.6 million page views.
- > Consultations – we conducted 46 public consultations.
- > Targeted emails – we sent a range of e-bulletins about telecommunications, telemarketing, e-marketing, radiocommunications, spectrum, research, consultations and updates about our activities to 23,237 subscribers.
- > Social media – we engaged with a range of stakeholders via our Twitter, Facebook and LinkedIn accounts, with 1,030 posts across these channels, including:
 - > scam alerts
 - > our ‘Even if you win, you might lose’ campaign for interactive gambling
 - > tips and advice when migrating to services delivered by retail service providers over the NBN
 - > information about the rules for the broadcasting and advertising of gambling content, political matters and elections
 - > updates on investigation and enforcement activities
 - > promotion of our consultations
 - > general advice and information for consumers and industry.
- > Media engagement – we issued 40 media releases and disseminated information through journalist briefings, interviews, radio grabs and subscriber distribution lists.

KPI 3 and 4

Proportionate actions and streamlined and coordinated compliance monitoring

Results in 2020–21

KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed	Strategy 7 – Use risk-based and graduated compliance and enforcement approaches	
<p>Summary of achievements</p> <p>We finalised 403 investigations, issued 4,429 informal warnings/advice, 54 formal warnings/advice, accepted 12 enforceable undertakings, and issued 6 infringement notices, 3 directions to comply and 5 remedial directions.</p> <p>Annual compliance priorities</p> <p>Our annual compliance priorities guide our efforts to deliver effective compliance and, where necessary, targeted enforcement activity. The priorities relate to areas of public interest or developing areas where we can encourage compliance and boost public confidence. In April 2020, following public consultation, we released 7 annual compliance priorities for 2020–21:</p> <ul style="list-style-type: none">> protecting telco customers, with a focus on disadvantaged and consumers in vulnerable circumstances> a better move to the NBN> 5G and EME> telecommunications scams> unsolicited communications in financial services marketing> online casinos targeting Australians> interference from unlicensed mobile phone repeaters and in the construction and resources industries. <p>The 2021–22 compliance priorities were developed following public consultation and were released in May 2021:</p> <ul style="list-style-type: none">> protecting vulnerable telco customers> telco complaints-handling for small business customers> 5G and EME> phone scams> financial services marketing> online gambling affiliate services. <p>Compliance monitoring and investigations</p> <p><i>Spectrum management</i></p> <p>We managed the risk of interference and other harms to the legitimate use of spectrum and protected public safety by:</p> <ul style="list-style-type: none">> investigating interference from unlicensed mobile phone repeaters to support network performance> investigating interference caused in the construction and resources industries that poses public safety risks		

- > undertaking a 5G and electromagnetic energy (EME) measurement study alongside a licence condition audit of a sample of 5G sites
- > ensuring mobile base station emissions meet Australian standards set by the Australian Radiation Protection and Nuclear Safety Agency
- > investigating equipment standards and customer cabling issues.

NBN Consumer experience rules

In July 2020, 4 of 12 enforceable undertakings were accepted from 4 major telcos, after investigations showed that each telco had contravened the Telecommunications (NBN Continuity of Service) Industry Standard 2018 and the Telecommunications Service Provider (NBN Service Migration Determination 2018 relating to interim services and preparing action plans to get longstanding non-working NBN connections operating properly. The undertakings are directed at future compliance and require ongoing quarterly compliance monitoring reports to be submitted.

Interactive gambling

Under the *Interactive Gambling Act 2001*, it is illegal to provide or advertise prohibited online gambling services to people in Australia. These services pose a risk for problem gamblers and do not have the consumer protections we expect in Australia. In 2020–21, our actions in relation to interactive gambling included:

- > 20 investigations into affiliate-marketing services as part of the focus on services that promote illegal online casinos
- > 52 software providers and payment services contacted
- > 206 illegal online gambling websites blocked by internet service providers at our request.

There has been a significant increase in investigations under the Interactive Gambling Act from 2019–20, which is largely a result of our requests to block websites since November 2019. It reflects our investigations into mirror sites that have been set up by the operators of illegal gambling websites to circumvent the website blocks.

Unsolicited communications

In 2020–21, we undertook 23 investigations under the Telecommunications Act into compliance with the *Spam Act 2003*, the *Do Not Call Register Act 2006* and the Telecommunications (Telemarketing and Research Calls) Industry Standard 2017. Fifteen of these investigations targeted the financial services marketing compliance priority area. Outcomes from these 23 investigations included the payment of 4 infringement notices totalling \$779,400. We also issued 8 formal warnings and accepted 6 court-enforceable undertakings.

Integrated Public Number Database

We completed 2 investigations into telcos' compliance with IPND obligations under the Telecommunications Act and the Integrated Public Number Database Industry Code. We concluded one investigation into an authorised entity's compliance with the conditions of its IPND access authorisation to publish public number directories.

We have monitored telco compliance through Telecommunications Industry Ombudsman referrals, self-reported breaches by telcos and audits on telco consumer protection obligations. We completed 19 telecommunications investigations. Our actions included:

- > issuing a formal warning to one provider that failed to join the Telecommunications Industry Ombudsman scheme as required under the *Telecommunications (Consumer Protection and Service Standards) Act 1999*
- > giving a remedial direction to one provider for breaching the Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017

- > giving a direction to one provider for failure to comply with the Telecommunications Consumer Protections Code rules for billing.

Gambling advertising during live sport

Regulations were introduced in 2018–19 to protect children from exposure to gambling advertising during live sports events broadcast on television, radio and streamed online. In 2020–21, we continued to monitor the effectiveness of these rules through compliance audits of selected content and analysis of complaints and investigations data. In November 2020, we published the results of the Online Content Service Provider Rules (Online Rules) monitoring.

Responsible selling and financial hardship

We also monitored rules about responsible approaches to selling, credit assessment and financial hardship in the Telecommunications Consumer Protections Code.

Complaints management and response

We continued to respond to broadcasting, telecommunications and radiocommunications complaints. Appendix C to this report includes the numbers of complaints and enquiries we received.



Summary of achievements

Annual compliance priorities

In 2020-21 we continued to develop agency-wide annual compliance priorities, ensuring our approach to compliance and monitoring is targeted and coordinated across the ACMA.

Radiocommunications reforms

With the passage of the *Radiocommunications Legislation Amendment (Reform and Modernisation) Act 2020* (the Modernisation Act) we updated elements of radiocommunications regulatory arrangements to provide additional flexibility in service delivery and streamline regulation: This included:

- > amending instruments governing the Accredited Persons scheme to provide a seamless transition to the new arrangements. The Accredited Persons scheme is a critical element of the radiocommunications licensing framework.
- > making the Radiocommunications Equipment (General) Rules 2021, also effective from 17 June 2021, as part of our review of the regulatory framework for equipment supply to ensure that radiocommunications and telecommunications equipment is fit for purpose
- > harmonised EME requirements across 13 class licensing instruments.

Spectrum allocations

We work closely with the Australian Competition and Consumer Commission in major spectrum allocation processes, in particular the auctions of 26 GHz spectrum and 850/900 MHz spectrum to ensure that information requests to industry are coordinated to support the regulatory decision making by both agencies.

Audits and investigations

We continued our approach to:

- > monitoring compliance issues using complaints and other intelligence including stakeholder feedback, consumer research and trends, and information provided by other regulators and consumer groups.
- > publishing and reporting on our compliance and enforcement work, including for our compliance priorities.
- > consulting with regulated entities, as appropriate, on the scope and shape of data we were seeking from them to inform our activities. This included consulting on our evolving approach to annual financial hardship reporting.

Delivery and administration of our regulation

We monitored the delivery and administration of our regulation to identify improvements in our regulatory practice through:

- > our annual customer service user satisfaction survey, including a, 87% satisfaction rate for the handling of licensing questions
- > an average of 92% of enquiries received by our Customer Service Centre being actioned within 3 working days.

Appendix A: Timeliness target performance, 2020–21

Activity	Process	Target	Result	Performance
Compliance	Spam complaints activities	90% actioned within 15 business days	98% of all activities were actioned within 15 business days	Exceeded
	Telemarketing complaints activities	90% actioned within 15 business days	100% of all activities were actioned within 15 business days	Exceeded
Spectrum licensing	Assigned apparatus licences – allocation	90% issued within 90 days	100% of all licences were allocated within 90 days	Exceeded
	Assigned apparatus licences – renewal	90% issued within 90 days	100% of all licences were renewed within 90 days	Exceeded
	Non-assigned apparatus licences – renewal	90% issued within 90 days	100% of all licences were renewed within 90 days	Exceeded
	Non-assigned apparatus licences – allocation	90% issued within 90 days	90% of all licences were allocated within 90 days	Met
	Radio and TV broadcasting retransmission licences	90% issued within 90 days	90% of all licences were issued within 90 days	Met
	Special event broadcasting licences	Issued prior to event	100% issued prior to event	Met
	Actioned complaints about access to Viewer Access Satellite Television (VAST)	Within 8 weeks	100% complaints were actioned within 8 weeks	Met
Media and content assessment	Media control registers – entry, alteration or removal	Completed within 2 business days	100% completed within 2 business days	Met
	Media control registers – confirm or cancel entry, alteration or removal	Completed within 28 days	100% completed within 28 days	Met
	Captioning exemption orders/target reduction orders	Completed within 90 days	100% completed within 90 days	Met
Customer Service Centre	Broadcasting total	95% of enquiries resolved in 3 business days or less	95% of all enquiries were resolved in 3 business days or less	Met

Activity	Process	Target	Result	Performance
Telecommunications licensing and numbering	Telecommunications numbering allocations (application for mobile and geographic number resources)	Instantaneous (fully automated process)	100%	Met
	Carrier licences issued	Issued within 20 business days	100% issued within 20 business days	Met
	Nominated carrier declarations issued	Issued within 20 business days	100% issued within 20 business days	Met
Compliance	IPND complaints – includes complaints concerning research authorisations, public directory publishers, carriage service providers and the IPND Manager	Actioned within 7 business days	100% actioned within 7 business days	Met
	Interactive gambling complaints/enquiries activities	Actioned within 2 business days	100% actioned within 2 business days	Met
	Telecommunications complaints/enquiries activities – includes complaints about consumer protections, mobile phone base station deployments, carriers' powers and immunities, installation of fibre-ready pits and pipes and emergency call services	Initial response to other complaints and enquiries: within 3 days	100% had initial response within 3 days	Met
	Radio communications complaints/enquires activities	Public safety: initial response within 3.5 hours	100% response within 3.5 days	Met
		All complaints completed in an average of 45 days	100% completed in an average of 45 days	Met
		Compliance investigations completed in an average of 90 days	100% completed in an average of 90 days	Met
Compliance investigations	Telemarketing investigations completed	Completed within 6 months with an average time for completion of 4 months	100% completed within 6 months with an average time for completion within 4 months	Met
	Spam investigations completed	Completed within 6 months with an average time for completion of 4 months	100% completed within 6 months with an average time for completion within 4 months	Met
Compliance	Broadcast content complaints/enquiries activities	Actioned within 7 business days	100% actioned within 7 business days	Met

Activity	Process	Target	Result	Performance
Compliance investigations	Interactive gambling investigations completed	Completed within 6 months with an average time for completion of 4 months	98% completed within 6 months with an average time for completion within 4 months	Mostly met
Media and content assessment	Australian content quota and sub-quota compliance assessments (including children's television quota assessments)	Completed within 90 business days	89% completed within 90 days	Mostly met
	Children's and pre-school program classification assessments	Completed within 60 business days	83% completed within 60 business days	Mostly met
Customer Service Centre	Total enquiries	95% of enquiries resolved in 3 business days or less	92% of all enquiries were resolved in 3 business days or less	Mostly met
	Radiocommunications total	95% of enquiries resolved in 3 business days or less	93% of all enquiries were resolved in 3 business days or less	Mostly met
	Telecommunications total	95% of enquiries resolved in 3 business days or less	77% of all enquiries were resolved in 3 business days or less	Mostly met
	Spam total	95% of enquiries resolved in 3 business days or less	81% of all enquiries were resolved in 3 business days or less	Mostly met
	Total enquiries received	95% of enquiries resolved in 3 business days or less	93% of all enquiries were resolved in 3 business days or less	Mostly met
Spectrum licensing	Commercial radio broadcasting licences – renewal	Renewed prior to expiry	95% renewed prior to expiry	Mostly met
	Commercial television broadcasting licences – renewal	Renewed prior to expiry	95% renewed prior to expiry	Mostly met
	Radio and TV apparatus licences – variations	90% issued within 90 days	80% of all licences were issued within 90 days	Mostly met
Compliance investigations	IPND investigations completed	Completed within 6 months with an average time for completion of 4 months	100% completed within 6 months with an average time for completion of 5 months.	Mostly met
	Telecommunication investigations completed	Completed within 6 months with an average time for completion of 4 months	80% within 6 months with an average time for completion within 4 months	Mostly met

Activity	Process	Target	Result	Performance
Community broadcasting licensing	Temporary community broadcasting allocations (subsequent)	Issued within 30 days	74% issued within 30 days	Mostly met
Compliance investigations	Broadcast content investigations completed	Completed within 6 months with an average time for completion of 4 months	57% completed within 6 months with an average time for completion within 4 months	Mostly met
Community broadcasting licensing	Long-term community radio broadcasting licences – renewal applications processed	Completed within 90 days	0% completed within 90 days	Not met
	Long-term community radio broadcasting licences - allocations applications processed	Completed within 6 months	0% completed within 6 months	Not met
	Temporary community broadcasting allocations (new)	Issued within 90 days	25% issued within 90 days	Not met
Media and content assessment	New Eligible Drama Expenditure return assessments	Completed within 60 business days	9% completed within 60 days	Not met

Appendix B: Improved average timeframes in 2020–21, compared to 2019–20

Activity	Target	Average completion time	
		2019–20	2020–21
Media Control Register – entry, alteration or removal	Completed within 2 business days	1.6 days	1.13 days
Australian content quota and sub-quota compliance assessment (including children’s television quota assessments)	Completed within business 90 days	120 days	94 days
Spam – investigations	Completed within 6 months with an average time for completion of 4 months	6.8 months	4.65 months
Temporary community broadcasting allocations (subsequent)	Issued within 30 days	22 days	19 days
Carrier licences issued	Issued within 20 business days	17 days	15 days
Nominated carrier declarations issued	Issued within 20 business days	28 days	17 days
Telemarketing complaints	90% actioned within 15 business days	4.1 days	3.3 days
Telemarketing investigations	Completed within 6 months with an average time for completion of 4 months	3.8 months	2.7 months
Radiocommunications investigations	Completed within 90 days	36.3 days	24 days

Appendix C: Numbers of complaints and enquiries, 2020–21

Description (complaints and enquiries by financial year)	Process	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21
Complaints and enquiries	Actioned complaints about access to VAST	251	207	100	131	231	156
Customer Service Centre – resolution of enquiries	Broadcasting	866	1,147	968	1,561	1,885	1,801
	Telecommunications	4,807	4,482	2,869	5,061	4,652	3,980
	Spam	597	1,084	1,000	1,023	1,028	1,148
	Radiocommunications	36,656	37,303	25,785	25,794	25,282	22,658
	Other	7,404	7,246	6,974	6,999	7,577	7,556
	Total enquiries	50,330	51,337	37,596	40,438	40,424	37,143
	Broadcasting content	1,232	1,028	1,166	1,430	1,688	2,098
	Telecommunications	305	688	878	474	341	1,004
	Radiocommunications	1,557	1,417	1,194	825	727	717
	IGA matters	198	283	252	288	468	529
	Total enquiries	3,292	3,416	3,490	3,017	3,224	4,348
Complaints – telemarketing and fax marketing	Complaints received from the public	23,056	28,259	40,134	36,583	30,603	38,601
Complaints – spam	Complaints received from the public	1,737	2,389	3,309	6,333	6,858	11,178