

19 November 2021

Universal Service Guarantee Taskforce
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601

By email to: USG@infrastructure.gov.au

Dear Universal Service Guarantee Taskforce

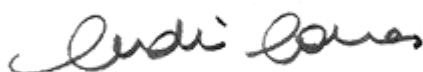
**Amendment to the Telecommunications (Statutory Infrastructure Providers —
Circumstances for Exceptions to Connection and Supply Obligations) Determination
2021**

Thank you for the opportunity to comment the proposed amendment to the
*Telecommunications (Statutory Infrastructure Providers — Circumstances for Exceptions to
Connection and Supply Obligations) Determination 2021* (the **Instrument**).

As you are aware, my office is currently developing our process for handling complaints that
involve statutory infrastructure providers (**SIP**). As part of our complaint handling, we would
consider the exceptions listed in the Instrument for when a SIP could reasonably refuse a
connection or supply request.

If the Instrument is to sunset on 28 May 2024 as proposed, we would benefit from early
consultation and notice on options to replace the Instrument. This would ensure we can
prepare for any changes and our handling of relevant complaints is not impacted when the
Instrument sunsets.

Yours faithfully



Judi Jones
Telecommunications Industry Ombudsman