Having liaised with ACCAN over the past six years, amaysim has been impressed with how staunchly the organisation has continued to push for ongoing transparency and customer-centricity in the telecommunications market. ACCAN provides a public voice for many telco customers who might otherwise be silent, also providing educational resources and guidance for various community groups.

There are several consumer interest groups and watch dogs which do, or could, overlap with some of ACCAN’s remit and there is validity in exploring the sharing of the role of telecommunications consumer interest champion.

That said, telecommunications is a complex and dynamic area so there is space for an organisation like ACCAN which has a specific and specialised telecommunications remit. This space is especially relevant as consumers and retail service providers alike navigate the NBN rollout.

With ACCAN having previously provided feedback and interaction with telecommunications service providers on consumer needs and concerns, we see continued relevance for the organisation and a role for it to continue to play in ensuring a balanced and transparent telecommunications environment.

Ged Mansour

Communications Director

amaysim Australia