

30 September 2020  
Consumer Safeguards Review  
Department of Infrastructure,  
Transport, Regional Development and Communications  
GPO Box 2154  
CANBERRA ACT 2601

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## **Consumer Safeguards Review consultation—Part C: Choice and fairness**

We refer to the Dept of Infrastructure, Transport, Regional Dev and Communication’s review of the Consumer Safeguards – Part C.

### **Introduction**

**Aussie Broadband Limited** is a wholly Australian owned telecommunications carrier, based in Morwell, Victoria, with other offices in Lynbrook (Victoria) and Darwin (NT), provides internet, mobile and other telephony services to Australians. It is one of the largest employers in the Latrobe Valley region. Aussie Broadband is the fifth largest connector of new NBN connections in Australia.

### **The Review Consultation**

**Aussie Broadband** broadly endorses the **Communications Alliance** submission to the review which describes the current Telecommunications Industry regulatory/ co-regulatory regime and goes into significant detail in outlining the Industry view of issues discussed in the consultation document.

### **An Outcomes and Risk-based approach to Regulation:**

As an alternative option, Aussie Broadband has long held the view that the Department should consider a major reform of the current regulatory regime by considering the implementation of an Outcomes and Risk-based Approach to regulation. Under the NSW Government Quality Regulatory Services (QRS) initiative this approach was described as allowing *“regulators to apply more flexible and innovative techniques to compliance and enforcement, and spend more time and resources proactively identifying and mitigating emerging risks. The regulatory burden on business is minimised, supporting and encouraging growth and productivity.”*

This approach is outlined in the “Independent Review of the NSW Regulatory Policy Framework – Final Report” (August 2017)

Aussie Broadband looks forward to the outcome of this consultation and anticipates further opportunities to participate in the process of regulatory reform in the Telecommunications Industry

**Aussie Broadband**