



Regulatory Bodies

The telecommunications industry has a number of regulatory bodies whose job it is to ensure businesses within this industry are operated correctly.

Here is a list and links for further investigation.

Australian Competition and Consumer Commission (ACCC)
<http://www.accc.gov.au/>

The ACCC has authority under the Trade Practices Act to enforce fair competition within the Telecommunications Industry. The ACCC also ensures the protection of consumer's interests.

The Australian Communications & Media Authority (ACMA)
<http://www.acma.gov.au/>

ACMA is the resulting body from the recent merging of the Australian Broadcasting Authority (ABA) & The Australian Communications Authority (ACA). ACMA is responsible for the regulation of all broadcasting, radio & telecommunications and online content. ACMA is responsible for the promotion of industry self regulation and protection of consumer interests as well as to investigate complaints of illegal or copyright content hosting.

The Telecommunications Industry Ombudsman (TIO) <http://www.tio.com.au/>

The TIO is an industry funded regulator established to provide an independent investigation of and to mediate the resolution of a consumer's complaint relating to telecommunications services or carriage services.

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Australian Communications Industry Forum (ACIF)
<http://www.commsalliance.com.au/>

ACIF is a member funded organization that was established to facilitate self regulation in the interests of industry and consumers. ACIF develops codes which set industry standards for managing a variety of issues. The codes are registered with ACMA by which they become a mandatory guideline for industry practice.

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