



# Telecommunications Amendment Regulation 2012 (No. 1)<sup>1</sup>

## Select Legislative Instrument 2012 No. 216

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I, QUENTIN BRYCE, Governor-General of the Commonwealth of Australia, acting with the advice of the Federal Executive Council, make the following regulation under the *Telecommunications Act 1997*.

Dated 13 September 2012

QUENTIN BRYCE  
Governor-General

By Her Excellency's Command

STEPHEN CONROY  
Minister for Broadband, Communications and the Digital  
Economy

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**1 Name of regulation**

This regulation is the *Telecommunications Amendment Regulation 2012 (No. 1)*.

**2 Commencement**

This regulation commences on the day after it is registered.

**3 Amendment of *Telecommunications Regulations 2001***

Schedule 1 amends the *Telecommunications Regulations 2001*.

**Schedule 1 Amendment**

(section 3)

**[1] Before Part 4**

*insert*

**Division 3.4 Fixed or mobile voice or data carriage services**

**3.13 Fixed or mobile voice or data carriage services**

- (1) This regulation applies to the supply of the following carriage services:
- (a) a standard telephone service;
  - (b) a public mobile telecommunications service;
  - (c) a carriage service that enables customers to access the internet.

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- (2) The ACMA may make a service provider determination setting out rules that apply to service providers in relation to a customer's interests as regards the supply of the services.

*Examples*

- 1 Rules about advertising, marketing or promoting services.
- 2 Rules about notifying a potential or existing customer about:
  - (a) the types of services that are available; or
  - (b) the terms on which the services are available, including the price of the services.
- 3 Rules about enabling a customer to monitor the amount of charges that the customer is accumulating for the services provided.
- 4 Rules about disconnecting a customer's services.
- 5 Rules about dealing with a customer's complaint about services.

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**Note**

1. All legislative instruments and compilations are registered on the Federal Register of Legislative Instruments kept under the *Legislative Instruments Act 2003*. See [www.comlaw.gov.au](http://www.comlaw.gov.au).