Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023

made under section 529 of the

Telecommunications Act 1997

Compilation No. 1

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Prepared by the Australian Communications and Media Authority, Melbourne

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About this compilation

This compilation

This is a compilation of the *Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023* that shows the text of the law as amended and in force on 19 August 2026 (the ***compilation date***).

The notes at the end of this compilation (the ***endnotes***) include information about amending laws and the amendment history of provisions of the compiled law.

Uncommenced amendments

The effect of uncommenced amendments is not shown in the text of the compiled law. The details of amendments made up to, but not commenced at, the compilation date are underlined in the endnotes. Any uncommenced amendments affecting the law are accessible on the Register (www.legislation.gov.au).

Application, saving and transitional provisions

If the operation of a provision or amendment of the compiled law is affected by an application, saving or transitional provision that is not included in this compilation, details are included in the endnotes.

Modifications

If the compiled law is modified by another law, the compiled law operates as modified but the modification does not amend the text of the law. Accordingly, this compilation does not show the text of the compiled law as modified. Any modifications affecting the law are accessible on the Register.

Self-repealing provisions

If a provision of the compiled law has been repealed in accordance with a provision of the law, details are included in the endnotes.

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Part 1—Preliminary

1 Name

These rules are the *Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023*.

3 Authority

These rules are made under section 529 of the *Telecommunications Act 1997*.

5 Repeal of this instrument

These rules are repealed on the same day that the *Telecommunications (Customer Service Guarantee) Standard 2023* is repealed.

Note 1: Section 5 of the Standard provides that the Standard is repealed at the end of the day on 31 August 2029.

Note 2: The Standard is registered on the Federal Register of Legislation and may be accessed free of charge at www.legislation.gov.au.

6 Definitions

(1) In these rules:

2011 rules means the *Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2011*, as in force immediately before the commencement of these rules.

ABN has the meaning given by the *A New Tax System (Australian Business Number) Act 1999*.

Act means the *Telecommunications Act 1997*.

appointment has a meaning affected by Division 4 of Part 2 of the CSG Standard.

audit report has the meaning given in subsection 21(4).

Benchmarks Instrument means the *Telecommunications (Customer Service Guarantee – Retail Performance Benchmarks) Instrument 2023.*

compliance report means a report under section 16.

connection or rectification appointment has the meaning given in subsection 14(2).

CSG Standard means the *Telecommunications (Customer Service Guarantee) Standard 2023.*

fault or service difficulty report has the meaning given in subsection 13(2).

nominated area means Australia.

qualifying carriage service provider for a benchmark period has the meaning given in section 7.

Note: The legislation and legislative instruments referred to in this subsection 6(1) are registered on the Federal Register of Legislation and may be accessed free of charge at www.legislation.gov.au.

(2) In these rules, unless the contrary intention appears, the following terms have the same meaning as given to them in the Benchmarks Instrument:

(a) benchmark period;

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(b) in-place connection;
(c) in-place connection request;
(d) major rural area;
(e) minor rural area;
(f) new connection request;
(g) remote area;
(h) rural area; and
(i) urban area.

(3) In these rules, unless the contrary intention appears, the following terms have the same meaning as given to them in the CSG Standard:
(a) business day;
(b) connection period;
(c) CSG service;
(d) customer;
(e) enhanced call handling feature;
(f) fault or service difficulty;
(g) guaranteed maximum connection period;
(h) guaranteed maximum rectification period;
(i) performance standard;
(j) rectification period;
(k) site;
(l) specified service.

Note: A number of other expressions used in this instrument have the same meaning as in the Act, including the ACMA and carriage service provider.

7 Qualifying carriage service providers

A carriage service provider is a ***qualifying carriage service provider for a benchmark period*** if, on the last day of the financial year preceding that benchmark period, the carriage service provider supplied 100,000 CSG services or more where the carriage service provider was obliged to comply with any one or more of the performance standards in respect of the carriage service provider's supply of those CSG services.

Note: This definition corresponds with section 4 of the Benchmarks Instrument.

8 References to other instruments

In this instrument, unless the contrary intention appears:
(a) a reference to any other legislative instrument is a reference to that other legislative instrument as in force from time to time; and
(b) a reference to any other kind of instrument is a reference to that other instrument as in force from time to time.

Note 1: For references to Commonwealth Acts, see section 10 of the *Acts Interpretation Act 1901*; and see also subsection 13(1) of the *Legislation Act 2003* for the application of the *Acts Interpretation Act 1901* to legislative instruments.

Note 2: All Commonwealth Acts and legislative instruments are registered on the Federal Register of Legislation.

Note 3: See section 589 of the Act.

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Part 2—Keeping of Records

9 Records relating to the number of CSG services supplied

A qualifying carriage service provider for a benchmark period must keep a record of the number of CSG services that were supplied by the carriage service provider on the last day of that benchmark period, in each of the following areas:

(a) the nominated area;

(b) urban areas;

(c) major rural areas;

(d) minor rural areas;

(e) rural areas; and

(f) remote areas,

where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services.

10 Records relating to in-place connection requests

(1) A qualifying carriage service provider for a benchmark period must, in relation to each in-place connection request that is relevant to the benchmark period, keep a record of:

(a) the name of the customer;

(b) the address of the site to which the customer requested the CSG service be connected;

(c) the date and time at which the carriage service provider received the request from the customer;

(d) the date and time at which the guaranteed maximum connection period expires in relation to the request;

Note: The guaranteed maximum connection period that applies in relation to an in-place connection request is ascertained by having regard to subsection 11(1) of, and item 201 of Schedule 1 to, the CSG Standard.

(e) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 12 of the CSG Standard for connection in a period shorter or longer than the guaranteed maximum connection period—the date and time at which that period expires;

(f) the date and time at which the carriage service provider complied with the request;

(g) the connection period in business days; and

(h) if the carriage service provider failed to comply with the request in the guaranteed maximum connection period or a period arranged under section 12 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider—the name of the other carriage service provider and a description of those acts or omissions.

(2) For the purposes of this section, an in-place connection request is ***relevant to the benchmark period*** if the carriage service provider that received the request is required to comply with the request during the benchmark period.

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11 Records relating to new connection requests

(1) A qualifying carriage service provider for a benchmark period must, in relation to each new connection request that is relevant to the benchmark period, keep a record of:

(a) the name of the customer;

(b) the address of the site to which the customer requested the CSG service be connected;

(c) the date and time at which the carriage service provider received the request from the customer;

(d) the date and time at which the guaranteed maximum connection period expires in relation to the request;

Note: The guaranteed maximum connection period that applies in relation to a new connection request is ascertained by having regard to subsection 11(1) of, and item 202 of Schedule 1 to, the CSG Standard.

(e) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 12 of the CSG Standard for connection in a period shorter or longer than the guaranteed maximum connection period—the date and time at which that period expires;

(f) the date and time at which the carriage service provider complied with the request;

(g) the connection period in business days;

(h) if the carriage service provider failed to comply with the request in the guaranteed maximum connection period or a period arranged under section 12 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider—the name of the other carriage service provider and a description of those acts or omissions; and

(i) whether the site to which the customer requests a CSG service be connected, is located in:

(i) an urban area;

(ii) a major rural area;

(iii) a minor rural area; or

(iv) a remote area.

(2) For the purposes of this section, a new connection request is ***relevant to the benchmark period*** if the carriage service provider that received the request is required to comply with the request during the benchmark period.

12 Records for CSG services required to be connected in guaranteed maximum connection period specified in subsection 11(2) of the CSG Standard

(1) A qualifying carriage service provider for a benchmark period must, in relation to each request that is:

(a) made by a customer to the carriage service provider to connect a CSG service at a site; and

(b) required to be complied with by the carriage service provider in the guaranteed maximum connection period specified in subsection 11(2) of the CSG Standard; and

(c) relevant to the benchmark period,

keep a record of:

(d) the name of the customer;

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(e) the address of the site to which the customer requests the CSG service be connected;

(f) the date and time at which the carriage service provider received the request from the customer;

(g) the date and time at which the guaranteed maximum connection period expires in relation to the request;

(h) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 12 of the CSG Standard for connection in a period shorter or longer than the guaranteed maximum connection period—the date and time at which that period expires;

(i) the date and time at which the carriage service provider complied with the request;

(j) the connection period in business days;

(k) if the carriage service provider failed to comply with the request in the guaranteed maximum connection period or a period arranged under section 12 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider—the name of the other carriage service provider and a description of those acts or omissions; and

(l) whether the site to which the customer requests a CSG service be connected, is located in:

(i) an urban area;

(ii) a major rural area;

(iii) a minor rural area; or

(iv) a remote area.

(2) For the purposes of this section, a request is ***relevant to the benchmark period*** if the carriage service provider that received the request is required to comply with the request during the benchmark period.

13 Records relating to reports of faults or service difficulties

(1) A qualifying carriage service provider for a benchmark period must, in relation to each fault or service difficulty report that is:

(a) made by a customer to the carriage service provider; and

(b) relevant to the benchmark period,

keep a record of:

(c) the name of the customer;

(d) the address of the site at which the specified service is supplied;

(e) the date and time at which the carriage service provider received the fault or service difficulty report from the customer;

(f) the date and time at which the guaranteed maximum rectification period expires in relation to the fault or service difficulty report;

Note: The guaranteed maximum rectification period that applies in relation to a fault or service difficulty report is ascertained by having regard to sections 14 and 15 of the CSG Standard.

(g) if the carriage service provider and the customer made an arrangement of a kind mentioned in section 17 of the CSG Standard for rectification of the fault or service difficulty in a period shorter or longer than the guaranteed maximum rectification period – the date and time at which that period expires;

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(h) the date and time at which the carriage service provider rectified the fault or service difficulty;

(i) the rectification period in business days;

(j) if the carriage service provider failed to comply with the guaranteed maximum rectification period or a period arranged under section 17 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider—the name of the other carriage service provider and a description of those acts or omissions; and

(k) whether the site at which the specified service is supplied, is located in:

(i) an urban area;

(ii) a rural area; or

(iii) a remote area.

(2) A ***fault or service difficulty report*** means a report made by a customer to a carriage service provider of a fault or service difficulty in respect of a specified service supplied by the carriage service provider to the customer other than a fault or service difficulty relating to an inoperative enhanced call handling feature on a specified service that includes an enhanced call handling feature.

(3) For the purposes of this section, a fault or service difficulty report is ***relevant to the benchmark period*** if the carriage service provider that received the report is required to rectify the fault or service difficulty in the benchmark period.

14 Records relating to the keeping of appointments

(1) A qualifying carriage service provider for a benchmark period must, in relation to each connection or rectification appointment:

(a) to which the carriage service provider is a party; and

(b) that is relevant to the benchmark period,

keep a record of:

(c) the name of the customer that is a party to the appointment;

(d) the address of the site of the appointment;

(e) the date of the appointment;

(f) the time of the appointment or, if an appointment is in the period between two particular times of the day, those two particular times;

Note: Subsection 19(3) of the CSG Standard provides that an appointment may be in the period between two particular times of the day.

(g) any changes made to the date, time or location of the appointment;

(h) the latest date and time by which the carriage service provider must be present at the site in order to be taken to have kept the appointment in accordance with section 20 of the CSG Standard;

Note: Section 20 of the CSG Standard sets out the criteria for determining whether an appointment is kept.

(i) the date and time at which the carriage service provider is present at the site; and

(j) if the carriage service provider failed to keep the appointment in accordance with section 20 of the CSG Standard, and that failure is wholly or partly attributable to one or more acts or omissions by another carriage service provider—the name of the other carriage service provider and a description of those acts or omissions.

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(2) For the purposes of this section, a ***connection or rectification appointment*** means an appointment for the purpose of a carriage service provider connecting a specified service or rectifying a fault or service difficulty in respect of a specified service supplied by the carriage service provider.

(3) For the purposes of this section, a connection or rectification appointment is ***relevant to the benchmark period*** if the carriage service provider that is a party to that appointment is required to keep that appointment during the benchmark period.

(4) For the purposes of this section, a ***customer*** of a carriage service provider includes a reference to a person who represents the customer.

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Part 3—Retention of Records

15 Period for retention of records

If, in a benchmark period, a carriage service provider is required to keep a record of a matter described in Part 2, the carriage service provider must retain that record for a period that expires no earlier than two years after the end of that benchmark period.

Note: For example, if in accordance with Part 2, a carriage service provider keeps a record of a matter in the benchmark period commencing 1 October 2023 and ending 30 June 2024, that record must be retained until at least 30 June 2026.

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Part 4—Reporting

16 Requirement to prepare compliance reports

(1) A carriage service provider that is or was a qualifying carriage service provider for a benchmark period must, in accordance with this section, prepare a compliance report in respect of that benchmark period.

(2) A compliance report must:
  (a) include the information specified in Schedule 1; and
  (b) be in the form specified in Schedule 2.

17 Requirement to give compliance reports to the ACMA

(1) A carriage service provider that is or was a qualifying carriage service provider for a benchmark period must give to the ACMA a compliance report in respect of that benchmark period no later than 40 business days after the end of the benchmark period, or such later time as agreed in writing by the ACMA.

(2) A compliance report must be given to the ACMA by electronic transmission to the email address published for the purposes of this subsection from time to time on the ACMA website.

(3) A compliance report delivered under subsection 17(2) may be in an electronic format of a kind agreed in writing by the ACMA.

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Part 5—Audit

18 Auditing of compliance with these Rules

(1) This section applies to a carriage service provider that is or was a qualifying carriage service provider for a benchmark period.

(2) Subject to subsection (5), the ACMA may, in accordance with subsections (3) or (4), by written notice given to the carriage service provider, require the carriage service provider to engage, at its own cost, an external auditor to audit the compliance of the carriage service provider with these rules.

(3) The ACMA may require the carriage service provider to obtain one initial audit in respect of each compliance report which the carriage service provider is required to give to the ACMA under subsection 17(1).

(4) The ACMA may require the carriage service provider to obtain one follow-up audit in respect of each initial audit required under subsection (3) if the ACMA forms a view on reasonable grounds that the initial audit is inadequate.

(5) The ACMA may only require an audit under subsection (2) if it forms a view on reasonable grounds that an audit is necessary.

19 Audit terms of reference

(1) This section applies to a carriage service provider that has received a notice given under subsection 18(2).

(2) The carriage service provider must, no later than 21 days after receipt of the notice, or such longer period as the ACMA may agree in writing, give to the ACMA draft terms of reference of the audit.

(3) The ACMA may, by written notice given to the carriage service provider:
(a) approve the draft terms of reference; or
(b) require the carriage service provider to make changes to the draft terms of reference.

(4) Within 14 days after receipt of a notice given under paragraph (3)(b), or such longer period as the ACMA may agree in writing, the carriage service provider must provide to the ACMA revised terms of reference.

(5) The ACMA may, by written notice given to the carriage service provider:
(a) approve the revised terms of reference; or
(b) specify the terms of reference of the audit, provided that it has formed the view on reasonable grounds that the revised terms of reference do not give effect to the changes notified under paragraph (3)(b).

(6) The terms of reference of the audit must include:
(a) the objectives of the audit;
(b) the format of the auditor's opinion;
(c) the auditing standard or standards in accordance with which the audit must be conducted; and

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(d) a timetable for the conduct of the audit, including the date by which the audit report is to be provided by the auditor to the carriage service provider.

Note: Section 21 sets out requirements relating to the provision of audit reports to the ACMA.

(7) The objectives of the audit must include determining whether the carriage service provider:

(a) has prepared any compliance reports required under section 16; and

(b) kept any records of a kind described in Part 2 required under these Rules,

in accordance with the requirements of these Rules.

20 Nomination of auditor

(1) This section applies to a carriage service provider that has received a notice under paragraph 19(3)(a), 19(5)(a) or 19(5)(b), as the case may be.

(2) The carriage service provider must, no later than 21 days after receipt of the notice, or such longer period as the ACMA may agree in writing, notify the ACMA in writing of its choice of auditor.

(3) The ACMA may, by written notice given to the carriage service provider:

(a) approve the choice of auditor; or

(b) reject the choice of auditor.

(4) Within 14 days after receipt of a notice given under paragraph (3)(b), or such longer period as the ACMA may agree in writing, the carriage service provider must notify the ACMA in writing of a new choice of auditor.

(5) The ACMA may, by written notice given to the carriage service provider:

(a) approve the new choice of auditor; or

(b) require the carriage service provider to contract with a specified auditor or any auditor from a specified group of auditors.

(6) The carriage service provider must take all necessary steps to ensure that the auditor:

(a) complies with the applicable terms of reference under section 19; and

(b) is able to form an opinion in relation to the achievement of the objectives of the audit referred to in subsection 19(7).

21 Requirement to provide audit report to the ACMA

(1) This section applies to a carriage service provider if sections 18, 19 and 20 apply to the provider.

(2) Upon receipt by the carriage service provider of the audit report from the auditor, the provider must:

(a) within 14 days; or

(b) such longer period as the ACMA may agree in writing,

give the audit report to the ACMA.

(3) The carriage service provider must take all necessary steps to ensure that the auditor provides an audit report meeting the description in subsection (4).

(4) For the purposes of this section, an ***audit report*** must include:

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(a) an audit plan outlining the scope and coverage of the audit;

(b) an audit memorandum stating how the audit scope and objectives have been applied; and

(c) an expression of opinion as to whether the carriage service provider has:

(i) prepared any compliance reports required under section 16; and

(ii) kept any records of a kind described in Part 2 required under these Rules,

in accordance with the requirements of these Rules.

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Part 6—Transitional

22 Retention of records

Where a carriage service provider was required to keep a record under Part 2 of the 2011 rules and was obliged to retain that record under Part 3 of the 2011 rules, the obligation to retain that record for a minimum period applies as if the 2011 rules had not been repealed.

Note: For example, if in accordance with Part 3 of the 2011 rules, a carriage service provider would have (but for the repeal of the 2011 rules) been required to keep a record until 30 June 2025, section 22 of these rules requires that the record must be retained until at least 30 June 2025, to meet the minimum 2 year retention period.

23 Audit

(1) The reference in subsection 18(2) to "these rules" includes the 2011 rules.

(2) The reference in subsection 18(3) to subsection 17(1) of these rules includes subsection 14(1) of the 2011 rules.

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Schedule 1 — Information to be included in a compliance report

1 Information relating to the carriage service provider and benchmark period

A compliance report must include:

(a) the name of the carriage service provider;

(b) the ABN of the carriage service provider;

(c) the date on which the compliance report was prepared; and

(d) the start and end dates of the benchmark period.

2 Information relating to the supply of CSG services

A compliance report must include, in respect of the benchmark period covered by the report, the number of CSG services that were supplied by the carriage service provider on the last day of that benchmark period, in each of the following areas:

(a) the nominated area;

(b) urban areas;

(c) major rural areas;

(d) minor rural areas;

(e) rural areas; and

(f) remote areas,

where the carriage service provider was obliged to comply with one or more performance standards in respect of the carriage service provider's supply of those CSG services.

Note: The information specified in item 2 is for the purpose of applying sections 4 and 6 of the Benchmarks Instrument.

3 Performance information relating to in-place connection requests

A compliance report must include, in respect of the benchmark period covered by the report, the following information in relation to the nominated area:

(a) the number of in-place connection requests that were required to be complied with by the carriage service provider during the benchmark period; and

(b) of those requests referred to in paragraph (a) that were required to be complied with by the carriage service provider in a guaranteed maximum connection period specified in item 201 of Schedule 1 to the CSG Standard, or in a period arranged under section 12 of the CSG Standard—

(i) the number that were complied with in that period;

(ii) the number that were not complied with in that period; and

(iii) the number that were not complied with in that period, where the carriage service provider's failure to comply was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

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Note: For the avoidance of doubt, a compliance report does not need to include information about requests that were required to be complied with by a carriage service provider in a guaranteed maximum connection period mentioned in subsection 11(2) of the CSG Standard.

4 Performance information relating to new connection requests

(1) A compliance report must include, in respect of the benchmark period covered by the report, the following information in relation to each area described in sub-item (2):

(a) the number of new connection requests that were required to be complied with by the carriage service provider during the benchmark period; and

(b) of those requests referred to in paragraph (a) that were required to be complied with by the carriage service provider in a guaranteed maximum connection period specified in item 202 of Schedule 1 to the CSG Standard, or in a period arranged under section 12 of the CSG Standard—

(i) the number that were complied with in that period;

(ii) the number that were not complied with in that period; and

(iii) the number that were not complied with in that period, where the carriage service provider's failure to comply was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

Note: For the avoidance of doubt, a compliance report does not need to include information about requests that were required to be complied with by a carriage service provider in a guaranteed maximum connection period mentioned in subsection 11(2) of the CSG Standard.

(2) For the purposes of sub-item (1), the areas are:

(a) the nominated area; and

(b) each of the following areas within the nominated area:

(i) urban areas;

(ii) major rural areas;

(iii) minor rural areas; and

(iv) remote areas.

5 Performance information relating to faults or service difficulties

(1) A compliance report must include, in respect of the benchmark period covered by the report, the following information in relation to each area described in sub-item (3):

(a) the number of faults or service difficulties reported that were required to be rectified by the carriage service provider in the benchmark period; and

Note: "***Fault or service difficulty***" does not include an inoperative enhanced call handling feature (see sub-item 5(2) of this Schedule and also subsection 9 (3) of the Benchmarks Instrument). Reports relating to inoperative enhanced call handling features are also excluded from the record-keeping rules in Part 2 (see subsection 13(2) of these Rules). Consequently, a compliance report will not include reports of faults or service difficulties of that kind.

(b) of those requests referred to in paragraph (a) that were required to be rectified by the carriage service provider in a guaranteed maximum rectification period, or in a period arranged under section 17 of the CSG Standard—

(i) the number that were rectified in that period;

(ii) the number that were not rectified in that period; and

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(iii) the number that were not rectified in that period, where the carriage service provider's failure to rectify was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

(2) In this item, ***fault or service difficulty*** does not include a fault or service difficulty relating to an inoperative enhanced call handling feature on a specified service that includes an enhanced call handling feature.

(3) For the purposes of sub-item (1), the areas are:

(a) the nominated area; and

(b) each of the following areas within the nominated area:

(i) remote areas;

(ii) rural areas; and

(iii) urban areas.

6 Performance information relating to the keeping of appointments

A compliance report must include, in respect of the benchmark period covered by the report, the following information in relation to the nominated area:

(a) the number of connection or rectification appointments that were required to be kept by the carriage service provider during the benchmark period;

(b) of those appointments referred to in paragraph (a)—

(i) the number that are taken, under section 20 of the CSG Standard, to have been kept; and

(ii) the number that are taken, under section 20 of the CSG Standard, to have been missed; and

(iii) the number that are taken to have been missed, where the carriage service provider's failure to keep the appointment was wholly or partly attributable to one or more acts or omissions by another carriage service provider.

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Schedule 2 — Form of Compliance Report

Instructions for completion of this form—

All fields in the tables must be completed (nil returns must be specified where appropriate).

Table 1 - Information relating to the carriage service provider and the benchmark period

Name of carriage service provider	
ABN of carriage service provider	
Date on which compliance report was prepared	
Start and end dates for the benchmark period	

Note: The information to be included in Table 1 is the information referred to in item 1 of Schedule 1.

Table 2—Information relating to the supply of CSG services

Information relating to CSG Services	**For [insert (last day of the benchmark period)]**					
	Urban Areas	Major Rural Areas	Minor Rural Areas	Rural Areas	Remote Areas	Australia
Number of CSG services						

Note: The information to be included in Table 2 is the information referred to in item 2 of Schedule 1.

Table 3—Performance information relating to in-place connection requests

Nominated area	**In-place connection requests**	**For benchmark period ending [insert]**
Australia	Number of requests	
	Number (complied)	
	Number (did not comply)	
	Number (did not comply – other CSP)	

Note 1: The information to be included in Table 3 is the information referred to in item 3 of Schedule 1.

Note 2: In Table 3, ***CSP*** means carriage service provider

Note 3: In Table 3, entries in the rows marked "Number (did not comply)" must comprise all requests referred to in subparagraph 3(b)(ii) of Schedule 1, including those that were not complied with due to acts or omissions by another carriage service provider.

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Table 4—Performance information relating to new connection requests

Nominated area	New connection requests	For benchmark period ending [insert]				
		Urban Areas	Major Rural Areas	Minor Rural Areas	Remote Areas	Total
Australia	Number of requests					
	Number (complied)					
	Number (did not comply)					
	Number (did not comply—other CSP)					

Note 1: The information to be included in Table 4 is the information referred to in item 4 of Schedule 1.

Note 2: In Table 4, ***CSP*** means carriage service provider.

Note 3: In Table 4, entries in the rows marked "Number (did not comply)" must comprise all requests referred to in subparagraph 4(1)(b)(ii) of Schedule 1 including those that were not complied with due to acts or omissions by another carriage service provider.

Table 5—Performance information relating to faults or service difficulties

Nominated area	Faults or service difficulties	For benchmark period ending [insert]			
		Urban Areas	Rural Areas	Remote Areas	Total
Australia	Number of reports				
	Number (complied)				
	Number (did not comply)				
	Number (did not comply—other CSP)				

Note 1: The information to be included in Table 5 is the information referred to in item 5 of Schedule 1.

Note 2: In Table 5, ***CSP*** means carriage service provider.

Note 3: In Table 5, entries in the rows marked "Number (did not comply)" must comprise all faults or service difficulties referred to in subparagraph 5(1)(b)(ii) of Schedule 1, including those that were not rectified in that period due to acts or omissions by another carriage service provider.

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Table 6—Performance information relating to the keeping of appointments

Nominated area	Appointment keeping	For benchmark period ending [insert]
Australia	Number of appointments	
	Number (complied)	
	Number (did not comply)	
	Number (did not comply—other CSP)	

Note 1: The information to be included in Table 6 is the information referred to in item 6 of Schedule 1.

Note 2: In Table 6, ***CSP*** means carriage service provider.

Note 3: In Table 6, entries in the rows marked "Number (did not comply)" must comprise all appointments referred to in subparagraph 6(1)(b)(ii) of Schedule 1, including those appointments that are taken to have been missed in that period due to acts or omissions by another carriage service provider.

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Endnotes

Endnote 1—About the endnotes

The endnotes provide information about this compilation and the compiled law.

The following endnotes are included in every compilation:

Endnote 1—About the endnotes
Endnote 2—Abbreviation key
Endnote 3—Legislation history
Endnote 4—Amendment history

Abbreviation key—Endnote 2
The abbreviation key sets out abbreviations that may be used in the endnotes.

Legislation history and amendment history—Endnotes 3 and 4
Amending laws are annotated in the legislation history and amendment history.

The legislation history in endnote 3 provides information about each law that has amended (or will amend) the compiled law. The information includes commencement details for amending laws and details of any application, saving or transitional provisions that are not included in this compilation.

The amendment history in endnote 4 provides information about amendments at the provision (generally section or equivalent) level. It also includes information about any provision of the compiled law that has been repealed in accordance with a provision of the law.

Misdescribed amendments
A misdescribed amendment is an amendment that does not accurately describe how an amendment is to be made. If, despite the misdescription, the amendment can be given effect as intended, then the misdescribed amendment can be incorporated through an editorial change made under section 15V of the *Legislation Act 2003*.

If a misdescribed amendment cannot be given effect as intended, the amendment is not incorporated and "(md not incorp)" is added to the amendment history.

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Endnote 2—Abbreviation key

ad = added or inserted

am = amended

amdt = amendment

C[x] = Compilation No. x

ch = Chapter(s)

cl = clause(s)

cont. = continued

def = definition(s)

Dict = Dictionary

disallowed = disallowed by Parliament

div = Division(s)

exp = expires/expired or ceases/ceased to have effect

gaz = gazette

LA = *Legislation Act 2003*

LIA = *Legislative Instruments Act 2003*

(md not incorp) = misdescribed amendment cannot be given effect

mod = modified/modification

No. = Number(s)

Ord = Ordinance

orig = original

p = page(s)

para = paragraph(s)/subparagraph(s) /sub-subparagraph(s)

pres = present

prev = previous

(prev…) = previously

pt = Part(s)

r = regulation(s)/Court rule(s)

reloc = relocated

renum = renumbered

rep = repealed

rs = repealed and substituted

s = section(s)/subsection(s) /rule(s)/subrule(s)/order(s)/suborder(s)

sch = Schedule(s)

SLI = Select Legislative Instrument

SR = Statutory Rules

sub ch = Sub-Chapter(s)

sub div = Subdivision(s)

sub pt = Subpart(s)

underlining = whole or part not commenced or to be commenced

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Endnote 3—Legislation history

Name	Registration	Commencement	Application, saving and transitional provisions
Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023	29 August 2023 (see F2023L01334)	30 August 2023	
Telecommunications (Customer Service Guarantee) Amendment Record-Keeping Rules 2026 (No.1)	18 August 2026 (see F2026L01057)	19 August 2026	

Endnote 4—Amendment history

Provision affected	How affected
s.2	rep. LA s 48D
s.4	rep. LA s 48C
s.5	am. F2026L01057
s.6	am. F2026L01057
s.21	am. F2026L01057

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