



Telecommunications (Consumer Complaints Handling) Industry Standard Amendment 2025 (No. 2)

The Australian Communications and Media Authority makes the following industry standard under subsection 125AA(1) of the *Telecommunications Act 1997*.

Dated: 7 August 2025

Samantha Yorke
[signed]
Member

Cathy Rainsford
[signed]
General Manager

Australian Communications and Media Authority

1 Name

This instrument is the *Telecommunications (Consumer Complaints Handling) Industry Standard Amendment 2025 (No. 2)*.

2 Commencement

Each provision of this instrument specified in column 1 of the table commences, or is taken to have commenced, in accordance with column 2 of the table.

Column 1	Column 2
Provisions	Commencement
1. Sections 1 – 4 and Part 1 of Schedule 1	At the start of the day after this instrument is registered on the Federal Register of Legislation.
2. Section 5 and Part 2 of Schedule 1	1 January 2026

Note : The Federal Register of Legislation may be accessed free of charge at www.legislation.gov.au.

3 Authority

This instrument is made under subsection 125AA(1) of the *Telecommunications Act 1997*.

4 Amendment in Part 1 of Schedule 1

The instrument that is specified in Schedule 1 is amended as set out in Part 1 of that Schedule.

5 Amendments in Part 2 of Schedule 1

The instrument that is specified in Schedule 1 is amended as set out in Part 2 of that Schedule.

Schedule 1—Amendments

Telecommunications (Consumer Complaints Handling) Industry Standard 2018 [F2018L00727]

Part 1

1 Section 5 (paragraph (a) of definition of *urgent complaint*)

Repeal the paragraph, substitute:

- (a) where the complaint is made by a consumer who is a financial hardship customer and has applied, or entered into an arrangement, for financial hardship assistance and where the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate the financial hardship of that consumer.

Part 2

2 Section 5 (after the definition of *advocate*)

Insert:

affected person has the same meaning as in section 5 of the *Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025*.

Note: That standard is a legislative instrument and is available, free of charge, from the Federal Register of Legislation at www.legislation.gov.au

3 Section 5 (at the end of paragraph (c) of the definition of *urgent complaint*)

Omit “.”, substitute:

“; or

- (d) where the complaint is made by an affected person who indicates that there is a threat to the safety of that person and/or their children.