

**Australian Communications  
Consumer Action Network**

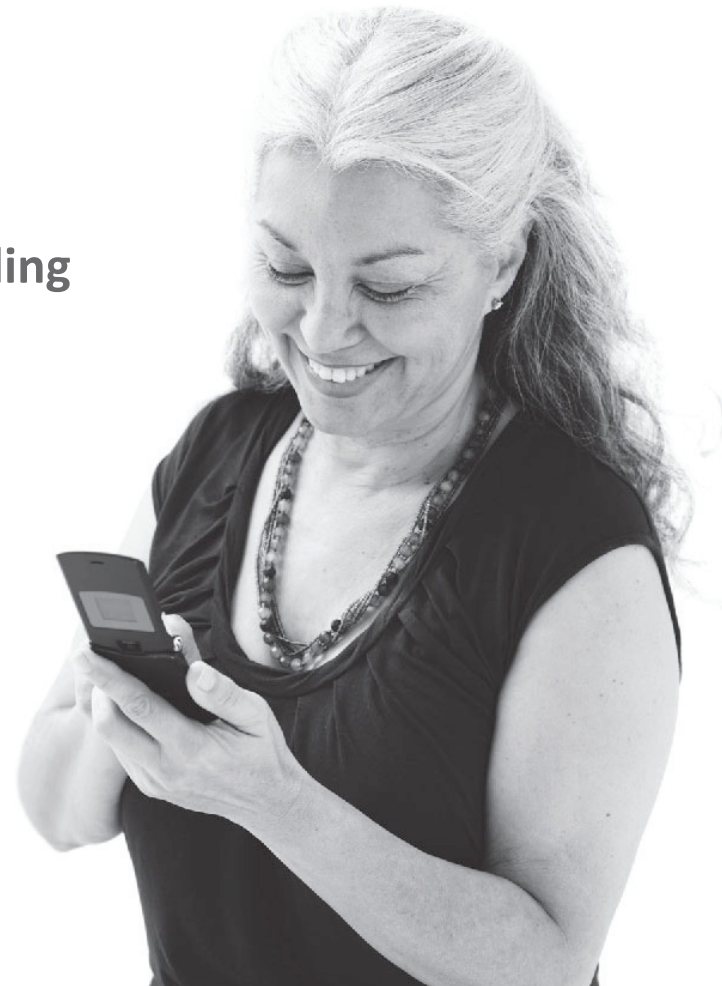


# CommsDay Congress 2011

**Teresa Corbin  
Chief Executive Officer  
ACCAN**

# Topics for today

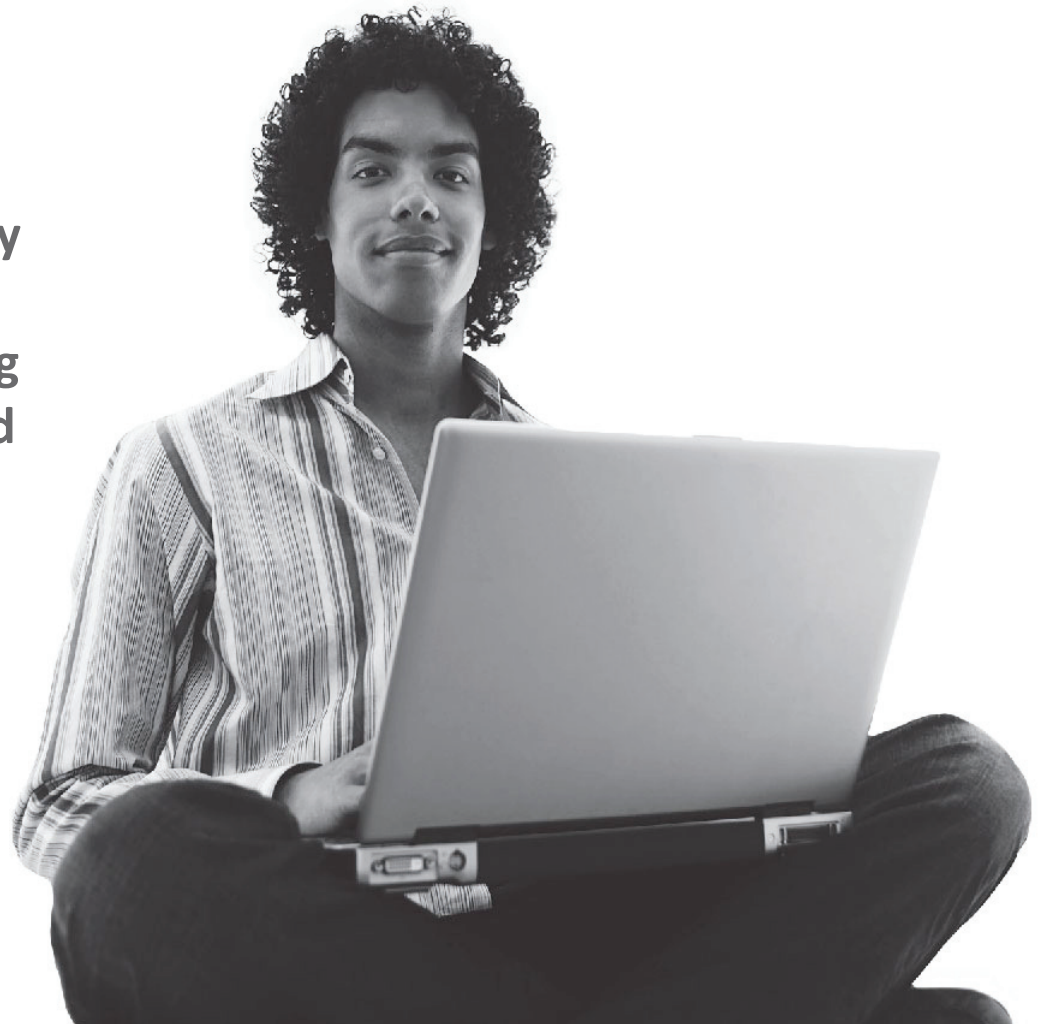
- **About ACCAN & our members**
- **History of consumer representation funding in Australia**
- **Working with industry**
- **Broadband affordability**
- **Our role in the industry**
- **Our research**
- **Working together**



# About us

**ACCAN is the national peak body representing all consumers on communications issues including telecommunications, broadband and emerging services.**

**We advocate for affordable, available and accessible telco services on behalf of our members**



# Members

**175 members:  
Organisations (100),  
individuals (75)**

**Members include:  
community legal centres,  
financial counsellors  
farmers federations,  
seniors, disability groups,  
youth advocates**



## **History of Consumer Representation Funding**

**1989 – Telecom Australia funds CTN**

**1997 – Howard Govt introduced current Telco Act  
which provides in s593 for consumer  
representation to be funded by industry levy**

**1998 – CTN, TEDICORE, SETEL successfully tender  
for s593 Telco Act funding**

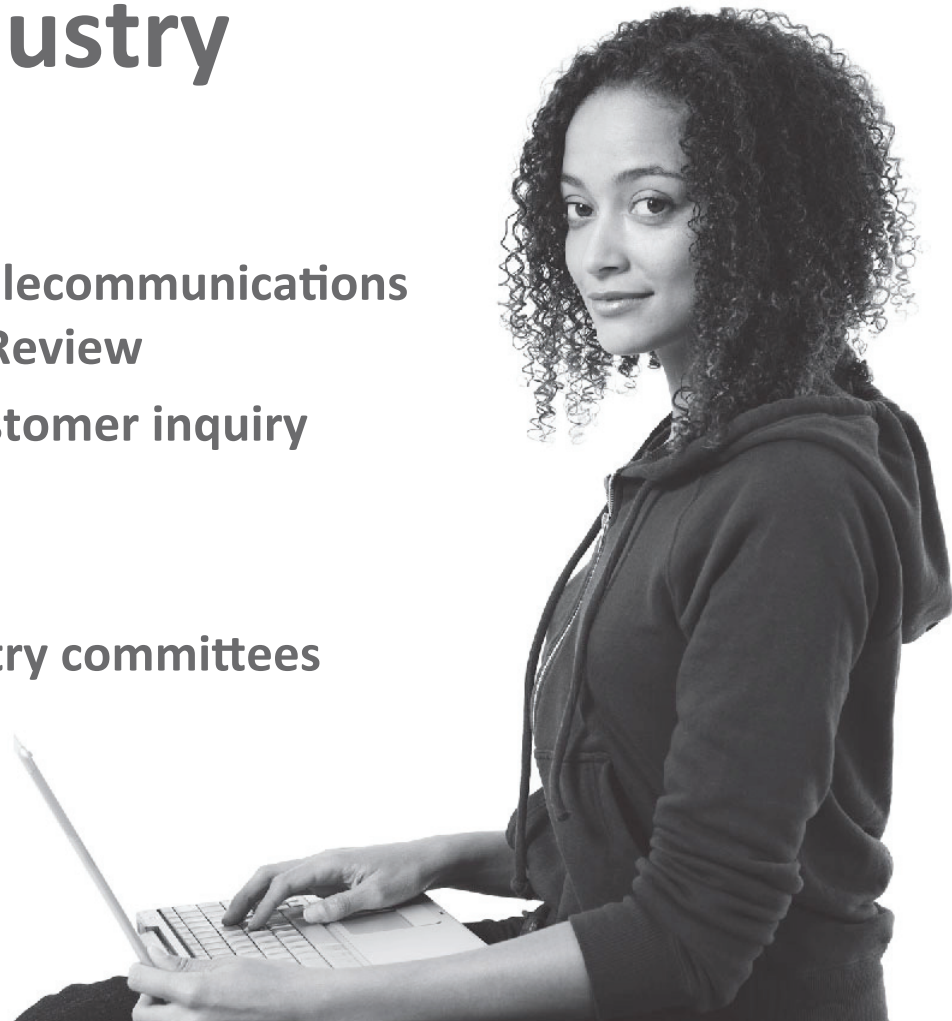
**2008 – ACCAN created uniting the  
consumer voice – CTN, TEDICORE &  
SETEL wind-up**

**2009 – ACCAN funded under s593 of  
Telco Act for consumer representation  
and research**



# Working with industry

- **Communications Alliance Telecommunications Consumer Protection Code Review**
- **ACMA Reconnecting the Customer inquiry**
- **Vodafone – network issues**
- **40 submissions 2010-2011**
- **Representation on 20 industry committees**



## **Broadband affordability**

*The internet service market and Australians in the online environment (ACMA, 2011)*

- **62% had income of less than \$25,000**
- **53% were 55 years old or more**
- **Non-capital city areas 18% did not have their own internet access**
- **Capital city areas 12% did not have their own internet access**
- **42 % reported that the cost of connecting to the internet at home was too expensive**

## **Our role in the industry**

- **Campaign for consumers and the public interest.**
- **Place emphasis on the needs of consumers for whom the market is not working.**
- **Inspire, inform, enable and equip consumers to act in their own interests.**
- **Research consumer issues to produce sound information and evidence.**
- **Build partnerships and work across jurisdictions to optimise positive outcomes.**



# Research



## **Home Internet for Remote Indigenous Communities**

A consumer research report by the ARC Centre of Excellence for Creative Industries and Innovation, the Centre for Appropriate Technology and the Central Land Council



**Taking Advantage of Disadvantage:**  
Case studies of refugee and new migrant  
experiences in the communications market



March 2011

## **Deakin & ACCAN Research Project**

### ***Seeking Straight Answers: Consumer Decision Making in Telecommunications***

**VIDEO**



## Contact us:

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