

## **COMMUNICATIONS ALLIANCE DOCUMENT REVIEW 2013**

### **PRIORITY ASSISTANCE FOR LIFE THREATENING MEDICAL CONDITIONS INDUSTRY CODE (C609:2007)**

#### **Comments received from the Australian Communications and Media Authority**

**26 October 2012**

There are no issues with the current operation of the PA code that have come to the ACMA's attention and we will not be providing any comments in this regard.

However we note that:

- this code has a strong consumer focus and, as such, any proposal to modify the code must ensure that the needs of affected consumers are properly considered; and
- government has included reference to the Code in Part 6 of Schedule 2 of the Telecommunications Act in amendments made in 2011, making it obligatory for CSPs to provide details of a CSP offering a PA service if they do not provide one - this will need to be borne in mind when considering revisions to the code.

We also suggest that consideration be given to the Code's interaction with the priority assistance service provisions in the NBN SAUs, with a view to ensuring that the Code will operate effectively post migration to the NBN.

**Carolyn Hodges**

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*NBN and Industry Monitoring Branch*

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**Australian Communications and Media Authority**