



2012 TCP Code to launch on 1 September 2012

It's official: ACMA has announced that the new 2012 Telecommunications Consumer Protection Code will be registered, and will come into force on 1 September.

The 2012 TCP Code is intended to be the single biggest legal shake up the retail telco industry has been through since the establishment of the TIO. The industry simply can't ignore it.

If you supply voice or internet services to residential or small business customers, this Code will affect:

- how you advertise
- How you sell
- How you contract
- How you churn in customers
- How you compete
- How you provide customer service
- How you train your staff
- How you bill
- How you collect
- How you manage defaults
- How you keep customers informed
- How you change wholesalers
- How you sell your business
- How you handle complaints
- How you manage compliance

And unlike previous codes, the 2012 TCP Code isn't toothless. There's a new Authority being created – *Communications Compliance* – specifically to monitor compliance with this code. By 1 April 2013, **your CEO will have to sign and lodge a certificate** that you are compliant with the code's 91 pages of rules and regulations.

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