

If you only read one page about the new Telecommunications Consumer Protections Code read this one.

What the new TCP Code says

- 89 pages of rules
- **New annual compliance attestation - You have to 'swear' that you comply**
- **First attestation due by 1 April 2013**
- Most rules start on 1 September 2012
- New advertising laws
- Word 'cap' banned
- New sales laws
- New plan information requirements
- New product disclosure sheets
- New spend management alerts
- New billing requirements
- New complaints handling rules and reporting requirements
- New staff training requirements
- New documentation requirements
- New auditing requirements
- SFOA changes
- New credit control rules
- New compliance authority
- New enforcement powers
- New requirements on sale of business
- New coordination links between TIO, ACCC and ACMA

What ACMA says

"Compliance with the TCP Code is no longer optional"



"Require 1 September compliance with [most] rules"



"For everything else, short education period, then we enforce"



"More investigations, more directions, more court cases"

What Cooper Mills say

This is the biggest change in telco regulation since the TIO was created. It profoundly affects the operations of any telco that sells to SMEs or personal / residential.

Your business may be able to cope with most of the changes using in-house resources. Or you may not. Urgently, you need to understand what the new TCP Code involves, and what compliance effort and resources it demands of you.

We're strongly urging telcos to get Cooper Mills in for a 1.5 to 2 hour orientation session.

After that, you may decide it's under control. You may decide it's out of control. But until an expert has explained what it all really means, you simply don't know what you don't know.



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