

2 x Private Citizen submissions

1. Graham L

Lengthy phone conversation w CA Policy and Regulatory Manager in stage 1 of the consultation. Was sent hard copy of Code by post, with discussion questions, per his stage 1 request, at public consultation stage. A further phone call followed.

Issue raised at stage 1: vulnerable customers (e.g. not digitally literate) should be able to request paper copies of telecommunication bills without charge. Some CSPs offer this, others do not.

Feedback received verbally at public consultation stage: Thank you. Very happy with drafting update – how can he force his local council to do the same?

2. Jarrod H

Submission received at stage 1 on the issue of payment options. (Refer to published submissions, stage 1).

Short email received at public consultation stage: Thank you for the update on the TCP. I'm glad to see the change and additions made to section 8.10.