

WC104: Handling of Life Threatening and Unwelcome Communications



Terms of Reference

The **WC104 : Handling of Life Threatening and Unwelcome Communications** Working Committee has been established to perform an area of work identified by the Operations Reference Panel (ORP). This Working Committee in carrying out the specific terms below is to observe the following guidelines, as appropriate:

- to ensure that if the Code is to be registered with ACMA that it comply with Part 6 of the *Telecommunications Act 1997* and the ACMA “Developing Telecommunications Codes for registration – a Guide” including the identification of:
 - the sections of the industry that are to be covered by the Code, as per s.110 of the Act; and
 - the telecommunications activities to be covered by the Code, as per s.109 of the Act.

Specifically the Working Committee is to carry out a revision of C525:2017, Incorporating Variation No.1_2018 **Handling of Life Threatening and Unwelcome Communications** Code in order to;

- consider any interoperability with the C661:2020 Reducing Scam Calls Industry Code and G660:2018 Assisting Customers Experiencing Domestic and Family Violence Industry Guideline;
- consider the clarification on the use and disclosure of some types of sensitive information and how the Code aligns with the Privacy Act;
- consider comments received during the review of the Code and whether processes need clarification within the Code, or through development of an associated Industry Guidance Note.

Primary deliverables

- A revised version of the C525:2017, Incorporating Variation No.1 2018 **Handling of Life Threatening and Unwelcome Communications** Code. (C525:202X)

Supporting deliverables

- Documented responses to comments received during the public consultation process.