

## Chair and Agency Head

Mr Daniel Craig  
A/g Executive Director  
Office of Impact Analysis  
Department of the Prime Minister and Cabinet  
1 National Circuit  
BARTON ACT 2600  
Email: Helpdesk-OIA@pmv.gov.au

ACMA file reference: ACMA2023/400-9  
OIA reference: 05109

Dear Mr Craig

### **Impact Analysis – final assessment second pass – Financial Hardship in the telco sector**

I certify that the attached Impact Analysis (IA), prepared by the Australian Communications and Media Authority (ACMA) concerning options to enhance consumer protections for financial hardship in the telecommunications sector, meets the requirements set out in the Australian Government Guide to Impact Analysis and is consistent with the 6 principles for Australian Government policy makers.

The revised IA addresses the feedback provided in your letter of 22 December 2023. We have strengthened the sections relating to the policy problem, government intervention, policy options, impacts and implementation. Specifically, we have made the following changes:

- added information on how other countries have sought to address similar issues;
- expanded the discussion on barriers and risks that may hinder government from achieving its stated objectives, along with strategies to mitigate these challenges;
- improved the differentiation between the status quo and Option 2A;
- clarified the limitations of the regulatory burden estimate by providing an explanation of what is meant by 'unquantified reduction in costs';
- included more details on the timeline of our compliance program implementation;
- expanded information on implementation risks; and
- provided a clearer explanation of how the key metrics for measuring success interact with decision points post-implementation and clarified the responsibilities for these decisions.

Accordingly, I submit the IA to the Office of Impact Analysis for second pass final assessment.

I thank your office for working with the ACMA throughout this process.

The ACMA contact for this matter is Craig Riviere, Executive Manager, Telecommunications Safeguards and Numbers at [Craig.Riviere@acma.gov.au](mailto:Craig.Riviere@acma.gov.au) or on 02 6219 5533.

Yours sincerely



Nerida O'Loughlin PSM  
9 January 2024