

Senator O'Neill asked when the ACMA was consulted on the Ministerial direction (the *Telecommunications (NBN Consumer Experience Industry Standard) Direction 2017*).

The Department consulted with the ACMA on legal drafting between 4-7 December, and provided the ACMA with a final draft of the direction on 13 December.

A final copy of the direction was provided to the ACMA on 20 December, following signature by the Minister.

What stakeholders were consulted on the Ministerial Direction?

nbn, Telstra, Optus, TPG, Vodafone, Vocus, Communications Alliance, ACCAN, Consumer Federation of Australia, CHOICE, TIO and the ACCC were contacted about the release of the package, including the Ministerial Direction, ahead of its release.