

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Supplementary Budget Estimates Hearings November 2014

Communications Portfolio

Department of Communications

Question No: 20

Program No. 1.1

Hansard Ref: In Writing

Topic: Statutory Review Provisions

Senator Ludwig asked:

Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:

1. What work has been done towards preparing for the review? If none, why not?
2. Please provide a schedule or a workplan for the review
3. When did/will this work begin?
4. When is/was the review due to commence.
5. What is the expected report date.
6. Who is the minister responsible for the review
7. What department is responsible for the review
8. List the specific clauses or legislation under review caused by the statutory provision.
9. List the terms of reference.
10. What is the scope of the review.
11. Who is conducting the review. How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
12. What is the budgeted, projected or expected costs of the review?
13. When was the Minister briefed on this matter?
14. What decision points are upcoming for the minister on this matter?
15. List the number of officers, and their classification level, involved in conducting the review
16. Will the report will be tabled in parliament or made public. If so, when?

Answers:

The following statutory review provisions in Communications legislation have been identified:

1. *Broadcasting Services Act 1992* – section 61CT
2. *Broadcasting Services Act 1992* – section 123A
3. *Broadcasting Services Act 1992* – section 130ZZE
4. *Broadcasting Services Act 1992* – section 215B
5. *Broadcasting Services Act 1992* – clause 29 of Schedule 6
6. *Competition and Consumer Act 2010* – section 151CL
7. *Competition and Consumer Act 2010* – section 152EOA
8. *Do Not Call Register Act 2006* – section 45
9. *Radiocommunications Act 1992* – section 313B
10. *Spam Act 2003* – section 46
11. *Telecommunications (Consumer Protection and Service Standards) Act 1999* – section 133A

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12. *Telecommunications (Consumer Protection and Service Standards) Act 1999* – section 158P

13. *Telecommunications Universal Service Management Agency Act 2012* – section 123

While it is expected that this list includes all statutory review provisions, a more exhaustive search would involve an unreasonable diversion of the Department's resources. Answers to the 16 questions above are presented below for each identified statutory review provision.

1. *Broadcasting Services Act 1992* – section 61CT

1. The review is underway. Consultations have been undertaken (both before and after the review commenced) with the peak industry body representing the commercial radio industry (Commercial Radio Australia) and the Australian Communications and Media Authority (ACMA). The review has also been informed by written submissions received from both of these parties.
2. It is anticipated that the review report will be finalised in the first quarter of 2015.
3. Work on the review commenced in the first quarter of 2013.
4. The review was due to commence before March 2014.
5. See the answer to Question 2.
6. The Minister for Communications.
7. The Department of Communications.
8. Section 61CT of the *Broadcasting Services Act 1992* (BSA) requires regular reviews of local content requirements set out in:
 - (a) Division 5C;
 - (b) Sections 43B and 43C; and
 - (c) Paragraph 8(2)(c) of Schedule 2.
9. Section 61CT of the BSA requires that:
 - (1) At least once every 3 years, the Minister must cause to be conducted a review of the following matters:
 - (a) the operation of sections 43B and 43C;
 - (b) the operation of this Division;
 - (c) the operation of paragraph 8(2)(c) of Schedule 2;
 - (d) whether sections 43B and 43C should be amended;
 - (e) whether this Division should be amended;
 - (f) whether paragraph 8(2)(c) of Schedule 2 should be amended.
 - (2) For the purposes of facilitating the conduct of a review under subsection (1), the ACMA must make available information about regional commercial radio broadcasting licensees' compliance with:
 - (a) licence conditions imposed as a result of section 43B or 43C; and
 - (b) licence conditions imposed as a result of an investigation directed under section 61CR; and

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- (c) licence conditions imposed as a result of a direction under section 61CS; and
 - (d) the licence condition set out in paragraph 8(2)(c) of Schedule 2.
 - (3) The Minister may give the ACMA a written direction requiring the ACMA to make available specified information for the purposes of facilitating the conduct of a review under subsection (1).
 - (4) The ACMA must comply with a direction under subsection (3).
 - (5) The Minister must cause to be prepared a report of a review under subsection (1).
 - (6) The Minister must cause copies of a report to be laid before each House of the Parliament within 15 sitting days of that House after the completion of the report.
10. The review is focussing on the impact of the *Broadcasting Services Amendment (Regional Commercial Radio) Act 2012* on the commercial radio sector, and whether there is a need for further change.
 11. The review is being conducted by the Department of Communications using existing resources and staff.
 12. The review is being undertaken within the existing Departmental budget and specific costs were not separately identified.
 13. The Minister is aware of the review process and its report, once finalised, will be considered in detail in the context of the 2015 deregulation agenda.
 14. The Minister will approve the review report for tabling in Parliament.
 15. No additional resources have been engaged to conduct the review. The review work has been undertaken as part of normal business for existing staff in the relevant policy area of the Department.
 16. Yes. The Minister is required to cause copies of the review report to be tabled in each House of the Parliament within 15 sitting days of that House after the completion of the report.

2. *Broadcasting Services Act 1992* – section 123A

1. On 29 October 2014 the Government introduced the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014. Item 1 of Schedule 4 to the Bill proposes to repeal the requirement for the ACMA to undertake a review under section 123A. No work has commenced on the review.
2. N/A – see answer to question 1.
3. N/A – see answer to question 1.
4. N/A – see answer to question 1.
5. N/A – see answer to question 1.
6. The Minister for Communications.
7. The ACMA.
8. Subsections 123A(3A) and (3C) of the *Broadcasting Services Act 1992*.

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9. According to subsection 123A(1) the ACMA must periodically conduct a review of the operation of subsections 123(3A) and (3C) to see whether those subsections are in accordance with prevailing community standards.

Subsection 123A(2) requires that “If after conducting such a review, the ACMA concludes that subsection 123(3A) or (3C) is not in accordance with prevailing community standards, the ACMA must recommend to the Minister appropriate amendments to this Act that would ensure that subsection 123(3A) or (3C), as the case requires, is in accordance with prevailing community standards.”

10. See the answer to question 9.
11. N/A – see answer to question 1.
12. N/A – see answer to question 1.
13. N/A – see answer to question 1.
14. N/A – see answer to question 1.
15. N/A – see answer to question 1.
16. N/A – see answer to question 1.

3. *Broadcasting Services Act 1992* – section 130ZZE

1. On 29 October 2014 the Government introduced the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014. Item 16 of Schedule 6 to the Bill proposes to repeal the requirement for the Australian Communications and Media Authority to conduct a review under section 130ZZE. Accordingly, no work has commenced on the review.
2. N/A – see answer to question 1.
3. N/A – see answer to question 1.
4. N/A – see answer to question 1.
5. N/A – see answer to question 1.
6. The Minister for Communications.
7. The ACMA.
8. Part 9D, paragraph 7(1)(o) of Schedule 2, paragraph 10(1)(eb) of Schedule 2, and paragraph 11(1)(bc) of Schedule 2 of the *Broadcasting Services Act 1992*.
9. Subsection 130ZZE(1) states: “Before 31 December 2015, the ACMA must conduct a review of the following matters:
- (a) the operation of this Part;
 - (b) whether this Part should be amended;
 - (c) the operation of paragraph 7(1)(o) of Schedule 2;
 - (d) whether paragraph 7(1)(o) of Schedule 2 should be amended;
 - (e) the operation of paragraph 10(1)(eb) of Schedule 2;
 - (f) whether paragraph 10(1)(eb) of Schedule 2 should be amended;

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- (g) the operation of paragraph 11(1)(bc) of Schedule 2;
- (h) whether paragraph 11(1)(bc) of Schedule 2 should be amended.”

10. See the answer to question 9.
11. N/A – see answer to question 1.
12. N/A – see answer to question 1.
13. N/A – see answer to question 1.
14. N/A – see answer to question 1.
15. N/A – see answer to question 1.
16. N/A – see answer to question 1.

4. *Broadcasting Services Act 1992* – section 215B

Section 215B of the *Broadcasting Services Act 1992* and section 313B of the *Radiocommunications Act 1992* both require reviews to be conducted of matters relating to digital radio and restricted datacasting services, in each case relating to provisions in their respective Acts. The answers relating to both provisions are contained here.

1. The review, which is addressing two separate statutory review requirements that are related to digital radio and restricted datacasting services, is underway. Consultations have been undertaken (both before and after the review commenced) with industry players and Australian and international regulators. The review has also been informed by submissions received in response to a discussion paper it released.
2. It is anticipated that the review report will be finalised in the first quarter of 2015.
3. Work on the review commenced in the final quarter of 2013.
4. The review was due to commence before 1 January 2014.
5. See the answer to Question 2.
6. The Minister for Communications.
7. The Department of Communications.
8. The review will address matters required to be reviewed under section 215B of the *Broadcasting Services Act 1992* and section 313B of the *Radiocommunications Act 1992*.
9. The terms of reference for the review are set out in the relevant statutory provisions.

Section 215B of the *Broadcasting Services Act 1992* requires the review to consider: the development of various terrestrial and satellite technologies capable of transmitting digital radio broadcasting services and restricted datacasting services in Australia; the implementation of those technologies in foreign countries; and the operation of the Act in so far as it deals with the licensing and regulation of digital radio broadcasting services and restricted datacasting services.

Section 313B of the *Radiocommunications Act 1992* requires the review to consider: the use of spectrum for the transmission of digital radio broadcasting services and restricted

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datacasting services in Australia; the availability of additional frequency channels for the transmission of digital radio broadcasting services and restricted datacasting services in Australia; the operation of the Act in so far as it deals with licensing and regulation in relation to the transmission of digital radio broadcasting services and restricted datacasting services; and the operation of the provisions relating to digital radio multiplex transmitter licences.

10. The scope of the review reflects the terms of reference as outlined in the answer to Question 9.
11. The review is being conducted by the Department of Communications using existing resources and staff.
12. The review is being undertaken within the existing Departmental budget and specific costs have not been separately identified.
13. The Minister has been briefed at key milestones during the review process.
14. The Minister will approve the review report for tabling in Parliament.
15. No additional resources have been engaged to conduct the review. The review work has been undertaken as part of normal business for existing staff in the relevant policy areas of the Department.
16. Yes. The Minister is required to cause copies of the review report to be tabled in each House of the Parliament within 15 sitting days of that House after the completion of the report.

5. *Broadcasting Services Act 1992* – clause 29 of Schedule 6

1. On 29 October 2014 the Government introduced the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014. Item 2 of Schedule 4 to the Bill proposes to repeal the requirement for the Australian Communications and Media Authority (ACMA) to undertake a review under subclause 29 of Schedule 6 to the *Broadcasting Services Act 1992*. Accordingly, no work has commenced on the review.
2. N/A – see answer to question 1.
3. N/A – see answer to question 1.
4. N/A – see answer to question 1.
5. N/A – see answer to question 1.
6. The Minister for Communications.
7. The ACMA.
8. Subclause 28(4) of Schedule 6 to the *Broadcasting Services Act 1992*.
9. According to subclause 29(1) the ACMA must periodically conduct a review of the operation of subclause 28(4) to see whether that subclause in accordance with prevailing community standards.

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Subclause 29(2) requires that “If after conducting such a review, the ACMA concludes that subclause 28(4) is not in accordance with prevailing community standards, the ACMA must recommend to the Minister appropriate amendments to this Act that would ensure that subclause 28(4) is in accordance with prevailing community standards.”

10. See the answer to question 9.
11. N/A – see answer to question 1.
12. N/A – see answer to question 1.
13. N/A – see answer to question 1.
14. N/A – see answer to question 1.
15. N/A – see answer to question 1.
16. N/A – see answer to question 1.

6. *Competition and Consumer Act 2010* – section 151CL

1. Preparation for the annual statutory review required pursuant to section 151CL(2) of the *Competition and Consumer Act 2010* (CCA) usually begins prior to the end of the relevant financial year. This year the preparation for the review began in June 2014.
2. The workplan for the production of the report required under Division 11 of Part XIB of the CCA is as follows:
 - (a) Preparation for the reviews of Part XIB and XIC of the CCA began in June 2014;
 - (b) Research and requests for information sent out to relevant parties from July to September 2014;
 - (c) Data analysis, key themes and drafting for the reports was undertaken between September and December 2014;
 - (d) Final report approved by the Commission in December 2014, publishing in January 2015.
3. June 2014.
4. There is no statutory commencement date for the review. Work on the review began in June 2014.
5. Pursuant to section 151CL(2) of the CCA the Commission must give the report to the Minister as soon as possible after the end of the financial year. The Commission expects to provide the report to the Minister in January 2015.
6. The Minister for Communications.
7. The Department of Communications.
8. Part XIB and Part XIC of the CCA.
9. N/A.
10. The Commission must report each financial year on the competitive safeguards within the telecommunications industry, including matters relating to the operation of Part XIB and Part XIC.

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11. ACCC staff conducts the review. There are no legislated obligations for the selection of staff undertaking the review.
12. Not a separate budgeted item.
13. N/A.
14. N/A.
15. Executive Level 2 – one ACCC staff, Executive Level 1 – two ACCC staff, APS 6 – three ACCC staff, APS 5 – two ACCC staff.
16. The Commission expects the report will be tabled in February 2015.

7. *Competition and Consumer Act 2010* – section 152EOA

1. The Statutory Review under section 152EOA of the *Competition and Consumer Act 2010* was completed and submitted to the Minister for Communications, the Hon Malcolm Turnbull MP on 30 June 2014.
2. N/A.
3. The work commenced with the appointment of the Panel of Experts that was announced 12 December 2013.
4. N/A.
5. Under section 152EOA of the *Competition and Consumer Act 2010*, the submission date for the review to the Minister for Communications was 30 June 2014.
6. The Minister for Communications.
7. The Department of Communications.
8. Part XIC of the *Competition and Consumer Act 2010*; the remaining provisions of the *Competition and Consumer Act 2010* so far as they relate to Part XIC; Division 2 of Part 2 of the *National Broadband Network Companies Act 2011*; and the remaining provisions of the *National Broadband Network Companies Act 2011* so far as they relate to Division 2 of Part 2 of that Act.
9. The terms of reference are available at www.minister.communications.gov.au/malcolm_turnbull/news/panel_of_experts_to_conduct_cost-benefit_analysis_of_broadband_and_review_nbn_regulation.
10. The panel reviewed the telecommunications access regime under Part XIC of the *Competition and Consumer Act 2010* and the rules about NBN Co's operations under the *National Broadband Network Companies Act 2011*.
11. The Government appointed a Panel of Experts to conduct the review on 12 December 2013. The Panel was led by Dr Michael Vertigan AC as chair, with panel members Ms Alison Deans, Professor Henry Ergas and Mr Tony Shaw PSM.
12. The Vertigan Panel released the following panel reports:
 - (a) The Statutory Review under section 152EOA of the *Competition and Consumer Act 2010*;

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- (b) The Independent Cost-Benefit Analysis of Broadband;
 - (c) The NBN Market and Regulatory Report.
13. The total cost of the reports produced by the Vertigan Panel was \$1 475 445.60 (GST inclusive).
14. The Minister received the Statutory Review on 30 June 2014.
15. The Government released its response to the Review on 11 December 2014, www.communications.gov.au/broadband/telecommunications_regulatory_reform.
16. The Department funded the panel and provided a secretariat which consisted of four officers of the following levels:
- (a) 1 x SES B1 seconded from Treasury;
 - (b) 1 x EL2 seconded from the Department of Finance;
 - (c) 2 x EL2 from the Department of Communications.
17. The Statutory Review under section 152EOA of the *Competition and Consumer Act 2010* was tabled in both Houses of Parliament 16 July 2014.

8. Do Not Call Register Act 2006 – section 45

1. Section 45 of the *Do Not Call Register Act 2006* requires the Minister to cause a review of the Act and the relevant provisions of the *Telecommunications Act 1997* to be conducted before or as soon as practicable after three years from the date of commencement, i.e. May 2010. The review commenced in October 2009 with the release, for public comment, of a discussion paper. The review concluded with the tabling in Parliament of the report in September 2010.
2. N/A – see answer to question 1.
3. The discussion paper commencing the review was released in October 2009.
4. See answer to question 3.
5. The report was tabled in both houses of Parliament on 29 September 2010.
6. The then Minister for Broadband, Communications and the Digital Economy was responsible for the review (the *Do Not Call Register Act 2006* is now administered in the Communications portfolio).
7. The Department of Broadband, Communications and the Digital Economy was responsible for the review.
8. Subsection 45(1) of the *Do Not Call Register Act 2006* provides that the review had to be conducted of the operation of:
 - (a) The *Do Not Call Register Act 2006*;
 - (b) the *Telecommunications Act 1997* to the extent to which that Act relates to the *Do Not Call Register Act 2006*;
 - (c) Part 6 of the *Telecommunications Act 1997* to the extent to which that Part relates to telemarketing activities (within the meaning of that Part).

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9. The terms of reference were those set out in the answer to question 8.
10. The operation of the *Do Not Call Register Act 2006* and related provisions in the *Telecommunications Act 1997*.
11. The review was conducted by the Department of Broadband, Communications and the Digital Economy.
12. N/A – the review has been completed.
13. N/A – the review has been completed.
14. N/A – the review has been completed.
15. N/A – the review has been completed.
16. See answer to question 5.

9. Radiocommunications Act 1992 – section 313B

Section 313B of the *Radiocommunications Act 1992* and section 215B of the *Broadcasting Services Act 1992* (the BSA) both require reviews to be conducted of matters relating to digital radio and restricted datacasting services, in each case relating to provisions in their respective Acts. The answers relating to both provisions are contained above with the answers to the questions relating to section 215B of the BSA.

10. Spam Act 2003 – section 46

1. Section 46 of the *Spam Act 2003* requires that the Minister cause a review of the Act and the relevant provisions of the *Telecommunications Act 1997* to be conducted before the end of two years from the date of commencement, i.e. no later than April 2006. The review commenced in December 2005 with the release, for public comment, of an issues paper. The review concluded with the tabling in Parliament of the report in August 2006.
2. N/A – see answer to question 1.
3. The issues paper commencing the review was released in December 2005.
4. See answer to question 3.
5. The report was tabled in the House of Representatives on 22 June 2006 and in the Senate on 8 August 2006.
6. The then Minister for Communications, Information Technology and the Arts was responsible for the review (the *Spam Act 2003* is now administered in the Communications portfolio).
7. The Department of Communications, Information Technology and the Arts was responsible for the review.
8. Subsection 46(1) of the *Spam Act 2003* provides that the review had to be conducted of the operation of:
 - (a) the *Spam Act 2003*;
 - (b) the *Telecommunications Act 1997* to the extent to which that Act relates to the *Spam Act 2003*;

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- (c) Part 6 of the *Telecommunications Act 1997* to the extent to which that Part:
- (i) relates to e-marketing activities (within the meaning of that Part); and
 - (ii) relates to activities that consist of carrying on business as an electronic messaging service provider (within the meaning of that Part); and
 - (iii) deals with industry codes, and industry standards, relating to matters covered by paragraphs 113(3)(q) to (v) of that Act.
9. The terms of reference were those set out in the answer to question 8.
10. The operation of the *Spam Act 2003* and related provisions in the *Telecommunications Act 1997*.
11. The review was conducted by the Department of Communications, Information Technology and the Arts.
12. N/A – the review has been completed.
13. N/A – the review has been completed.
14. N/A – the review has been completed.
15. N/A – the review has been completed.
16. See answer to question 5.

11. *Telecommunications (Consumer Protection and Service Standards) Act 1999* – section 133A

1. On 28 August 2014, the *Telecommunications Legislation Amendment (Consumer Protection) Act 2014* inserted new section 133A into the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Consumer Protection Act). This section requires the Telecommunications Industry Ombudsman (TIO) to cause to be conducted an independent review into the TIO scheme in section 128 of the Consumer Protection Act. The first review must be conducted within 3 years of the commencement of section 133A, with further reviews to be conducted every five years. As this section has only recently commenced, and the first review is not due until August 2017, no further work plan has been established at this time.
2. Not yet known – see answer to question 1.
3. Not yet known – see answer to question 1.
4. Not yet known – see answer to question 1.
5. Within 3 years of commencement of the section, i.e. by 27 August 2017.
6. The Minister for Communications.
7. The Telecommunications Industry Ombudsman must cause the review to be conducted by an independent person or body. The Department of Communications is the department responsible for Consumer Protection Act.
8. Subsection 133A(1) of the Consumer Protection Act provides that the review must be conducted of the operation of the TIO scheme as contained in section 128 of that Act.

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9. Not yet known – see answer to question 1.
10. The operation of the TIO scheme.
11. Subsection 133A(4) requires the review to be conducted by a person or body who is independent of the TIO and the telecommunications industry. The selection process has not yet commenced – see answer to question 1.
12. Not yet known – see answer to question 1.
13. N/A – see answer to question 1.
14. N/A – see answer to question 1.
15. Not yet known – see answer to question 1.
16. After the review has been completed, subsection 133A(7) of the Consumer Protection Act requires the TIO to give a copy of the report to the Minister, as well as publishing it on the TIO website.

12. *Telecommunications (Consumer Protection and Service Standards) Act 1999* – section 158P

1. Section 158P of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* requires that the Regional Telecommunications Independent Review Committee must conduct a review of the adequacy of telecommunications services in regional, rural and remote parts of Australia and provide a report to the Minister for Communications by 23 August 2015.
2. N/A – see answer to question 1.
3. N/A – see answer to question 1.
4. There is no date by which the review is required to commence.
5. The Regional Telecommunications Independent Review Committee must provide a report to the Minister for Communications by 23 August 2015.
6. The Minister for Communications.
7. The Department of Communications.
8. Section 158P states that the Regional Telecommunications Independent Review Committee must conduct a review of the adequacy of telecommunications services in regional, rural and remote parts of Australia.
9. N/A – see answer to question 1.
10. See answer to question 8.
11. Section 158T provides for the appointment of the Regional Telecommunications Independent Review Committee. No appointments have been made for the 2015 review at this stage.
12. The Department's appropriation for 2015-16 includes \$1.4 million towards the cost of conducting the review.
13. The Minister has been briefed on the review requirements.

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14. The Minister will approve the details of the conduct of the review.
15. N/A – see answer to question 1.
16. Section 158Q states that the Minister must table a copy of the report in each House of Parliament within 15 sitting days of the relevant House after receiving the report.

13. *Telecommunications Universal Service Management Agency Act 2012* – section 123

1. As part of the May 2014 Budget, the Australian Government announced its intention to repeal the Telecommunications Universal Service Management Agency (TUSMA) and to transfer its functions to the Department of Communications. Consistent with this, the Telecommunication Legislation Amendment (Deregulation) Bill 2014 and the Telecommunications (Industry Levy) Amendment Bill 2014 were introduced into the Parliament in late 2014. These Bills have been passed by the House of Representatives and are currently before the Senate, and include provisions to repeal the *Telecommunications Universal Service Management Agency Act 2012* (TUSMA Act). Section 123 of the TUSMA Act provides that before 1 January 2018, the Minister must cause review of the operation of the TUSMA Act and the relevant parts of the *Telecommunications Act 1997*. Given the statutory review under section 123 is not scheduled for a number of years and legislation is before the Parliament to repeal the TUSMA Act, no work has commenced on the review.
2. N/A – see answer to question 1.
3. N/A – see answer to question 1.
4. N/A – see answer to question 1.
5. N/A – see answer to question 1.
6. The Minister for Communications.
7. The Department of Communications.
8. Subsection 123(1) of the TUSMA Act provides that the review must be conducted of the operation of:
 - (a) The TUSMA Act
 - (b) Legislative instruments under the TUSMA Act
 - (c) The *Telecommunications Act 1997* to the extent to which that Act relates to the TUSMA Act.
9. Subsections 123(2) and (3) of the TUSMA Act provide matters that must be considered in a review under that section:
 - (2) Without limiting subsection (1), a review under that subsection must consider the following matters:
 - (a) the extent to which the policy objectives set out in section 11 have been achieved;
 - (b) whether there should be any changes to arrangements for the provision of:
 - (i) standard telephone services; and
 - (ii) payphones; and
 - (iii) emergency call services; and

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- (iv) the National Relay Service;
 - (c) whether there should be any changes to the functions of TUSMA.
- (3) A review under subsection (1) must have regard to developments in the telecommunications industry, including developments in the technology for the provision of:
 - (a) standard telephone services; and
 - (b) payphones; and
 - (c) emergency call services; and
 - (d) the National Relay Service.
- 10. The operation of the TUSMA Act and related legislation and instruments, having regard to the matters listed in the answer to question 9.
- 11. N/A – see answer to question 1.
- 12. N/A – see answer to question 1.
- 13. N/A – see answer to question 1.
- 14. N/A – see answer to question 1.
- 15. N/A – see answer to question 1.
- 16. N/A – see answer to question 1.