



9 June 2026

Australian Communications and Media Authority (**ACMA**)

Submitted [online](#)

Dear ACMA

Extending the Customer Service Guarantee Instruments

Thank you for the opportunity to comment on the ACMA's consultation to amend the Telecommunications (Customer Service Guarantee) Standard 2023 to extend its end date by 3 years, and make a minor change to the Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2023.

The TIO supports the proposed amendments to continue the operation of the Customer Service Guarantee (**CSG**). The CSG is an important consumer safeguard for users of fixed-line services.

Extending the current CSG is an important interim measure. We continue to support broader reform to build on the CSG Standard and ensure the regulatory framework reflects how Australians now use and rely on essential telecommunications services.¹

If you have any questions on this matter, please do not hesitate to contact me.

Yours sincerely

Erin Dempsey
Policy and Regulatory Affairs Lead
Telecommunications Industry Ombudsman

¹ TIO (2026) [TIO submission to DITRDCSA - Extending the Customer Service Guarantee Instruments](#)