

**Commonwealth of Australia**

*Telecommunications (Consumer Protection and Service Standards) Act 1999*

**Telecommunications (Customer Service Guarantee)  
Direction (No. 1) 2011**

I, STEPHEN MICHAEL CONROY, Minister for Broadband, Communications, and the Digital Economy, give the following Direction under section 124 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Dated 7/03/2011.

STEPHEN CONROY

Minister for Broadband, Communications and the Digital Economy

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**1 Name of Direction**

This Direction is the *Telecommunications (Customer Service Guarantee) Direction (No. 1) 2011*.

**2 Commencement**

This Direction commences on the day after it is registered on the Federal Register of Legislative Instruments.

**3 Definitions**

In this Direction:

*Act* means the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

*ACMA* means the Australian Communications and Media Authority.

**4 Direction**

I direct the ACMA to make a standard under section 115 of the Act in the same terms as the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*, as in force on 23 December 2009.