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.