

How to lodge a complaint with the Australian Communications and Media Authority

The Australian Communications and Media Authority (ACMA) is Australia's regulator for Broadcasting, the Internet, Radiocommunications and Telecommunications.

How to lodge an enquiry with ACMA

ACMA provides advice and assistance to consumers, industry participants and practitioners regarding the regulations, codes and standards that apply to the above. If you wish to make an online enquiry or lodge a complaint with ACMA or would like ACMA to investigate a breach of a related Australian standard or industry code, please submit an enquiry via the ACMA website:

www.acma.gov.au > How do I... > Online enquiries

Alternatively, you can contact ACMA on 1300 850 115.

Specific areas of concern for cabling:

- To lodge a complaint with ACMA about unregistered cabling work that is not compliant with the Wiring Rules standard (AS/ACIF S009 – *Installation requirements for customer cabling*):
www.acma.gov.au/WEB/STANDARD/pc=PC_2882
- To report non-compliant or unlabelled products to ACMA that are being supplied to the Australian market:
www.acma.gov.au/interforms/complylabel_Enquiry.asp
- To make an enquiry to ACMA about law enforcement obligations for carriers, carriage service providers and carriage service intermediaries:
www.acma.gov.au/interforms/law_enforcement_Enquiry.asp
- To make an enquiry about electromagnetic radiation exposure standards with respect to mobile phones, telecommunication towers and other telecommunications equipment:
www.acma.gov.au/interforms/emrissues_Enquiry.asp

ACMA publishes a number of Telecommunications fact sheets on its website:
www.acma.gov.au/WEB/STANDARD/pc=PC_310027

More information on cabling regulation is available on the ACMA website at:
www.acma.gov.au > Licensing & regulation > Telecommunications regulation > Cabling regulation.