



**CONSUMERS'  
FEDERATION  
OF AUSTRALIA**

Developing and promoting  
the consumer interest

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Project Manager  
Industry Codes  
Communications Alliance

Dear Sir/Madam

**DR C536:2020 Emergency Call Service Requirements Industry Code**

The Consumers' Federation of Australia (CFA) writes to support the submission of the Australian Communications Consumer Action Network (ACCAN) on the above-mentioned draft industry code.

CFA is the peak body for consumer organisations in Australia. CFA represents a diverse range of consumer organisations, including most major national consumer organisations. We advocate in the interests of Australian consumers with and through our members, support consumer representatives to industry and government processes, develop policy on important consumer issues and facilitates consumer participation in the development of Australian and international standards for goods and services. We are also a full member of Consumers International, the international peak body for the world's consumer organisations.

CFA particularly supports clause 4.5.2 of the draft code which requires public payphones to have accessible and prominently displayed information about emergency call services. CFA is aware that many people in Australia, including visitors and new migrants, may not be aware of the emergency call number, 000. It is vital that this number be accessible on payphones as an important public safety measure.

I can be contacted via [chair@consumersfederation.org.au](mailto:chair@consumersfederation.org.au) or my personal mobile number 0415 223 211.

Yours sincerely,

**Gerard Brody**  
Chair  
Consumers' Federation of Australia