

 Overview and Instructions Activities

1. Activities Complete the following activities:1. C...

 Project criteria Project Portfolio

3. Project Cover

 Project criteria Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Overview

ICTNPL413 Evaluate networking regulations and legislation for the telecommunications industry**ICT60220 - Advanced Diploma of Information Technology****Information for students**

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a *Project Portfolio*.

You will need access to:

- a suitable place to complete activities that replicates a business environment including a meeting space and computer and internet access
- your learning resources and other information for reference
- *Project Portfolio* template.

Ensure that you:

- review the advice to students regarding responding to written tasks in the *Assessment Information Guide*
- comply with the due date for assessment which your assessor will provide
- adhere with Milestones International College's submission guidelines
- answer all questions completely and correctly
- submit work which is original and, where necessary, properly referenced
- avoid sharing your answers with other students.
- sign the student assessment agreement and student declaration upon submission of your assessment task

 Begin >

Overview and Instructions

Activities

1. Activities Complete the following activities:1. C...

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Item 1 of 8

Activities

Complete the following activities:

1. Carefully read the following:

This project requires you to produce:

- two comprehensive reports that evaluate the economic and political influences on the networking industry in Australia and describe the impact of regulations and legislation on the networking industry.
- two summary reports that evaluate the impact of legislation on planning processes and accessibility to networks.

To do this, follow the process explained in the steps below. You will:

Assume that you are a consultant to large telecommunications businesses in Australia.

The Board of Directors for two different carriers/service providers has asked you to advise them on the networking regulations and legislation for the telecommunications industry, including their impact and factors influencing them.

You have been contracted by both businesses to develop:

Carrier/Service provider 1:

one comprehensive report that evaluates the economic and political influences on the networking industry in Australia and describes the impact of regulations and legislation on the networking industry.one summary report that evaluates the impact of legislation on planning processes and accessibility to networks.

Carrier/Service Provider 2:

one comprehensive report that evaluates the economic and political influences on the networking industry in Australia and describes the impact of regulations and legislation on the networking industry.one summary report that evaluates the impact of legislation on planning processes and accessibility to networks.

Choose any two carriers/service providers in Australia and complete page 4 of your *Project Portfolio* before starting the assessment.

Complete *Section 1* of your *Project Portfolio*. Steps 2 to 5 form part of *Section 1*.

This section outlines the requirements and process for research and planning the report content.

2. Keep your legislative and regulatory knowledge up to date.

Use the internet to search for an appropriate Training and Development Policy and Procedure that may apply to your consulting business. Based on the Policy and Procedure you sourced, outline the different ways available to keep your legislative and regulatory knowledge up to date. Choose the option that matches your personal learning style and preferences best.

3. Identify and summarise legislation relevant to the networking industry.

Identify the telecommunications carriers and service providers in Australia and summarise all legislation relevant to the networking industry. In your summary, include:

- the purpose of each legislative requirement
- how the legislation is implemented for large telecommunications businesses
- the rights of carriers and service providers in installing facilities in Australia
- impact of legislation on planning processes and accessibility to networks
- how the legislation addresses data security and safety.

Legislation includes:

Legislation	Link
Telecommunications Act 1997	https://www.legislation.gov.au/Details/C2019C00104
Competition and Consumer Act 2010	https://www.legislation.gov.au/Details/C2021C00010

2. Project criteria
Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

Broadcasting Services Act 1992	https://www.legislation.gov.au/Details/C2021C00389
Radiocommunications Act 1992	https://www.legislation.gov.au/Details/C2021C00277
Telecommunications (Consumer Protection and Service Standards) Act 1999	https://www.legislation.gov.au/Details/C2020C00180
Privacy Act 1988	https://www.legislation.gov.au/Details/C2021C00452
Telecommunications (Interception and Access) Act 1979	https://www.legislation.gov.au/Details/C2021C00440
National Broadband Network Companies Act 2011	https://www.legislation.gov.au/Details/C2020C00171

4. Identify and summarise regulatory requirements.

Identify the regulators of the networking industry and summarise their requirements. Include:

- at least two regulators
- implications of government regulation and deregulation on the network planning industry (your chosen carriers/service providers)
- licensing requirements
- method used by the Australian Competition and Consumer Commission (ACCC) to enforce competitive provisions between service providers
- policy and procedures of the ACCC
- the planning obligations of Universal Service Obligation (USO)
- policies and procedures of the Universal Services Obligation (USO).

You may find the following compliance enforcement policy of ACCC helpful as you answer this step:

<https://www.accc.gov.au/about-us/australian-competition-consumer-commission/compliance-enforcement-policy-priorities>

Information about USO policies and procedures are summarised at:

<https://acan.org.au/files/Tip%20Sheets/USO%20Tip%20sheet.pdf>

Licensing requirements may include:

<https://www.acma.gov.au/radiocommunications-licences>

<https://www.acma.gov.au/work-registered-cabler>

<https://www.acma.gov.au/register-carrier-licences-and-nominated-carrier-declarations>

5. Plan and do further research.

Plan any additional research (using both written and visual texts) required to produce your reports and then do the research. Your research must include:

- a summary of the Australian economic conditions (at the time you are doing the assessment)
- economic factors that can affect growth
- political influences on public and commercial enterprises that provide services in networking markets
- the accessibility of networking services to individuals and organisations across Australia (focused on your chosen carriers/service providers)
- issues associated with in particular your chosen carriers/service providers that contravenes relevant policies, procedures and legal requirements.

You may use the template in the *Project Portfolio* to plan and summarise your research.

The Australian Bureau of Standards (ABS) database provides information about the Australian economy. You may use the following link to access the database to help you answer this section:

<https://www.abs.gov.au>

Complete Section 2 of your *Project Portfolio*. Step 6 forms part of Section 2.

In this section, you will review, analyse, and evaluate the work you've done in Section 1 and provide recommendations to address issues.

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

6. Assess the influence of economic conditions and political influences.

First, use an appropriate digital tool (such as Microsoft Excel) to record data from your research. Also use appropriate functions (such as SUM or CHART) to code and present the information.

Then:

- explain how the economic conditions of Australia (researched in step 5) will affect the growth and planning of your chosen carriers/service providers
- evaluate the political influences (researched in step 5) impacting your chosen carriers/service providers
- evaluate the accessibility of networking services of your chosen carriers/service providers to individuals and organisations across Australia
- provide recommendations on how to address any issues (from your research in step 5 and your assessment in this step).

Make sure you have answered all questions in *Section 1* and *2*.

Submit *Section 1* and *2* to your assessor for approval. You must have your assessor's approval before you proceed to the next step.

Complete *Section 3* of your *Project Portfolio*. Step 9 forms part of *Section 3*.

In this section, you will use the work you've done in *Section 1* and *2* to develop reports for your chosen carriers/service providers. You will also share the reports with the relevant stakeholders.

7. Determine functions and features of evaluation reports.

Outline the functions and features of producing comprehensive and summary evaluation reports. Include details about the form and conventions appropriate for such reports.

8. For each of your chosen carriers/service providers, develop a comprehensive report.

Use the template in the *Project Portfolio* to develop a comprehensive report that evaluates the economic and political influences on the networking industry in Australia and describes the impact of regulations and legislation on the networking industry.

Keep your audience (the Board of Directors) in mind as you write the report. Use clear and detailed formal business language and vocabulary specific to the networking industry.

9. For each of your chosen carriers/service providers, produce a summary report.

Use the template in the *Project Portfolio* to produce a summary report outlining the impact of Australian federal legislation on network service planning processes and accessibility.

Keep your audience (the Board of Directors) in mind as you write the report. Adapt the report to suit each individual carrier/service provider.

Use clear and detailed formal business language and vocabulary specific to the networking industry.

10. Share the reports.

Draft an email to each carrier/service provider to share your reports with them and highlight any issues that need to be addressed.

In your email, select and follow appropriate business communication protocols. Appropriate business email etiquette includes:

- a clear, simple subject line
- use of a standard font
- addressing the recipient formally
- providing a call to action at the end of the email
- including a professional closing.

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

You may assume that your reports attached to each email.

11. Submit your completed *Project Portfolio*.

Make sure you have completed all sections of your *Project Portfolio*, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary. Remember to submit all necessary attachments as indicated.

< Overview

Next >

Overview and Instructions

Activities

1. Activities Complete the following activities: 1. C...

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Project criteria

Item 2 of 8

For this assessment task, you will be assessed based on the criteria below:

Student's name:

Complete
d
successfu
lly?

Did the student:

Yes No

Use the internet to search for an appropriate Training and Development Policy and Procedure that may apply to their consulting business, outline the different ways available to keep their legislative and regulatory knowledge up to date and choose the option that matches their personal learning style and preferences best?

Identify the telecommunications carriers and service providers in Australia and summarise all legislation relevant to the networking industry, including:

- the purpose of each legislative requirement
- how the legislation is implemented for large telecommunications businesses
- the rights of carriers and service providers in installing facilities in Australia
- impact of legislation on planning processes and accessibility to networks
- how the legislation addresses data security and safety?

Identify the regulators of the networking industry and summarise their requirements, including:

- at least two regulators
- implications of government regulation and deregulation on the network planning industry
- licensing requirements
- method used by the Australian Competition and Consumer Commission (ACCC) to enforce competitive provisions between service providers
- policy and procedures of the ACCC
- the planning obligations of Universal Service Obligation (USO)
- policies and procedures of the Universal Services Obligation (USO)?

Plan and do additional research (using both written and visual texts) required to produce the reports, including:

- a summary of the Australian economic conditions (at the time you are doing the assessment)
- economic factors that can affect growth
- political influences on public and commercial enterprises that provide services in networking markets
- the accessibility of networking services to individuals and organisations across Australia
- issues associated with the chosen carriers/service providers that contravenes relevant policies, procedures and legal requirements?

Use an appropriate digital tool to record data from their research and use appropriate functions to code and present the information?

Assess the influence of economic conditions and political influences including:

- explaining how the economic conditions of Australia will affect the growth and planning of their chosen carriers/service providers
- evaluate the advantages and disadvantages of the political influences impacting their chosen carriers/service providers
- evaluate the accessibility of networking services of their chosen carriers/service providers to individuals and organisations across Australia
- providing recommendations on how to address any issues?

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Outline the functions and features of producing comprehensive and summary evaluation reports, including details about the form and conventions appropriate for such reports?

Develop two comprehensive reports that evaluate the economic and political influences on the networking industry in Australia and describe the impact of regulations and legislation on the networking industry?

Produce two summary reports outlining the impact of Australian federal legislation on network service planning processes and accessibility?

Draft an email to each carrier/service provider to share their reports with them and highlight any issues that need to be addressed?

< Previous

Next >

(i) Overview and Instructions

^ Activities

1. Activities Complete the following activities: 1. C...

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Section 1: Research and plan to develop reports

Item 4 of 8

Complete the table to summarise legislative and regulatory requirements.

Keep your legislative and regulatory knowledge up to date.

Insert a link to an appropriate Training and Development Policy and Procedure here.

What are the different ways available to keep your legislative and regulatory knowledge up to date?

Which way suits you best?

Key telecommunications laws, regulations and policies:
<https://www.dlapiperintelligence.com/telecoms/index.html?l=laws&c=AU>

Rules for carriers and service providers:
<https://www.infrastructure.gov.au/media-communications-arts/internet/rules-carriers-and-service-providers>

Ways available to keep your legislative and regulatory knowledge up to date

1. Subscribe to newsletters, courses, and webinars
2. Following governmental and specialised associations
3. Company training about legislative and regulatory changes
4. Be aware of the news on social media
5. Social gatherings with colleagues

The ones I like the most are:

1. Subscribe to newsletters: I usually subscribe to newsletters from my company and suppliers to stay informed of the latest or most important changes.
2. Company training: I usually have to take refresher courses where I've worked.
3. Social gatherings with colleagues: Some colleagues have more knowledge and are more involved in legal issues.

List the carriers and service providers in Australia:

Register of licensed carriers:
<https://www.acma.gov.au/register-licensed-carriers>

Some telecommunications carriers:

- 5G Network Operations Pty Ltd
- A.C.N. 625 580 332 Pty Ltd
- AAPT Limited (formerly AAP Telecommunications Pty Ltd)
- Amazon Kuiper Australia Pty Ltd
- EscapeNet Pty Ltd
- Optus Mobile Pty Ltd (formerly Mobilcom (Australia) Pty Limited)
- Telstra Corporation Limited (formerly Australian and Overseas Telecommunications Corporation Limited)
- TPG Telecom Limited (formerly Hutchison 3G Australia Pty Limited)

Some carriage service providers:

- Optus AAPT
- iiNet
- JB HiFi
- Kogan Mobile
- MeU Mobile
- Amaysim
- NBN
- Optus
- Telstra
- TPG Telecom
- Virgin Mobile
- Vodafone
- Woolworths
- Aldi Mobile
- Dodo,
- iiNet,
- Lebara Mobile
- Felix Mobile
- Tangerine

Hi teacher, please refer to
 ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Research.docx

*4.3 Summarise legislation relevant to the networking industry."

In summary, large corporations must comply with stricter legislation, acquire special licenses and permits, comply with a special tax regime, comply with employee regulations, intellectual property regulations, and have mandatory insurance.

		<p>Large corporations must comply with laws, standards, and initiatives that apply to the media and telecommunications industries, primarily imposed by the ACMA and ACCC.</p> <p>They must also acquire licenses and permits to operate. These are some of the industries:</p> <ul style="list-style-type: none"> - Television license - Radio license - Commercial filming licensing - Broadcast of copyright material - Filming and photography permits <p>These licenses are granted by ABLIS (Australian Business License and Information Service).</p> <p>Regarding taxes, large industries comply with different obligations under GST (Goods and Services Tax).</p> <p>Finally, large industries have specific insurance policies that they must purchase, for example:</p> <ul style="list-style-type: none"> - Business interruption - Professional indemnity - Public liability - Telecommunications <p>These are some laws that apply:</p> <ul style="list-style-type: none"> - Compliance with business industry legislation: <ul style="list-style-type: none"> - Competition and Consumer Act 2010 - Australian Consumer Law (ACL) - Copyright Act 1968 - Broadcasting Services Act 1992 - Radiocommunications Act 1992 - Telecommunications Act 1997 - Telecommunications (Consumer Protection and Service Standards) Act 1999 - Do Not Call Register Act 2006 - Spam Act 2003 - Privacy Act 1988 - Disability Discrimination Act 1992: World Wide Web Access - Public Lending Right Act 1985 - Compliance with business industry schemes, standards and codes <ul style="list-style-type: none"> - National Classification Scheme - Broadcasting codes & schemes - Telecommunications Consumer Protections (TCP) Code - Compliance with ACCC guides (Australian Competition & Consumer Commission) <ul style="list-style-type: none"> - Telecommunications Competition Notice Guidelines - Review of transmission regulation - What are the rights of carriers and service providers in installing facilities in Australia? <ul style="list-style-type: none"> https://www.acma.gov.au/local-councils-and-network-facilities#low-impact - How does the legislation address data security and safety?
		<p>Summarise legislation relevant to the networking industry.</p> <p><i>What are the legislative requirements?</i></p> <p><i>What is the purpose of the legislation?</i></p> <p><i>How is the legislation implemented for large telecommunications businesses?</i></p> <p><i>What are the rights of carriers and service providers in installing facilities in Australia?</i></p> <p><i>What is the impact of legislation on planning processes and accessibility to networks?</i></p> <p><i>How does the legislation address data security and safety?</i></p>
		<p>The rights of carriers and service providers at facility sites are known as "powers and immunities," which allow companies certain freedoms depending on the impact as long as they follow the law (Telecommunications Act 1997). Carriers decide whether a facility falls into one of the two categories.</p> <ul style="list-style-type: none"> - Low-impact: These are telephone networks and internet network structures - Not-low-impact: These are primarily networks or infrastructure that can affect a large area, for example, communication towers and overhead lines <p>These are some rights that the law grants companies when they are low-impact facilities:</p> <ul style="list-style-type: none"> - A company can enter the property to inspect it - Install - Maintain <p>Companies must request approval from the local or state government to work on not-low-impact facilities:</p> <p style="margin-left: 40px;">Carriers Telecommunications Act 1997 Have the power to enter and inspect land to determine its suitability for a facility. Can install "low-impact facilities" on land without needing state, territory, or local government planning approvals, and often without landowner consent. Defined in the Telecommunications (Low-impact Facilities) Determination 2018. Includes things like underground cables, pits, small antennae on existing structures, and public payphones. Must provide a minimum 10 business days' written notice to the landowner and occupier before</p>

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

starting work. They must also restore the land to its original condition.

Landowners can object to a proposed installation on certain grounds. If an objection can't be resolved, the matter can be referred to the Telecommunications Industry Ombudsman (TIO).

Can access land without notice to address an emergency to protect health, safety, property, or maintain adequate service levels.

Aspect of Right

Legal Basis

Land Access

Facility Installation

What is a "Low-Impact Facility"?

Mandatory Obligations

Dispute Resolution

Emergency Situations

Service Providers Generally, they do not have the same statutory powers and must rely on commercial agreements with property owners or carriers.

Do not have a statutory right of access. They must obtain permission from the property owner.

Do not have the right to install facilities on private land without a pre-existing commercial agreement or a specific arrangement with the carrier that owns the network.

This classification of facility is not relevant to their rights, as they generally don't have the power to install them.

There are no mandatory obligations to provide notice under a legal framework. Any obligations are based on their commercial agreement with the customer.

If a dispute arises, it is handled according to the terms of their contract with the customer or through general consumer law. It does not fall under the specific lan

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Identify the regulators of the networking industry.

Identify at least two.

1. The Australian Communications and Media Authority (ACMA)
2. The Australian Competition and Consumer Commission (ACCC)
3. The Office of the Australian Information Commissioner (OAIC)
4. Australian Security Intelligence Organisation (ASIO)

<https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-and-arts/australian-communications-and-media-authority#:~:text=The%20Australian%20Communications%20and%20Media,communications%20online%20content.>

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

1. What are the implications of government regulation and deregulation for Optus (carrier) and Lebara (service provider)?

Optus (carrier):

- Regulation:
 - Requires a license to operate
 - Must comply Telecommunications Act 1997 and any related standards and codes
 - Compliance with industry standards is mandatory
 - Is required to respond to ACMA, ACCC, and OAIC
 - Is required to follow USO (Universal Service Obligation) regulations
 - Must comply with Emergency Call Services Requirements Industry Code (Industry Ombudsman scheme)
 - Must comply with Emergency Call Services Requirements Industry Code (Industry Ombudsman scheme)
 - It is required to follow the "Data Retention Scheme"
 - It is required to provide assistance regarding encrypted information to government agencies (Encryption Act)

- Deregulation:

- It benefits from the advantages of "powers and immunities"

<p>2. Project criteria</p> <p> ^ Project Portfolio</p> <p>3. Project Cover</p> <p>4. Section 1: Research and plan to develop reports</p> <p>5. Section 1: File Upload</p> <p>6. Section 2: Assess research</p> <p>7. Section 2: File Upload</p> <p>8. Section 3: Produce reports</p>	<p>Lebara (service provider):</p> <ul style="list-style-type: none"> - Regulation: <ul style="list-style-type: none"> - Must comply with Telecommunications Act 1997 and any related standards and codes - CSPs must comply Telecommunications Act 1997 and - Must comply with Emergency Call Services Requirements Industry Code (Industry Ombudsman scheme) - Must comply with Emergency Call Services Requirements Industry Code (Industry Ombudsman scheme) - It is required to follow the "Data Retention Scheme" - It is required to provide assistance regarding encrypted information to government agencies (Encryption Act) - Deregulation: <ul style="list-style-type: none"> - It benefits from the advantages of "powers and immunities" <p>2. What are the licensing requirements for Optus (carrier) and Lebara (service providers)?</p> <p>Optus:</p> <ul style="list-style-type: none"> - Carrier Licence - Nominated Carrier Declarations: Operate other networks and act as a carrier. - Spectrum Licences: Operate spectrum frequencies. <p>Lebara:</p> <ul style="list-style-type: none"> - Does not require a license as it is not a carrier - Spectrum Licence - Apparatus Licence: Use equipment to work with frequencies. - Class Licence: Access to shared spectrum. <p>3. What method is used by the Australian Competition and Consumer Commission (ACCC) to enforce competitive provisions between service providers?</p> <p>https://www.globalcompliancencenews.com/antitrust-and-competition/antitrust-and-competition-laws-in-australia/</p> <p>The ACCC refers cases to the Commonwealth Director of Public Prosecutions (CDPP), who is responsible for enforcing the law. By law, the ACCC can also require access to infrastructure and data.</p> <p>Penalties for anti-competitive conduct can include:</p> <ul style="list-style-type: none"> - Fines of up to \$10 million - 10% of annual profits - For boycotts, fines of up to \$750,000 - Criminal cartel offenses are punishable by imprisonment of up to 10 years or a fine of \$340,000 to \$500,000 <p>By law, companies are prohibited from compensating their officers for the payment of fines or any associated legal costs.</p> <p>4. What are the policies and procedures of the ACCC (at least one)?</p> <p>https://www.accc.gov.au/about-us/accc-priorities/compliance-and-enforcement-priorities#:~:text=Accountability%20%20%93%20the%20ACCC's%20decision%2Dmaking,the%20resulting%20or%20potential%20harm.</p> <p>This policy establishes priorities to be achieved during the current year and also prioritizes long-term conduct, for example:</p> <ul style="list-style-type: none"> - Cartel conduct - Anti-competitive conduct - Product safety - Consumers experiencing vulnerability or disadvantage - Conduct impacting First Nations Australians - Small business - Scams <p>Policy principles:</p> <ul style="list-style-type: none"> - Accountability - Transparency - Confidentiality - Timeliness - Proportionality - Fairness <p>The ACCC has several enforcement measures:</p> <ol style="list-style-type: none"> 1. Administrative Resolution: Mandates the conduct to be stopped 2. Infringement Notices: Notice and infringement
<p>2. Project criteria</p> <p> ^ Project Portfolio</p> <p>3. Project Cover</p> <p>4. Section 1: Research and plan to develop reports</p> <p>5. Section 1: File Upload</p> <p>6. Section 2: Assess research</p> <p>7. Section 2: File Upload</p> <p>8. Section 3: Produce reports</p>	<p>Summarise the regulatory requirements.</p> <p><i>What are the implications of government regulation and deregulation on your chosen carriers/service providers?</i></p> <p><i>What are the licensing requirements for your carriers/service providers?</i></p> <p><i>What method is used by the Australian Competition and Consumer Commission (ACCC) to enforce competitive provisions between service providers?</i></p> <p><i>What are the policies and procedures of the ACCC (at least one)?</i></p> <p><i>What are the planning obligations of USO?</i></p> <p><i>What are the policies and procedures of the USO?</i></p>
<p>2. Project criteria</p> <p> ^ Project Portfolio</p> <p>3. Project Cover</p> <p>4. Section 1: Research and plan to develop reports</p> <p>5. Section 1: File Upload</p> <p>6. Section 2: Assess research</p> <p>7. Section 2: File Upload</p> <p>8. Section 3: Produce reports</p>	<p>This policy establishes priorities to be achieved during the current year and also prioritizes long-term conduct, for example:</p> <ul style="list-style-type: none"> - Cartel conduct - Anti-competitive conduct - Product safety - Consumers experiencing vulnerability or disadvantage - Conduct impacting First Nations Australians - Small business - Scams <p>Policy principles:</p> <ul style="list-style-type: none"> - Accountability - Transparency - Confidentiality - Timeliness - Proportionality - Fairness <p>The ACCC has several enforcement measures:</p> <ol style="list-style-type: none"> 1. Administrative Resolution: Mandates the conduct to be stopped 2. Infringement Notices: Notice and infringement

2. Project criteria		3. Enforceable Undertakings (Section 87B): An administrative resolution and infringement notice are issued.
Project Portfolio		4. Court Cases: Imposition of judicial sanctions 5. Debarment: Officials of the offending company are debarred
3. Project Cover		The ACCC also takes other, less aggressive actions and collaborates with other agencies.

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload		5. What are the planning obligations of USO? https://www.acma.gov.au/about-universal-service-obligation https://www.telstra.com.au/consumer-advice/customer-service/universal-service-obligation https://www.iagq.asn.au/News-and-Media/News-articles/The-Universal-Service-Obligation-History-and-future
6. Section 2: Assess research		The USO is a company's obligation to guarantee basic access to essential telecommunications services. Telstra, as the largest company, must comply with the USO; the government funds its implementation.
7. Section 2: File Upload		Telstra's obligations are: 1. Provide Standard Telephone Services (STS) 2. Provide payphones 3. Offer access to 24-hour emergency numbers
8. Section 3: Produce reports		The current planning obligations are: 1. Universal Access Planning (Modernising Services): Guarantee access to both broadband and voice services for all Australians via NBN. 2. Network Maintenance & Expansion: Ensure access to a standard telephone service (STS) and payphones nationwide. 3. Emergency & Priority Services: Call emergency numbers anytime, anywhere, free of charge. 4. Forward-Looking Plans: Update U

2. Project criteria
Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

2. Project criteria
Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

Plan and summarise additional research required for your reports.

Information sources (include both visual and textual information)	Research on: Add links to information sources here or attach the source to your portfolio.	Research summary
Australian economic conditions Describe the current economic conditions in Australia.	<p>https://www.abs.gov.au/articles/9-facts-about-economy-march-quarter</p> <p>https://www.oecd.org/en/topics/sub-issues/economic-surveys/Australia-Economic-Snapshot.html</p> <p>https://www.rba.gov.au/snapshots/economy-indicators-snapshot/</p> <p>https://www.rba.gov.au/chart-pack/pdf/chart-pack.pdf?v=2025-08-30-23-27-15</p>	<p>Australia's economy in the March quarter 2025 recorded modest growth, with real GDP up just 0.2% for the quarter (1.3% annually), weighed down by severe weather events and the strongest detraction from public sector activity since 2017. Private demand supported the economy through rising household consumption (+0.4%) and private investment (+0.7%), while public investment (-2.0%) and weaker net trade (exports -0.8%) detracted from growth. Prices continued to rise, with nominal GDP up 1.4% and the implicit price deflator rising 1.2%, reflecting higher labour costs and strong increases in services such as health, education, rent, and energy. Export and import prices both rose (led by iron ore and rural goods on the export side), leaving the terms of trade only marginally higher (+0.1%). Mining output fell sharply due to cyclones, while non-mining industries such as construction, information media and telecommunications provided positive contributions. Compensation of employees grew 1.5% amid a still-tight labour market (unemployment around 4.1%), lifting household disposable income and pushing the household saving ratio up to 5.2% from 3.9%. Overall, growth momentum remains fragile, underpinned by household spending resilience but offset by weak trade and subdued public sector demand.</p>
		<p>Supports growth:</p> <ul style="list-style-type: none"> Household consumption (+0.4%), particularly essential spending on electricity, gas and food, as well as recreation and culture. Private investment (+0.7%), driven by dwelling investment (+2.6%) and non-dwelling construction (+1.3%), especially in mining and electricity projects. Changes in inventories (+0.1ppt), with build-ups in mining, manufacturing (gold, steel, alumina), and some public authorities. Non-mining industries: Construction, Information Media & Telecommunications (+2.1%), and Administrative & Support Services (+1.9%).

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

- Agriculture, Forestry & Fishing (+4.3%), supported by strong livestock demand from overseas markets.
- Compensation of employees (+1.5%), with wage growth across private and public sectors, boosting household incomes.
- Household saving ratio rose to 5.2%, reflecting stronger disposable income relative to consumption.

Detracted growth:

- Public sector activity: public investment (-2.0%) detracted 0.1ppt, with major projects delayed or completed, and government consumption flat.
- Net trade (-0.1ppt), with exports down (-0.8%) more than imports (-0.4%); services exports fell 3.0% (lower student arrivals, weaker spending), and coal/LNG exports declined.
- Mining output (-2.0%), with severe weather events disrupting production and exports of coal, iron ore, and oil & gas.
- Weather impacts more broadly, which reduced tourism, shipping, and crop planting.
- Weak discretionary household spending (+0.3%), softer after a strong December 2024 quarter.
- Falling public sector contributions after nine consecutive quarters of government consumption growth.

Key economic indicators (March quarter 2025)

- Real GDP growth (q/q): +0.2%
- Real GDP growth (y/y): +1.3%
- Nominal GDP growth (q/q): +1.4%
- Terms of trade: +0.1%
- Household saving ratio: 5.2% (up from 3.9%)
- Household consumption: +0.4%
- Private investment: +0.7%
- Public investment: -2.0%
- Exports: -0.8%
- Imports: -0.4%
- Compensation of employees: +1.5%
- Unemployment rate: ~4.1%

2. Economic factors that can affect growth

https://www.oecd.org/en/publications/oecd-economic-outlook-volume-2025-issue-1_83363382-en/full-report/australia_b563f928.html

<https://programsandcourses.anu.edu.au/course/pol2094>

1. Household consumption: Essential vs. discretionary spending; electricity and fuel costs significantly influence demand.
2. Private investment: Housing construction, non-dwelling construction, and machinery/equipment spending drive or restrain growth.
3. Public sector and investment: Government consumption and infrastructure projects can either support or detract from GDP depending on funding cycles.
4. Trade: Shifts in export and import prices, influenced by global demand and exchange rate movements.
5. Weather and natural events: Cyclones, floods and other extreme events disrupt mining, agriculture, shipping, and tourism.
6. Labour market: Employment levels, wages, and compensation of employees affect disposable income and household spending.
7. Household saving: Changes in the saving to income ratio influence consumption capacity and financial resilience.
8. Commodity: Particularly Chinese demand for iron ore, and international trends for coal, LNG, and rural products.
9. Exchange rate: A weaker Australian dollar raises import prices but can support export competitiveness.
10. Inflation: Rising labour costs, rents, fuel and services prices shape both household budgets and business margins.

Security:

The government created the "Cyber Security Act 2024" in response to the lack of a legal framework for cybersecurity.

Between 2022 and 2023, the data theft scandals that rocked the country highlighted the lack of legal measures to respond to cybercriminals. In 2022, Optus suffered an attack that allowed the personal data of 40% of the population to be published. That same year, Medibank suffered a ransomware attack

2. Project criteria
▲ Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

Political influences on public and commercial enterprises that provide services in networking markets

Describe at least one political influence on public and commercial network services.

<https://www.homeaffairs.gov.au/cyber-security-subsite/files/factsheet-ransomware-payment-reporting.pdf>

<https://www.homeaffairs.gov.au/cyber-security-subsite/Pages/cyber-security-act.aspx>

<https://www.abc.net.au/news/2025-06-18/accc-optus-admit-unconscionable-conduct-100m-penalty/105430714>

that compromised the personal data of 9.7 million people, resulting in the data being leaked to the dark web after the ransom was not received. Finally, in 2023, Latitude Financial suffered an attack that exposed the personal data of 14 million people online.

Prior to the Cyber Security Act, the legal framework was provided by the Privacy Act 1988, on the protection of personal data, and the Security of Critical Infrastructure Act 2018, on the protection of critical sectors for the country. Despite the existence of these laws, there were no laws regarding the legal obligations of companies.

The Cyber Security Act requires companies to report serious cybersecurity incidents and report ransom demands starting May 30 of this year. This response to cyber extortion also increased fines for security breaches from 2.2 million to 50 million, or more as determined by law.

In short, the law was created to protect Australians' data, increase transparency in the face of cyberattack incidents, and strengthen national resilience to cyber threats.

Consumer Protection:

Both the ACCC and ACMA have increased their focus on protecting consumers from issues like scams, misleading advertising, and unfair sales practices. This includes issuing hefty penalties, like the \$100 million penalty Optus agreed to pay for unconscionable conduct in selling products consumers did not need.

2. Project criteria
▲ Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

Accessibility of networking services to individuals and organisations across Australia

Describe the accessibility of your carrier/service providers.

<https://www.optus.com.au/content/dam/optus/documents/about-us/inclusion-diversity/accessibility/optus-access-and-inclusion-action-plan-2024-2029.pdf>

<https://www.lebara.com.au/support/accessibility/>

1. Accessibility of Optus

<https://www.optus.com.au/content/dam/optus/documents/about-us/inclusion-diversity/accessibility/optus-access-and-inclusion-action-plan-2024-2029.pdf>

Optus has an accessibility plan called the "Optus Access and Inclusion Action Plan 2024–2029," which describes industry-leading policies and best practices. It consists of:

- Respect and Rights: Optus is free from discrimination and all types of violence.
- Social Inclusion: Improves understanding of disability.
- Individualized: Optus understands that people with disabilities experience their environment differently.
- Confidence and Acceptance: Optus encourages building confidence in disability.
- Diversity as a Strength: Optus celebrates the strength of people with disabilities.
- Independence: Optus celebrates the freedom of choice.
- Accessible: Optus seeks to remove all barriers.
- In Partnership: At Optus, everyone makes decisions together.

2. Accessibility of Lebara mobile

<https://www.lebara.com.au/support/accessibility/>

Lebara follows the best practices described in the "AMTA Mobile Phone Industry Good Practice Guide: Accessibility for People with Disabilities."

The services Lebara offers primarily focus on communication. Lebara provides a direct number to access the National Relay Service (NSR) for assistance to people with disabilities. They also offer the option of requesting an interpreter for those seeking assistance in a language other than English.

Some surprising accessibility services from Lebara:

- Domestic violence helpline.
- Free interpreter service.
- Helpline when fraud occurs.

2. Project criteria
▲ Project Portfolio
3. Project Cover
4. Section 1: Research and plan to develop reports
5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

In September 2022, Optus suffered a cyberattack where the personal data of around 10 million people was leaked on the dark web and offered for \$400,000. This led to the OAIC (the Office of the Australian Information Commissioner) and ACMA (the Australian Communications and Media Authority) initiating an investigation into possible violations of the data privacy act. The AFP (the Australian Federal Police) is also investigating the data theft.

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Class-action lawsuits were also filed against Optus seeking compensation for the damages incurred and to compensate customers for lost time and distress.

Optus had to cover \$140 million in costs to replace documents, such as passports and licenses, whose data was leaked.

No fines have yet been imposed against Optus in this case. Due to this and other related cases, the government created the Cyber Security Act in 2024.

Lebara

https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r7317

Lebara doesn't have any issues. So I'm going to talk about what will likely happen in the future, generally, for all carriers and service providers.

The new reform called the "Telecommunications Amendment (Enhancing Consumer Safeguards)" is underway. In short, if the reform is approved, three major changes are expected.

First, service providers would be required to register with the so-called "Carriage Service Provider Register," managed by ACMA. ACMA will now have the power to take action more quickly and impose much higher fines, increasing from \$250,000 to \$10 million.

Second, the creation of the Universal Outdoor Mobile Obligation (UOMO), which is the equivalent of USO but focused on mobile coverage. It is expected to guarantee mobile coverage throughout Australia using low-Earth orbit (LEO) satellites.

Finally, telecommunications providers will be required to implement a mandatory Telecommunications Security and Risk Management Program (TSRMP). Currently, some asset registrations were optional, so the new reform requires the registration of all critical assets and the reporting of all cyber incidents.

6. Other research "If you require any further research, summarise it here."

USO financing

Telstra | USO FINANCING
Budget Summary
Main Mechanism The Government enters into contracts with Telstra (currently the Telstra Universal Service Obligation Performance Agreement – TUSOPA). This contract ensures the provision of fixed-line voice services and public payphones nationwide.
Funding Amount Telstra receives approximately AUD 270 million per year to fulfil the USO.
Source of Funds - Part comes directly from the Federal Budget. Another part is raised via the Telecommunications Industry Levy (TIL), which requires major telecom operators (e.g., Optus, TPG, Vodafone) to contribute, as they also benefit from the national market.

Use of Funding - Maintain the copper and satellite networks used for the Standard Telephone Service (STS). - Operation and maintenance of payphones. - Serve customers in rural and remote areas, where service is not commercially viable.

Oversight Funding and Telstra's performance is monitored by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. Telstra must provide annual compliance and expenditure reports.

Contract Duration The most recent agreement was established in 2012 and runs for 20 years (until 2032), subject to periodic reviews.

Criticisms - Primarily funds fixed-line voice services, which many Australians no longer use as their main service. - There is pressure to reform the scheme and redirect funding towards broadband and mobile services.

Telstra and USO implementation

USO and Telstra
Telstra complies with How do it? Service Provision Provides the Standard Telephone Service (STS) to all Australians, including remote and rural areas, upon request – even where it's not commercially viable.

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Issues that contravene relevant policies, procedures, and legal requirements

Identify issues associated with your chosen carriers/service providers that contravene relevant policies, procedures, and legal requirements (at least one).

If no issues exist, state which issue may occur in future.

<https://www.acma.gov.au/sites/default/files/2024-11/Investigation%20report%20-%20Optus%20outage%201Nov23%20%28redacted%29.pdf>

https://en.wikipedia.org/wiki/2022_Optus_data_breach
<https://www.senatorpatrickson.com.au/news/millions-at-risk-in-huge-cyberattack-on-optus>

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Payphone Access Installs, operates, and maintains public payphones in locations where communities need them. Consults with communities before removing payphones.

Connection Timeframes Meets contractual timeframes for connecting new voice services. Urban customers get faster connection commitments; rural and remote areas have longer but defined maximum timeframes.

Fault Repair Complies with set deadlines to repair faults, which vary depending on geography (e.g., 1–2 business days in urban areas, longer in remote). Reports performance against these benchmarks to government.

Accessibility Provides alternative services for people with disabilities, such as TTY (teletypewriter), captioned telephony, and other assistive communication technologies.

Emergency Access Ensures every standard telephone service can reach Triple Zero (000). Maintains redundancy and backup systems for emergencies and natural disasters.

Funding Compliance Receives government subsidies under contractual agreements. Report

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

USO financing

Telstra | USO FINANCING

Budget Summary

Main Mechanism The Government enters into contracts with Telstra (currently the Telstra Universal Service Obligation Performance Agreement – TUSOPA). This contract ensures the provision of fixed-line voice services and public payphones nationwide.

Funding Amount Telstra receives approximately AUD 270 million per year to fulfil the USO.

Source of Funds - Part comes directly from the Federal Budget. Another part is raised via the Telecommunications Industry Levy (TIL), which requires major telecom operators (e.g., Optus, TPG, Vodafone) to contribute, as they also benefit from the national market.

Use of Funding - Maintain the copper and satellite networks used for the Standard Telephone Service (STS). Operation and maintenance of payphones. Serve customers in rural and remote areas, where service is not commercially viable.

Oversight Funding and Telstra's performance is monitored by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. Telstra must provide annual compliance and expenditure reports.

Contract Duration The most recent agreement was established in 2012 and runs for 20 years (until 2032), subject to periodic reviews.

Criticisms - Primarily funds fixed-line voice services, which many Australians no longer use as their main service. There is pressure to reform the scheme and redirect funding towards broadband and mobile services.

Telstra and USO implementation

USO and Telstra

Telstra comply with How do it?

Service Provision Provides the Standard Telephone Service (STS) to all Australians, including remote and rural areas, upon request – even where it's not commercially viable.

Payphone Access Installs, operates, and maintains public payphones in locations where communities need them. Consults with communities before removing payphones.

Connection Timeframes Meets contractual timeframes for connecting new voice services. Urban customers get faster connection commitments; rural and remote areas have longer but defined maximum timeframes.

Fault Repair Complies with set deadlines to repair faults, which vary depending on geography (e.g., 1–2 business days in urban areas, longer in remote). Reports performance against these benchmarks to government.

Accessibility Provides alternative services for people with disabilities, such as TTY (teletypewriter), captioned telephony, and other assistive communication technologies.

Emergency Access Ensures every standard telephone service can reach Triple Zero (000). Maintains redundancy and backup systems for emergencies and natural disasters.

Funding Compliance Receives government subsidies under contractual agreements. Reports transparently on how funds are used to deliver USO services in uneconomic areas.

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

Other research

If you require any further research, summarise it here.

USO financing and

Telstra and USO implementation

5. Section 1: File Upload
6. Section 2: Assess research
7. Section 2: File Upload
8. Section 3: Produce reports

Consumer Safeguards Complies with complaint handling and dispute resolution through the Telecommunications Industry Ombudsman (TIO). Provides clear information to customers about services, availability, and rights.

Monitoring & Reporting Provides regular performance reports to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. Subject to audits and compliance reviews.

Community Engagement Works with communities, especially in rural and remote areas, to assess needs for STS and payphones. Engages in consultation before service changes.

 Answer Saved.

 Previous

Next 

(i) Overview and Instructions

^ Activities

1. Activities Complete the following activities: 1. C...

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Section 2: Assess research

Item 6 of 8

Complete the table to review and evaluate your research.

Record and present data

Attach evidence of how you used a digital tool (such as Microsoft Excel) to record and present data.

Hi teacher, please refer to the following documentos to see the full answer

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-ASSESS-INFORMATION

Explain how the economic conditions of Australia will affect the growth and planning of your chosen carriers/service providers

Hi teacher, please refer to the following documentos to see the full answer

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-ASSESS-INFORMATION

Evaluate how the political influences impact your chosen carriers/service providers

Hi teacher, please refer to the following documentos to see the full answer

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-ASSESS-INFORMATION

Evaluate the accessibility of networking services of your chosen carriers/service providers to individuals and organisations across Australia

Hi teacher, please refer to the following documentos to see the full answer

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-ASSESS-INFORMATION

Provide recommendations on how to address any issues (at least one)

Hi teacher, please refer to the following documentos to see the full answer

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-ASSESS-INFORMATION

Recommendations for Optus about how to address rising prices, inflation and low household spending

1. Network investment
 - will continue, but planning must account for higher costs and potential equipment delays.
2. Market competition
 - With household consumption modest but steady, Optus will compete aggressively with Telstra and MVNOs for essential service markets.
3. Data Security and Cyber Resilience
 - Invest in advanced cybersecurity measures to protect customer data, following requirements under the Cybersecurity Act 2024.
 - Implement strong internal controls, regular audits, and staff training to mitigate breach risks.
 - Communicate security initiatives to build consumer trust and reduce reputational risk.

Recommendations for Lebara about how to address rising prices, inflation and low household spending

1. Pricing Strategy
 - Maintain competitive prepaid and SIM-only plans to attract customers downgrading from premium carriers.
 - Explore flexible bundles (data + international calls) to maximise customer retention.
2. Customer Engagement and Trust
 - Invest in clear communication and reliable support during service interruptions (e.g., extreme weather events or network outages).
 - Build customer loyalty through transparency, community-targeted marketing, and culturally inclusive services.
3. Market Positioning
 - Differentiate strongly from premium carriers (Telstra, Optus) and other MVNOs by reinforcing its niche: affordable international connectivity.
 - Target growth in segments most affected by cost-of-living pressures.

 Answer Saved.

< Previous

Next >

 Overview and Instructions Activities

1. Activities Complete the following activities:1. C...

 2. Project criteria Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

 2. Project criteria Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

 7. Section 2: File Upload

8. Section 3: Produce reports

Section 2: File Upload

Item 7 of 8

Attach: Digital tool showing recorded and presented data

Hi teacher, please find the Word and Excel documents attached to see the full answers, media tool and screenshots. Thanks

Each file uploaded can be no more than 1GB, uploaded files can be removed before submission [Allowed file types](#) Files Manuel_S_perez_E-AssessmentTask2-413.zip Drop your files here or [click to browse](#)[Previous](#)[Next](#) 

ⓘ Overview and Instructions

^ Activities

1. Activities Complete the following activities: 1. C...

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

2. Project criteria

^ Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

Section 3: Produce reports

Item 8 of 8

Summarise the features and functions of evaluation reports.

Definition of Evaluation Report

<https://www.evalcommunity.com/career-center/evaluation-reports/>

An evaluation report is a document that summarises the findings, conclusions, and recommendations of a systematic and objective analysis of a project, program, or policy.

What is an evaluation report?

Its purpose is to describe:

- objective
- scope
- methodology

The evaluation presents the analysis of the results to offer recommendations for improvement.

Function of an evaluation report

The function of an evaluation report is to provide a comprehensive and objective assessment of a project's performance, highlighting both its achievements and challenges. This document is key to decision-making, as it provides data on strengths and weaknesses and includes recommendations for improvement.

The main objectives of these reports are:

1. Accountability: Evaluate whether the objectives and expected results were met.
2. Learning: Identify key lessons, successful practices, and challenges to apply to future projects.
3. Improvement: Offer concrete and actionable recommendations to optimise the program or project.
4. Communication: Share findings transparently with all stakeholders, from staff and funders to the general public.

Features of an evaluation report

An evaluation report could include these features:

1. Executive Summary: A brief overview of the main findings, conclusions, and recommendations.
2. Introduction: Explains the context, scope, purpose, and methodology of the evaluation.
3. Background: Provides a summary of the program being assessed, including its goals and activities.
1. Legislation
2. Australian economic conditions
3. Political influences
4. Evaluation Questions: Lists the questions that guided the data collection.
5. Methodology: Describes the data collection methods, sampling strategy, and analysis techniques used.
6. Findings: Presents the results of the evaluation, organised by the evaluation questions.
7. Conclusions: Summarises the main findings and assesses the program's effectiveness, efficiency, and sustainability.
8. Recommendations: Offers specific suggestions for improving the program or project.
9. Lessons Learned: Discuss key takeaways that can be applied to future projects.
10. Limitations: Acknowledge any challenges or constraints faced during the evaluation.
11. References: Lists all sources cited in the report.
12. Appendices: Includes supplementary information like detailed data tables or graphs.

Difference between a summary and comprehensive report

The key difference lies in their level of detail, length, and scope.

TEAHCER, PLEASE REFER TO "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Assess_research.DOCX"

What is the difference between a summary and comprehensive report?

Use the templates to develop two comprehensive reports that evaluate the economic and political influences on the networking industry in Australia and describe the impact of regulations and legislation on the networking industry.

Write one report for each of your chosen carriers/service providers.

Use the work you've done in Section 1 and 2 in your report.

Comprehensive Evaluation Report for: [Carrier/Service provider 1]

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Executive Summary:

Summarise the contents of the report in one or two paragraphs.

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Introduction:

Why are you developing this report?

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Legislation:

List the legislation governing the service providers and carrier.

Explain how the legislation is implemented.

Explain the importance of data security and safety.

Describe regulatory requirements.

Discuss rights and obligations of the carriers/service providers.

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Australian economic conditions:

Describe the current economic conditions in Australia.

Which factors are contributing to the growth of the economy?

Explain how the economic conditions of Australia will affect the growth and planning of your chosen carriers/service providers.

Include visual representation of information.

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Political influences:

Summarise the political influences on the networking industry.

Evaluate how the political influences impact your chosen carriers/service providers.

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Issues:

Describe issues faced by the carrier and/or issues they may face in the future.

Recommend ways to address the issues.

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

Conclusion:

What are the main outcomes of your research?

teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Lebara.docx"

References:

Reference all your sources.

References

- <https://www.dlapiperintelligence.com/telecoms/index.html?t=laws&c=AU>
- <https://www.infrastructure.gov.au/media-communications-arts/internet/rules-carriers-and-service-providers>
- <https://www.acma.gov.au/register-licensed-carriers>

2. Project criteria

Project Portfolio

3. Project Cover

4. Section 1: Research and plan to develop reports

5. Section 1: File Upload

6. Section 2: Assess research

7. Section 2: File Upload

8. Section 3: Produce reports

- <https://www.legislation.gov.au/C2004A05145/latest>
- <https://www.legislation.gov.au/C2004A00441/latest>
- <https://www.legislation.gov.au/C2004A02124/latest>
- <https://www.legislation.gov.au/C2011A00022/latest>
- <https://www.legislation.gov.au/C2005A00044/latest>
- <https://www.legislation.gov.au/C2004A00109/latest>
- <https://www.legislation.gov.au/C2004A04401/latest>
- <https://www.legislation.gov.au/C2004A04465/latest>
- <https://www.legislation.gov.au/C2004A03712/latest>
- <https://www.legislation.gov.au/C2021A00076/latest>
- <https://www.legislation.gov.au/C2004A04868/latest>
- <https://www.legislation.gov.au/C2018A00148/latest>
- <https://www.legislation.gov.au/C1968A00063/latest>
- <https://www.acma.gov.au/local-councils-and-network-facilities#low-impact>
- <https://www.dlapiperdataprotection.com/index.html?c=AU>
- <https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-and-arts/australian-communications-and-media-authority#:~:text=The%20Australian%20Communications%20and%20Media,communications%20and%20certain%20online%20content.>
- <https://www.globalcompliancenews.com/antitrust-and-competition/antitrust-and-competition-laws-in-australia/>
- <https://www.accc.gov.au/about-us/accc-priorities/compliance-and-enforcement-priorities#:~:text=Accountability%20E%2080%93%20the%20ACCC's%20decision%2Dmaking,the%20resulting%20or%20potential%20harm.>
- <https://www.acma.gov.au/about-universal-service-obligation>
- <https://www.telstra.com.au/consumer-advice/customer-service/universal-service-obligation>
- <https://www.lgaq.asn.au/News-and-Media/News-articles/The-Universal-Service-Obligation-History-and-future>
- <https://www.infrastructure.gov.au/media-communications-arts/phone/phone-services/universal-service-obligation-voice-services>
- <https://www.anao.gov.au/work/performance-audit/management-contract-telephone-universal-service-obligations>
- <https://www.acma.gov.au/rules-telstra-payphones>
- <https://www.abs.gov.au/articles/9-facts-about-economy-march-quarter>
- <https://www.oecd.org/en/topics/sub-issues/economic-surveys/Australia-Economic-Snapshot.html>
- <https://www.rba.gov.au/snapshots/economy-indicators-snapshot/>
- <https://www.rba.gov.au/chart-pack/pdf/chart-pack.pdf?v=2025-08-30-23-27-15>
- https://www.oecd.org/en/publications/oecd-economic-outlook-volume-2025-issue-1_83363382-en/full-report/australia_b563f928.html
- <https://www.homeaffairs.gov.au/cyber-security-subsite/files/factsheet-ransomware-payment-reporting.pdf>
- <https://www.homeaffairs.gov.au/cyber-security-subsite/Pages/cyber-security-act.aspx>
- <https://www.abc.net.au/news/2025-06-18/acc-optus-admit-unconscionable-conduct-100m-penalty/105430714>
- <https://www.optus.com.au/content/dam/optus/documents/about-us/inclusion-diversity/accessibility/optus-access-and-inclusion-action-plan-2024-2029.pdf>
- <https://www.lebara.com.au/support/accessibility/>
- <https://www.acma.gov.au/sites/default/files/2024-11/Investigation%20report%20-%20Optus%20outage%201Nov23%20%28reduced%29.pdf>
- <https://www.senatorpaterson.com.au/news/millions-at-risk-in-huge-cyberattack-on-optus>
- https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r7317

Comprehensive Evaluation Report for: [Carrier/Service provider 2]

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Executive Summary:

Summarise the contents of the report in one or two paragraphs.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Introduction:

Why are you developing this report?

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Legislation:

List the legislation governing the service providers and carrier.

Explain how the legislation is implemented.

Explain the importance of data security and safety.

Describe regulatory requirements.

Discuss rights and obligations of the carriers/service providers.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Australian economic conditions:

Describe the current economic conditions in Australia.

Which factors are contributing to the growth of the economy?

Explain how the economic conditions of Australia will affect the growth and planning of your chosen

- 2. Project criteria**
- △ **Project Portfolio**
- 3. Project Cover
- 4. Section 1: Research and plan to develop reports
- 5. Section 1: File Upload
- 6. Section 2: Assess research
- 7. Section 2: File Upload
- 8. Section 3: Produce reports**

carriers/service providers.

Include visual representation of information.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Political influences:

Summarise the political influences on the networking industry.

Evaluate how the political influences impact your chosen carriers/service providers.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Issues:

Describe issues faced by the carrier and/or issues they may face in the future.

Recommend ways to address the issues.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx"

Conclusion:

What are the main outcomes of your research?

ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Comp-Eval-Rep-Optus.docx

References:

Reference all your sources.

References

- <https://www.dlapiperintelligence.com/telecoms/index.html?t=laws&c=AU>
- <https://www.infrastructure.gov.au/media-communications-arts/internet/rules-carriers-and-service-providers>
- <https://www.acma.gov.au/register-licensed-carriers>
- <https://www.legislation.gov.au/C2004A05145/latest>
- <https://www.legislation.gov.au/C2004A00441/latest>
- <https://www.legislation.gov.au/C2004A02124/latest>
- <https://www.legislation.gov.au/C2011A00022/latest>
- <https://www.legislation.gov.au/C2005A00044/latest>
- <https://www.legislation.gov.au/C2004A00109/latest>
- <https://www.legislation.gov.au/C2004A04401/latest>
- <https://www.legislation.gov.au/C2004A04465/latest>
- <https://www.legislation.gov.au/C2004A03712/latest>
- <https://www.legislation.gov.au/C2021A00076/latest>
- <https://www.legislation.gov.au/C2004A04868/latest>
- <https://www.legislation.gov.au/C2018A00148/latest>
- <https://www.legislation.gov.au/C1968A00063/latest>
- <https://www.acma.gov.au/local-councils-and-network-facilities#low-impact>
- <https://www.dlapiperdataprotection.com/index.html?c=AU>
- <https://www.directory.gov.au/portfolios/infrasructure-transport-regional-development-communications-and-arts/australian-communications-and-media-authority#:~:text=The%20Australian%20Communications%20and%20Media,communications%20and%20certain%20online%20content.>
- <https://www.globalcompliance news.com/antitrust-and-competition/antitrust-and-competition-laws-in-australia/>
- <https://www.accc.gov.au/about-us/accc-priorities/compliance-and-enforcement-priorities#:~:text=Accountability%20E2%80%93the%20ACCC's%20decision%2Dmaking,the%20resulting%20or%20potential%20harm.>
- <https://www.acma.gov.au/about-universal-service-obligation>
- <https://www.telstra.com.au/consumer-advice/customer-service/universal-service-obligation>
- <https://www.lgaq.asn.au/News-and-Media/News-articles/The-Universal-Service-Obligation-History-and-future>
- <https://www.infrastructure.gov.au/media-communications-arts/phone/phone-services/universal-service-obligation-voice-services>
- <https://www.anao.gov.au/work/performance-audit/management-contract-telephone-universal-service-obligations>
- <https://www.acma.gov.au/rules-telstra-payphones>
- <https://www.abs.gov.au/articles/9-facts-about-economy-march-quarter>
- <https://www.oecd.org/en/topics/sub-issues/economic-surveys/Australia-Economic-Snapshot.html>
- <https://www.rba.gov.au/snapshots/economy-indicators-snapshot/>
- <https://www.rba.gov.au/chart-pack/pdf/chart-pack.pdf?v=2025-08-30-23-27-15>
- https://www.oecd.org/en/publications/oecd-economic-outlook-volume-2025-issue-1_83363382-en/full-report/australia_b563f928.html
- <https://www.homeaffairs.gov.au/cyber-security-subsite/files/factsheet-ransomware-payment-reporting.pdf>
- <https://www.homeaffairs.gov.au/cyber-security-subsite/Pages/cyber-security-act.aspx>
- <https://www.abc.net.au/news/2025-06-18/accc-optus-admit-unconscionable-conduct-100m-penalty/105430714>
- <https://www.optus.com.au/content/dam/optus/documents/about-us/inclusion-diversity/accessibility/optus-access-and-inclusion-action-plan-2024-2029.pdf>
- <https://www.lebara.com.au/support/accessibility/>
- <https://www.acma.gov.au/sites/default/files/2024-11/Investigation%20report%20-%20Optus%20outage%20Nov23%20redacted%29.pdf>
- <https://www.senatorpaterson.com.au/news/millions-at-risk-in-huge-cyberattack-on-optus>
- https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r7317

Use the templates to produce two summary reports outlining the impact of Australian federal legislation on network service planning processes and accessibility.

Summary Report for: [Carrier/Service provider 1]

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Lebara.docx"

Introduction:

Why are you developing this report?

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Lebara.docx"

Legislation and regulations:

Describe regulatory requirements, including USO and ACCC requirements.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Lebara.docx"

Accessibility:

Describe the current accessibility of the carrier/service provider across Australia.

Evaluate the accessibility of networking services of your chosen carriers/service providers to individuals and organisations across Australia.

Use visual representation of information.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Lebara.docx"

Impact:

How do regulatory and legislative requirements impact accessibility?

What are the carrier's rights when providing network accessibility?

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Lebara.docx"

Summary Report for: [Carrier/Service provider 2]

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Optus.docx"

Introduction:

Why are you developing this report?

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Optus.docx"

Legislation and regulations:

Describe regulatory requirements, including USO and ACCC requirements.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Optus.docx"

Accessibility:

Describe the current accessibility of the carrier/service provider across Australia.

Evaluate the accessibility of networking services of your chosen carriers/service providers to individuals and organisations across Australia.

Use visual representation of information.

Teacher, please refer to "ICTNPL413_AssessmentTask_Manuel_S_Perez_E-Summ-Rep-Optus.docx"

Impact:

How do regulatory and legislative requirements impact accessibility?

What are the carrier's rights when providing network accessibility?

Draft an email to share your reports with each service provider/carrier here:

[Carrier/Service provider 1]:

Dear CEO of Lebara,

I am writing to share the results of the research conducted at my college. The report is a comprehensive report that evaluates the economic and political influences on the Australian networking industry and the impact of regulations and legislation on Lebara. I also outlined some recommendations that Lebara could implement regarding three of the most critical and publicly controversial aspects: Pricing Strategy, Customer Engagement and Trust, and Market Positioning.

In addition, please find attached a summary report that analyses the Australian regulatory framework and its impact on Lebara's network service planning and accessibility, where I highlight the excellent work being done with customer service, especially the helplines and the interpreter service.

I hope you find my recommendations useful and that my research helps you improve Lebara's policies.

Sincerely,
Manuel Perez

[Carrier/Service provider 2]:

Dear CEO of Optus,

I am contacting you to share the results of the research conducted at my college. The report is a comprehensive report that evaluates the economic and political influences on the Australian networking industry and the impact of regulations and legislation for Optus. I also outlined some recommendations that Optus could implement regarding three of the most critical and publicly controversial aspects: network investment, market competition, and data security and cyber resilience.

Additionally, please find attached a summary report that analyses the Australian regulatory framework and its impact on Optus' network service planning and accessibility, where I highlight the great work being done with the Access and Inclusion Action Plan.

I hope you find my recommendations useful and that my research helps you improve Optus policies.

Sincerely,
Manuel Perez

Answer Saved.

< Previous

Submit Assessment >