



Australian Government



Australian
**Small Business and
Family Enterprise**
Ombudsman

19 August 2021

Consumer Data Right Division
Treasury
Langton Cres
PARKES ACT 2600

via email: data@treasury.gov.au

Dear Sir / Madam

Consumer Data Right (CDR) – Telecommunications Sectoral Assessment

We support the introduction of the CDR into the telecommunications sector. Telecommunication services are essential to the operations of the more than 2.3 million small businesses in Australia¹. We appreciate that in this consultation paper it is acknowledged that small business consumers have relatively complex needs, including using services such as cloud computing and software-as-a-service, in addition to more basic tasks.

Given this relative complexity, small businesses would benefit from a wider view of the products and services that are considered to be part of the telecommunications sector and what datasets are required to be shared under the CDR. This broader, more inclusive approach would also support and provide flexibility around the tremendous rate of change in the telecommunications sector.

We are also of the view that with the appropriate checks and balances in place action initiation for telecommunications products and services, which involves taking action once the data is shared, may be particularly attractive to and beneficial for time poor small businesses.

Thank you for the opportunity to comment. If you would like to discuss this matter further, please contact Mike Kearney on 02 6213 7443 or at michael.kearney@asbfeo.gov.au.

Yours sincerely

The Hon. Bruce Billson
Australian Small Business and Family Enterprise Ombudsman

¹ ASBFEO: Small Business Counts 2020