

29 April 2013

Ms Christiane Gillespie-Jones  
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**By email: [ChristianeGillespieJones@commcom.com.au](mailto:ChristianeGillespieJones@commcom.com.au)**

Dear Christiane

### **Membership of Communications Compliance**

As you are aware, Macquarie Telecom has been an active participant in Australia's business and government communications market for a little over two decades. In that time, we have developed into an ICT company that now provides fixed voice, mobile, internet and hosting services to corporate Australian and Federal Government departments and agencies.

I write to you in support of the excellent activities that Communications Compliance has already kicked off to support the self-regulatory framework generally and the adoption of the TCP Code in particular. I note that Macquarie Telecom's customer base is not subject to the operation of the TCP Code because they are not "Consumers" as they individually negotiate their contracts with Macquarie Telecom.

Nevertheless, Macquarie Telecom is keen to play its part in the broader consumer protection landscape of our sector. Accordingly, we are pleased to apply for membership of Communications Compliance and look forward to supporting the work of Communications Compliance in raising the bar for customer service and satisfaction in the sector.

Yours sincerely

  
**Matt Healy**  
**National Executive – Industry & Policy**

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