



MANAGED TELCO
INNOVATIVE TELCO SOLUTIONS

Telecommunications Consumer Protections Code Overview

The Telecommunications Consumer Protections (TCP) Code is designed to ensure mobile, landline, and internet users receive a high standard of service and protection.

This code outlines clear guidelines that providers, including us, must adhere to when interacting with customers. These guidelines cover various aspects such as advertising, sales, billing, payment options, complaint management, financial hardship, and more.

The TCP Code was crafted by the Telecommunications Industry through extensive collaboration with consumer groups, the Australian Communications and Media Authority (ACMA), and other key stakeholders. The ACMA keeps a close watch on adherence to these guidelines.

At Managed Telco, we are dedicated to upholding the principles of the code, not just for compliance but because they align with our core values of transparency and treating people right. If you have any questions about the code or how we implement it, feel free to reach out to us by phone at 1300 778 390 or via email at support@managedtelco.com.

You can access the full TCP Code on the [Communications Alliance website](#).