



Australian
Telecommunications
Users Group

Working to achieve value, quality and choice in Australian telecommunications for members



The Australian Telecommunications Users Group (ATUG) is a not-for-profit membership-based organisation of Australian telecommunications users and has been working for better choice, value and services in the sector since 1981.



ATUG's focus is on delivering practical services for its members, leveraging their experience to identify new policies which can improve Australia's telecommunications regime. ATUG also helps members share their experiences so that all ATUG members get better value for their telecommunications dollar.



ATUG has been able to make a positive contribution to a wide range of review activities because it has been able to assemble a demand side perspective and present a considered position to Government, the regulators and to the carriers.



ATUG's mission is to continue to represent the interests of users through ongoing debate on the effectiveness of telecommunications policies and to lobby hard for further change.



ATUG has already contributed to major reforms, such as number portability, broadband access and pricing, regional services and best practice procurement.



The experience of ATUG suggests that quality representation resulting from careful research, direct user input, along with committed participation in various fora is of benefit to the Government, carriers and regulatory bodies. The acceptance of a user perspective assists the user group maintain and grow the financial and intellectual support of its own constituency.



Without a doubt, end users, the customers of the communications industries, can make a major and ongoing contribution to the successful and beneficial development of the telecommunications industry which already is a major driver of economic development in our country.



ATUG looks forward to your contribution and support.

For more information on ATUG membership, contact us on +61 2 9927 9999 or memship@atug.org.au or apply online at www.atug.com.au

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ATUG Membership Benefits

We help our members get better value for their telecommunications dollar by providing:

- **Networking** – ATUG's network give members access to other users who can share knowledge and experience
- **Information** – ATUG information resources help members understand the telecoms products and service providers
- **Contacts** – ATUG's network of members provides contacts with expertise in network planning, product selection, contracts, service level review, billing, pricing and benchmarking
- **Representation** – ATUG represents its member's views directly to the Ministers and Shadow ministers at state and federal levels, policy makers regulators and the media

ATUG Membership Testimonials

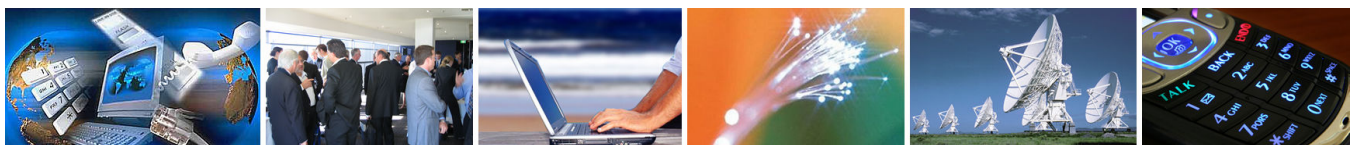
Support of ATUG by way of membership provides a single user voice to maximise Telecommunications service offerings, minimise regulatory constraints and ensure the best value for money benefits to corporate membership. It is only through a combined focussed User voice that effective change in the Telecommunications industry can occur. **American Express**

Ford as a member of ATUG has access to the many benefits provided, for example, benchmarking of our telecommunications cost which has allowed Ford to better understand where we stand in this very competitive market, and hence what action needs to be taken. The conferences organized by ATUG has also allowed Ford to keep abreast of the rapidly changing world of telecommunications, and most importantly, access to the relevant key people in the industry to address issues and concerns has been a great help. **Ford Motor Company**

Phillips Fox is one of the premier law firms in Australia and we have a substantial legal practice in telecommunications law. Telecommunications law is ever changing and we firmly believe that our membership of ATUG is one of our crucial development strategies in keeping up-to-date with what is happening within and to the industry. We are firmly committed to our continued membership of ATUG as it gives us a first hand insight into government policy that affects end users, carriers and carriage service providers. **Phillips Fox**

ATUG gives me access to industry information that is not readily available from other sources. ATUG also provides an entree to the best networking forums in the industry. The relationships formed at these forums are of benefit to all participants. ATUG allows me to actively participate in the development of the telecommunications industry.

GQ-AAS Consulting



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