Dear Colleague

Welcome to the first issue of the Commission’s E-Newsletter for 2012.

**Itemised Bill and ACL Regulatory Guides**
In our previous E-Newsletters we called for comments on the consultation drafts of proposed Regulatory Guides about Itemised Bills and the Australian Consumer Law (the ACL). We received helpful feedback from a number of stakeholders. Many of the suggested improvements have been incorporated into the final versions and the Guides are much better documents as a result. We have published the final documents on the [Publications](#) page of our website:

- Regulatory Guide 1: Itemised Bills; and

**Consultation – Billing Practices: Key Principles Draft Guide**
The Commission has released for consultation a third proposed Regulatory Guide: [Billing Practices - Key Principles: Consultation Draft](#).

We receive a large number of complaints about billing issues. This proposed guide will help clarify the principles that apply to a range of practices which cause consumers, costs consultants, lawyers and regulators concern, and the factors we will take into account in dealing with related complaints. We hope you find this latest consultation draft to be a helpful starting point for discussion in this important area. The closing date for comment is **27 April 2012**.

I look forward to continuing to work with you during 2012.

Regards,

John Briton  
Legal Services Commissioner

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