


ITU-TRAI TRAINING ON CONSUMER PROTECTION

21 - 23 March 2016
New Delhi, INDIA



BIOGRAPHY

Session	Session 8
Title of presentation	Responding to problems faced by telecommunications consumers in Australia: <i>Three recent case studies</i>
 A photograph of Jennifer McNeill, a woman with blonde hair, wearing a patterned dress, smiling and standing in a room with other people in the background.	<p>Jennifer McNeill General Manager Content Consumer & Citizen Division Australian Communications and Media Authority</p> <p>Jennifer McNeill manages the Content Consumer and Citizen Division of the Australian Communications and Media Authority (ACMA) - Australia's regulator of broadcasting, telecommunications, radio-communications and the internet. Her work focusses on developing and enforcing safeguards for people who use these services. Before taking on her current role, Jennifer was:</p> <ul style="list-style-type: none">• A Member of the ACMA (2008-11);• A Commissioner of the Australian Competition and Consumer Commission - Australia's national competition and consumer protection regulator (2002-7); and• A Partner in a leading commercial law firm - where her practice focussed on risk and dispute management (2000-2002). <p>Jennifer has degrees in Laws and Arts from the University of New South Wales and has taught both commercial law and litigation subjects at the Australian National University.</p>