



National Information and Communications Technology Authority

Notice of 2nd Round of Public Consultation - Draft Consumer Protection Rule Amendment 2025

In accordance with Section 229 of the National Information and Communications Technology Act 2009, NICTA hereby gives notice of the commencement of a second round of public consultation on the Draft Consumer Protection (Amendment) Rule 2025 commencing on the 29th of October 2025 for a period of 4 weeks.

The Consumer Protection Rule 2014 has been in place for over a decade, forming the foundation for consumer safeguards in Papua New Guinea's ICT sector. Since then, the ICT market has grown rapidly, with new challenges including misleading advertising, bill-shock, service quality concerns, data protection risks, scams and increasing use of artificial intelligence.

Between May and July 2025, NICTA conducted the first round of consultation, receiving five submissions from industry licensees including Digicel, Vodafone, and Telikom. Stakeholder views were carefully considered, and amendments to the Draft Rule made where appropriate.

Given the significance of the reforms and to ensure transparency and inclusiveness, NICTA has resolved to undertake a second round of public consultation. This process will allow stakeholders to:

- review the updated Draft Rule;
- assess how earlier submissions have been addressed; and
- provide final comments before the Rule is finalized.

Copies of the Discussion Paper and Draft Consumer Protection (Amendment) Rule 2025 are available from the NICTA website [www.nicta.gov.pg] or may be obtained by email from dbonjui@nicta.gov.pg.

Submissions are invited from all interested parties, including licensees, consumer groups, government agencies, and the public.

All written comments should be submitted by **26th of November 2026**.

Submissions may be sent by email to consultation@nicta.gov.pg or delivered in hard copy to the NICTA Office.

Following this consultation, NICTA will review all submissions and publish the final Consumer Protection (Amendment) Rule 2025.

Authorized by:

Mr. Kila Gulo-Vui
Chief Executive Officer

Inform| Communicate| Transform