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1. Executive summary

The telecommunications industry has, since 1997, operated in a regulatory framework which has as its objective the maximum use of industry self-regulation without imposing undue cost on suppliers.

Whilst using the term 'self-regulation', the framework is not true self-regulation as defined by the Taskforce, but rather co-regulation.

The scheme of co-regulation has been successful – it has pushed accountability to industry for developing rules, saved costs for Government and developed significant protections.

But compliance with the framework, both in terms of complying with the requirements for developing codes and standards and in terms of complying with the codes/rules it develops, is a high cost for industry: when the labour costs, compliance costs, institutional-support costs, as well as regulatory costs are considered, the framework has not been a 'cheap option' for industry and has not come without associated regulatory burdens and compliance costs.

It is submitted that there is scope for reviewing the current framework with a view to reducing costs associated with aspects of the co-regulatory framework and moving towards a more self-regulatory framework for the telecommunications industry.

2. Introduction

2.1 Scope of this submission

The telecommunications industry is impacted by regulations contained in a number of different Acts and legislative instruments. Submissions from telecommunications industry participants will undoubtedly cover the regulatory compliance burden which the whole spectrum of regulations imposes. This ACIF submission is concerned with the framework established under the *Telecommunications Act 1997* for 'the maximum use of industry self-regulation' and the industry experience in implementing the framework. Reference is made to compliance requirements flowing from other legislative instruments which supplement the 'maximum self-regulation' provisions in the Act in order to demonstrate where duplication and additional cost occurs – however, the submission does not attempt to be comprehensive of all regulation imposed on members of the telecommunications industry.¹

¹ In particular, this submission does not include the framework for competition policy in the telecommunications industry, nor any specific regulatory requirements imposed on the incumbent operator Telstra.

2.2 Definition of 'regulation', 'self-regulation' and 'quasi or co-regulation'

The Taskforce defines regulation to include 'any laws or other government 'rules' which influence or control the way people and business behave. Under this definition, regulation is not limited to legislation and formal regulations; it also includes 'quasi-regulation' (such as codes of conduct, advisory instruments or notes etc).'

The Issues Paper defines the spectrum of regulatory actions as:

- No regulation (that is, rely on the market in conjunction with existing laws)
- Self-regulation (such as a code of practice initiated and enforced purely by industry)
- Quasi-regulation and co-regulation (involving different degrees of both industry and government initiation and enforcement)
- Pure government regulation (involving explicit 'black letter' law)

Therefore, when the Issues Paper is asking the question whether 'industry self-regulation' may be an alternative mechanism for achieving a policy objective with a lower compliance cost – the model referred to is that where 'a code of practice is initiated and enforced purely by the industry'. Quasi-regulation and co-regulation are, for the purposes of the Issues Paper, included in the same category as pure government regulation.

The telecommunications industry is commonly described as being 'self-regulatory'. However, the more correct description, and which aligns with the Taskforce's spectrum of action definitions, would be 'quasi or co-regulation'. This is fundamentally because, under the scheme in the *Telecommunications Act 1997* ('the Act'), the initiatives developed by industry in the form of Industry Codes are ultimately enforceable by the regulator, the Australian Communications and Media Authority (ACMA). The industry does not solely initiate and enforce its own codes of practice within the definition of 'self-regulation' in the Issues Paper.

Whilst it is not generally helpful to get bogged down in labels or semantics, the distinction between 'self-regulation' and 'co-regulation' is important for the purposes of this exercise.

On the basis of the definitions in the Issues Paper, this submission is premised on the categorisation of the regulation of telecommunications under the Act as 'quasi' or 'co-regulation.'

2.3 Objectives of the Regulation Taskforce

The objectives identified in the Taskforce Issues Paper are to:

- assist the Taskforce identify priorities for immediate action and ways forward in areas that require further work;

- reduce the regulatory compliance burden on business, rather than to reduce regulation per se;
- seek information and evidence as to why regulation may impose an unnecessary and avoidable burden on business – eg requiring the submission of records or reports that are not necessary for attaining the regulation’s goals, or requiring business to undertake certain activities that are not necessary for attaining the regulation’s goals;
- assess whether the policy goals underlying the regulation could be achieved in a way that does not impose as high a burden on business – eg government information campaigns or industry self-regulation?

The experience of ACIF’s operations over 8 years provide valuable material on the benefits, costs and burdens to the telecommunications industry associated with a legislated co-regulatory environment.

In terms of the objectives of the Taskforce, the question is not whether this environment is a lower-cost option than government regulation, because both models are grouped together for the purposes of this exercise. The question is whether the objectives of the *Telecommunications Act 1997* could be achieved with a true self-regulatory, rather than a co-regulatory, mandate? ²

3. Overview of the regulatory framework for ‘the maximum use of industry self-regulation’ under the *Telecommunications Act 1997*

The main object of the *Telecommunications Act 1997* (‘the Act’), read together with Parts XIB and XIC of the *Trade Practices Act 1974*, is to provide a regulatory framework that promotes:

- (a) the long term interests of end users; and
- (b) the efficiency and international competitiveness of the Australian telecommunications industry (subsection 3(1)).

Other major objects include:

- promoting the supply of diverse and innovative carriage services and content services (para 3(2)(c))
- promoting the development of an Australian telecommunications industry that is efficient, competitive and responsive to the needs of the Australian community (paragraph 3(2)(d))

² It should be noted that there is little quantitative measure of the benefits and costs of the regime established in 1997: benchmarks were not established in 1997 by which to measure the outcomes of the ‘maximum self-regulation’ regime nor have extensive records of financial costs and impacts been developed.

- promoting the effective participation by all sectors of the Australian telecommunications industry in markets (whether in Australia or elsewhere) (para 3(2)(e))
- appropriate community safeguards in relation to telecommunications activities and to regulate adequately participants in sections of the Australian telecommunications industry (paragraph 3(2)(h))
- to promote responsible practices in relation to the sending of commercial electronic messages (para 3(2)(j)).

As already noted, the Act is often described as establishing a self-regulatory environment. In fact, though the word 'self-regulation' is used in the Act and throughout Explanatory Memorandum, the framework which was established and subsequently implemented more correctly matches the description of the Taskforce's 'Quasi or co-regulation'.

The policy intent of the Act is set out in section 4:

The Parliament intends that telecommunications be regulated in a manner that:

- (a) promotes the greatest practicable use of industry self-regulation; and
- (b) does not impose undue financial and administrative burdens on participants in the Australian telecommunications industry; but does not compromise the effectiveness of regulation in achieving the objects mentioned in section 3.

Part 6 of the Act contains a comprehensive scheme for the development and registration of Industry Codes, including examples of consumer protection matters which could be included in codes.

The Act provides for registration of codes with ACMA (s 136). Compliance with codes developed and registered under Part 6 is voluntary, unless the ACA gives a direction to comply under s 121. ACMA may take action in the Federal Court for a pecuniary penalty for failure to comply with the direction (s 121). ACMA also has the power to give formal warnings for contravention of codes (s 122).

There are currently 26 codes on the ACMA register, 24 of which have been developed by ACIF. In respect of formal warnings issued for contravention of codes, ACMA gave 2 formal warnings to mobile carriers in 2004 and 1 direction under s 121 in 2004. There have been no instances of ACMA taking Federal Court action.

Additionally, the regulator has 'reserve powers' to determine an 'industry standard' in certain circumstances, including when a code is deemed deficient (s 123). The regulator has similar enforcement powers with respect to industry standards as it does with codes ie to direct compliance and take action in the Federal Court for failure to comply with the direction (s 128), and to give formal warnings for contravention.

There have been no instances of ACMA determining an 'industry standard' to replace a code which it deemed deficient. ACMA is currently in the process of developing a standard in respect of the Integrated Public Number Database, however, the process has not yet been completed.

Section 376 confers on ACMA the power to make a technical standard relating to specified customer equipment or specified customer cabling. Under s 377, ACMA may apply, adopt or incorporate a standard made by another industry association which will satisfy its obligation to 'make a technical standard'.

In its review of the telecommunications regulatory framework in 2001, the Productivity Commission noted the main reason for the emphasis on the model of industry self-regulation as provided for in the Act as:

*'...spring[ing] from the fact that the changing nature of telecommunications technology and its complexity make it difficult for any government agency to devise appropriate standards. Further, the potential costs to the industry from regulatory error are very high. However, the interests of industry players are not always aligned with those of the wider public, and provision for a regulatory backstop is an important safeguard.'*³

In addition to the provisions of Part 6, ACMA has power to make service provider determinations under s 99 setting out rules with which service providers must comply.

ACMA has utilised its power under s 99 to make determinations related to the delivery of 'premium services'. The most significant example of this is the Mobile Premium Services Service Provider Determination made in June 2005, which sets out rules relating to the provision of mobile premium services and requires the development of a 'self-regulatory scheme' meeting certain specified criteria. This is further discussed in section 5.3 below.

Under s 105, ACMA also has a reporting function on industry compliance with codes.

4. Implementation of the 1997 framework

4.1 Australian Communications Industry Forum

The telecommunications industry established a separate industry association - the Australian Communications Industry Forum (ACIF) - to implement and manage 'maximum self-regulation' as defined in the Act. ACIF was established by the industry to be the body responsible for the development of codes and technical standards under the Act.

³ Productivity Commission 'Telecommunications Competition Regulation' pp 443-444

*'The underlying rationale for standards and codes in the realm of telecommunications comprises a multitude of objectives. Standards and codes are there to address health and safety issues, to safeguard consumer interests, to assist industry development and competitiveness, and to facilitate gains from network externalities. These objectives are mirrored in the legislation.'*⁴

ACIF's corporate vision when it was established was to be "The communication industry's peak body, leading the delivery of best practice in industry self-regulation". Its membership includes carriers, carriage service providers, industry and consumer associations. Funding for ACIF's activities comes from the membership fees paid.

Since its inception, the ACIF has developed over 120 documents, comprising Industry Codes, Technical Standards, and supplementary and supporting documents. The documents contain industry rules for:

- inter-operator arrangements to support the competitive environment (eg ACIF C570:2005 Mobile Number Portability; ACIF C559:2005 Unconditioned Local Loop Service (ULLS) Network Deployment Rules)
- network performance (eg ACIF C519:2004 End-to-End Network Performance for the Standard Telephone Service)
- consumer protection (eg ACIF C521:2004 Customer Information on Prices, Terms and Conditions)
- consumer equipment health and safety standards (eg AS/ACIF S004 Voice frequency performance requirements for Customer Equipment)
- cabling standards (eg AS/ACIF S009:2001 Installation requirements for customer cabling (Wiring Rules)).

Attachment A contains the ACIF Consolidated List of Publications.

All industry stakeholders participate in the development of ACIF rules as relevant to the particular issue – therefore a Working Committee to develop a particular Code could typically include representatives from carriers, carriage service providers, ACMA, the TIO, consumer associations.

Codes and Standards are developed in accordance with ACIF's operating rules, with the fundamental principles being openness, transparency, inclusion and consensus.

For Codes which are to be registered with ACMA, the requirements of Code development as set out in the ACA publication *'Developing Telecommunications Codes for Registration – a Guide'* must be met.

Also relevant is s 120 of the Act, which requires that codes once registered may not be varied – they may only be replaced with a revised Code.

⁴ Productivity Commission p 444

ACIF itself is a small organisation comprising a CEO and 8 staff. The development of ACIF's documents is done through the voluntary labour of industry stakeholders, with administration and management provided by the ACIF staff.

In addition to the development of formal documented rules, ACIF provides leadership to the industry to pro-actively identify industry-led initiatives for the new and emerging technologies such as Voice over Internet Protocol (VoIP). These technologies are challenging existing networks and services and provide the opportunity for industry to demonstrate its maturity in implementing self-regulatory initiatives in ways other than prescribing rules in codes and standards. For example, ACIF has brought together industry stakeholders in a number of forums, and has developed Fact Sheets to guide VoIP providers in the information to be provided to consumers. More information is available on the ACIF website at www.acif.org.au.

Has the ACIF model been successful in implementing the policy object of the Act? Whilst there are no performance benchmarks to point to, the Productivity Commission did conclude in 2001:

'It seems reasonable to conclude that, despite the tensions that are inevitable in an organisation as widely representative as the ACIF and despite some shortcomings as discussed above, industry self-regulation is achieving some success. Nevertheless, cooperation with regulatory agencies and the safeguard mechanisms are still required at this stage'.⁵

4.2 The ACIF Code Administration and Compliance Scheme

The maturity of the Australian communications industry will be judged by its ability to keep its own affairs in order, in particular to comply with – and demonstrate compliance with – the rules which it develops.

As part of this commitment, ACIF has in place a Code Administration and Compliance Scheme that allows a carrier or carriage service provider to formally sign-up to (commit to comply with) an ACIF Industry Code under the ACIF Code Administration and Compliance Scheme.

Attachment B contains the current list of signed-up members to specific codes.

The monitoring of compliance of industry with ACIF Codes is currently undertaken by ACIF itself, ACMA (under s 105 of the Act), the TIO (pursuant to s 114 of the Act) and to some extent by the ACCC.

5. Other relevant components in the operation of the 'maximum self-regulation' framework

⁵ P 442

5.1 The Australian Communications and Media Authority

The role of ACMA is significant in the framework. This submission has already included references to its role in the development, enforcement and monitoring of Codes and standards, but for further clarity they are covered below.

- S 118: ACMA can request a Code be developed. The intention is to 'encourage' self-regulatory responses, but experience suggests it has also been used as a directive power
- S 122: ACMA may give a formal warning to comply with an industry code. Section 129 confers similar powers in respect of industry standards.
- S 121: ACMA may give a direction to comply with an industry code and may bring an action in the Federal Court for a pecuniary penalty of up to \$250,000 for a failure to comply with the direction. Section 128 confers similar powers in respect of industry standards.
- S 123: ACMA has a reserve power to make an industry standard in circumstances including failure to comply with a s 118 request, failure to meet indicative targets, or that ACMA considers it is necessary or convenient to make a standard in order to provide appropriate community safeguards or otherwise regulate industry participants.
- S 105: ACMA is required to report annually to the Minister on a number of matters which requires it to obtain reports from the industry – specifically in relation to the adequacy of carrier/carriage service provider compliance with obligations under Part 6, and the adequacy of their compliance with codes registered under Part 6 and standards determined under Part 6.
- S 136: ACMA maintains the register of industry codes and standards.
- S 99: ACMA may make service provider determinations.

Funding for ACMA comes largely from the carrier licence fees paid by carriers.

5.2 The TIO Scheme

The Telecommunications Industry Ombudsman is established under the *Telecommunications (Consumer Protection and Service Standards) Act 1999* as an independent complaints handling and dispute resolution body.

The TIO is an industry-sponsored and funded cost recovery scheme, deriving its funding solely from Members who are charged fees for complaint resolution services provided by the TIO.

Under s 114 of the *Telecommunications Act 1997*, an industry code may confer functions on the TIO, in which case the TIO will accept complaints related to potential breaches of ACIF industry codes.

The TIO explains its role in respect of Code compliance as follows on its website:

The TIO's investigative staff will consider whether a Code rule has been breached each and every time they address a complaint. The TIO has a responsibility to consider compliance with Codes in the following areas:

- Billing
- Credit Management
- Complaint Handling
- Information given to customers on Prices, Terms and Conditions
- Customer Transfer
- Privacy (including calling number display)
- Mobile Number Portability

Wherever there is the potential for a breach of a Code rule to be established, this fact will be noted and the matter recorded and reported as a possible code breach. The TIO uses industry Codes as benchmarks of industry practice, and so we do this regardless of whether or not you are a signatory to the Code.

If we subsequently escalate the complaint to Level 2 or Level 3, we will advise you of the specific Code rule that we believe that you have breached.'

5.3 The TISSC Scheme

TISSC (Telephone Information Services Standards Council) is an independent regulatory body that sets fair standards for the message content and advertising of any Australian telecommunication service with the prefix 190, in the form of a Code of Practice. Service providers of 190 numbers must abide by the Code of Practice which is developed by TISSC.

The TISSC Code of Practice has been revised and is currently seeking public comment. The revisions include a number of obligations which the Mobile Premium Services Service Provider Determination 2005 requires to be included in the 'self-regulatory framework'. Additionally, under the self-regulatory scheme, TISSC will be assuming a role as the escalated complaints-handling body for mobile premium services.

The funding for this additional role will presumably be provided by those providing the services.

5.4 Rules in other legislation

In addition to the rules which are set for telecommunications service providers under the *Telecommunications Act 1997* framework, the service providers must comply with the requirements of other applicable legislation such as the *Trade Practices Act 1974* and the Fair Trading laws of the various State.

In some instances there is overlap – for example, the *Trade Practices Act 1974* and the *ACIF Prices, Terms and Conditions Code*; the ACIF Consumer Contracts Code and the Victorian Unfair Terms legislation.

6. The estimated cost to implement and comply with the framework under the 1997 Act and the associated relevant requirements

The Taskforce is concerned with the compliance cost of regulation. From ACIF's perspective there are 2 categories of compliance cost which are relevant for consideration:

- (1) The costs of to comply with the Part 6 focus on the development of codes and standards.

The costs of to comply with the Part 6 focus on the development of codes and standards as the predominant plank of the 'maximum self-regulation' framework has been very high since 1997, particularly the cost of industry labour devoted voluntarily to the task.

As noted, ACIF has developed more than 120 documents under the Part 6 regime covering technical and operational areas and consumer protections. The cost of developing the suite of Codes, standards and documents has never been fully documented. However, a conservative costing of the recently-developed Consumer Contracts Code estimated a development cost of more than half a million dollars – covering money actually expended by ACIF on drafting, chairing, consumer input and the putative cost of the labour of all members of the Working Committee in attending meetings. The figure does not cover the costs which all members of the Working Committee incurred in their own organisations finalising positions, which could conceivably put the development cost of an industry code at \$2million.

On the basis of that figure, the cost to industry to implement the 'maximum self-regulation' framework in the Act since 1997 is in the billions of dollars. At the same time it has continued to support the regulatory framework of ACMA including its functions of enforcement of the codes and 'reserve power' to determine an industry standard (the ACCC and the TIO.)

It is of course difficult to draw from this a conclusion that industry would not have incurred such costs were it not for the legislated policy of 'maximum self-regulation' under the Act – because it is possible that the regulatory charges (such as carrier licences) may have been far higher to cover the cost to the Government of developing 'black-letter' law. But it is probably fair to say that it seems unlikely that the Government could ever have recouped its costs for developing such an extensive suite of rules through the regulatory charges because the

astronomically-high charges which would have been necessary would be a significant barrier to entry and hence contrary to the competition policy of the Act.

(2) Duplicated costs for compliance and complaint handling.

It is clear that there are duplicated costs to industry from the infrastructure required to monitor compliance and handle complaints with ACIF Codes:

- Membership fees for ACIF to support the 'maximum self-regulation' framework, which includes funding a Compliance Manager to monitor and drive compliance with ACIF Codes
- Licence fees to support ACMA, which includes the function of monitoring and report on ACIF Code compliance
- Costs of meeting the reporting requirements for ACMA for s 105 reports
- Membership fees for the TIO, which includes the function of receiving complaints and reporting on ACIF Code compliance
- Membership fees for TISSC, which includes escalated complaint handling for mobile premium services

7. Would the objectives of the 1997 Act and framework be met by a move to true industry self-regulation? Would the compliance costs be lower?

The Productivity Commission in 2001 noted the overall success of the ACIF model, but concluded that the back-up mechanisms of a 'quasi' or 'co-regulatory' framework were still required.

It is arguable that the basis for such a conclusion has dissipated since 2001. In particular, it appears that the basis for the conclusion was the view expressed in submissions that the interests of suppliers were not always aligned with those of consumers, hence a back-up mechanism was required. Since then, ACIF has reviewed and made improvements its model of consumer participation. The model of code development utilised for the Consumer Contracts Code and the Credit Management Code have been publicly acknowledged by consumers as positive developments. In addition, recent amendments to the Act to enable an industry association to recoup its costs of development of 'consumer-related' codes has a pre-requisite that there is adequate consumer participation in the code development.

Therefore, so far as the codes which provide for consumer protections are concerned, there are now self-regulating mechanisms which address any perception of a lack of alignment between consumers and suppliers.

So far as codes which have been developed relating to inter-operator arrangements to implement the competitive process and network performance, it is also arguable that these arrangements need not be in the

form of codes developed under Part 6. That is, that the focus in the framework on reducing rules to codes, and submitting them for registration, is not appropriate for these types of codes.

The very positive experience of developing operational and network rules between erst-while competitors since 1997 indicates that industry is well able to manage its own affairs without the need for intervention. For example, the mobile number portability scheme is world-class and continues to be well-managed by the industry.

There is scope for examining the current amount of co-regulation under Part 6 of the Act and for examining whether parts or all of the back-up mechanisms are still required: for example, is the suite of the reserve power to make a standard, formal warnings, directions to comply and ultimate Federal Court still warranted in order to achieve the objectives of the long term interests of end-users and the efficiency and international competitiveness of the Australian telecommunications industry? It is relevant to note the few occasions when any such mechanisms have been involved. (See section 3.)

There is also scope for examining whether the scheme for 'maximum self-regulation' should include such a predominant emphasis on the development of codes. A model of quasi or co-regulation needs to avoid the trap that it actually becomes the outsourced form of Government black-letter law, funded by the industry rather than the Government, and that the agency which develops the rules is perceived as a form of regulator itself. Ultimately, it is not the existence of written rules in codes which demonstrates self-regulation – it is the behaviours of the industry in responding to issues, and ensuring consumer trust and confidence in the services which it provides.

The emergence of new technologies and the convergence of technologies and regulation requires that industry respond to consumer issues, and inter-operator issues, in an expeditious and flexible way. As demonstrated by ACIF's VoIP work in 2004-2005, responses such as Fact Sheets, forums, websites can be much more flexible tools in an environment where the issues and technologies have not matured sufficiently and any 'codification' of rules would be premature.

There is also scope for reviewing the requirements in the overall framework for the monitoring of compliance with ACIF Codes. In particular, there is scope for increasing the self-regulatory functions of self-reporting, monitoring of ACIF Codes by ACIF itself, and handling of complaints related to breaches of ACIF Codes by ACIF itself.

It is submitted that moves towards these true self-regulatory directions would lower the compliance burden for the telecommunications industry, would meet the objectives of the *Telecommunications Act 1997*, and be appropriate given the maturity and experience of the industry since the framework for 'maximum self-regulation' /co-regulation was introduced in 1997.

Attachment A - ACIF Publication Report (as at 8 November 2005)

ACIF CODES

Code reference	Code title	Previously published	Published	Registered by ACMA	Code Review	RP
C513:2004	Customer and Network Fault Management	1998 1999 2003	March 2004	7 April 2004	April 2009	ORP
C515:2005	Preselection – Single Basket/Multi Service Deliverer	1998 1999 2002 2003	16 June 2005	13 October 2005	April 2008	ORP
C518:2000	Call Charging and Billing Accuracy	1998	June 2000	27 April 2001	Currently being revised	NRP
C519:2004	End-to-End Network Performance	1998 2002	April 2004	12 August 2004	April 2009	NRP
C521:2004	Prices, Terms and Conditions	1999 2000 2001	February 2005	22 April 2005	February 2010	CIRP
C522:2003	Calling Number Display	2000 2001	February 2003	25 June 2003	February 2005	CIRP
C523:2001	Protection of Personal Information of Customers of Telecommunications Providers	1999	October 2001	30 October 2001 Deregistered 21 December 2001	February 2006	CIRP
C524:2004	External Communication Cable Networks	1999 2001	December 2004	Not submitted to the ACMA	December 2009	ORP
C525:2002	Handling of Life Threatening and Unwelcome Calls	1999	June 2002	25 September 2002	Currently being revised	ORP
C531:2005	Commercial Churn	1999 2002	16 June 2005	13 October 2005	July 2006	ORP
C536:2003	Emergency Call Services Requirements	2001 2002	April 2003	25 June 2003	April 2008	ORP

Code reference	Code title	Previously published	Published	Registered by ACMA	Code Review	RP
C540:2005	Local Number Portability	1999 2003 2005 June	12 October 2005	Registration pending	October 2010	ORP
C541:2003	Credit Management	2000 2001	April 2003	17 July 2003	Currently being revised	CIRP
C542:2003	Billing	2000 2001	February 2003	27 August 2003	February 2004	CIRP
C546:2001	Customer Transfer	2001 April	October 2001	30 October 2001	Currently being revised	CIRP
C547:2004	Complaint Handling	2000 2001	February 2004	25 August 2004	August 2009	CIRP
C554:2004	Rights of Use of Premium Rate Service Numbers	-	December 2004	29 June 2005	June 2007	ORP
C555:2002	Integrated Public Number Database (IPND)	2000	April 2002	22 January 2003	Current revision on hold	ORP
C559:2005	Unconditioned Local Loop Service (ULLS) – Network Deployment Rules	2001 2003	April 2005	20 May 2005	April 2010	NRP
C564:2004	Deployment of Mobile Phone Network Infrastructure	2002	December 2004	7 April 2005	December 2009	ORP
C566:2005	Rights of Use of Numbers	2004	February 2005	29 June 2005	April 2009	ORP
C569:2005	Unconditioned Local Loop Service (ULLS) Ordering, Provisioning and Customer Transfer	2001	16 June 2005	Not submitted to ACMA	November 2007	ORP
C570:2005	Mobile Number Portability	2001 2002 2003	16 June 2005	13 October 2005	August 2008	ORP
C609:2003	Priority Assistance for Life Threatening Medical Conditions	-	August 2003	22 October 2003	Currently under review	ORP
C617:2005	Connect Outstanding	-	April 2005	18 August 2005	August 2007	ORP
C620:2005	Consumer Contracts	-	February 2005	4 May 2005	February 2007	CIRP

ACIF STANDARDS

Standard designation (AS/ACIF)	Standard title	Previously published	Published	Supersedes (on gazettal/ registration)	ACMA Regulatory status G: Gazetted R: Registered	Review Date
S002:2005	Analogue interworking and non-interference requirements for Customer Equipment for connection to the Public Switched Telephone Network	2001	31 Oct 2005	AS/ACIF S002:2001	R: To be registered	Nov 2010
S003:2005	Customer Access Equipment for Connection to a Telecommunications Network	1999 2001	17 Jan 2005	AS/ACIF S003:2001	G: 24 May 2005 R: 1 Jun 2005	Currently being revised
S004:2004	Voice frequency performance requirements for Customer Equipment	1999 2001	15 Jun 2004	AS/ACIF S004:2001	G: 20 Dec 2004 R: 31 Mar 2005	Currently being revised
S006:2001	Requirements for Customer Equipment, operating in the voiceband, for connection to the non-switched Telecommunications Network	1999	23 Jan 2001	ACA TS 006-1997 (expired 18 Apr 2001)	G: 5 Apr 2001 R: 31 Mar 2005	To be confirmed
S008:2001	Requirements for authorised cabling products	—	12 Dec 2001	ACA TS 008-1997 (expired 1 Jan 2004)	G: 24 Dec 2001 R: 4 Apr 2005	Currently being revised
Amdt No. 1/2002 to S008:2001	Amdt No. 1/2002 to AS/ACIF S008:2001 Requirements for authorised cabling products	—	9 Dec 2002	AS/ACIF S008:2001	G: 18 Dec 2002 R: 4 Apr 2005	
S009:2001	Installation requirements for customer cabling (Wiring Rules)	—	12 Dec 2001	Austel TS 009-1997	G: 21 Dec 2001	Currently being revised
Amdt No. 1/2002 to S009:2001	Amdt No. 1/2002 to AS/ACIF S009:2001 Installation requirements for customer cabling (Wiring Rules)	—	9 Dec 2002	AS/ACIF S009:2001	G: 18 Dec 2002	
S016:2001	Requirements for Customer Equipment for connection to hierarchical digital interfaces	—	19 Dec 2001	ACA TS 016-1997 (expired 1 Jan 2004)	G: 19 Mar 2002 R: 12 Apr 2005	To be confirmed
S031:2001	Requirements for ISDN Basic Access Interface	1999	24 Jul 2001	ACA TS 031-1997 (expired 1 Sep 2003)	G: 12 Sep 2001 R: 24 Mar 2005	To be confirmed
S038:2001	Requirements for ISDN Primary Rate Access Interface	1999	24 Jul 2001	ACA TS 038-1997 (expired 1 Sep 2003)	G: 12 Sep 2001 R: 1 Apr 2005	To be confirmed

Standard designation (AS/ACIF)	Standard title	Previously published	Published	Supersedes (on gazettal/ registration)	ACMA Regulatory status G: Gazetted R: Registered	Review Date
S040:2001	Requirements for Customer Equipment for use with the Standard Telephone Service — Features for special needs of persons with disabilities	1999	19 Dec 2001	—	G: 19 Mar 2002 R: 14 Mar 2005	To be confirmed
S041:2005	Requirements for DSL Customer Equipment for connection to the Public Switched Telephone Network	—	31 Oct 2005	—	R: To be registered	Dec 2010
S042.1:1999	Requirements for connection to an air interface of a telecommunications network — Part 1: General	—	11 Nov 1999	ACA TS 200-1998	G: 10 Dec 1999 R: 24 Mar 2005	Currently being revised
S042.2:1999	Requirements for connection to an air interface of a telecommunications network — Part 2: CDMA (IS-95)	—	11 Nov 1999	ACA TS 200-1998	G: 10 Dec 1999 R: 24 Mar 2005	To be confirmed
S042.3:2005	Requirements for connection to an air interface of a telecommunications network — GSM Customer Equipment	—	14 Oct 2005	ACA TS 018-1997	To be registered	Dec 2010
S043.1:2003	Requirements for Customer Equipment for connection to a metallic local loop interface of a Telecommunications Network— Part 1: General	2001	8 Apr 2003	AS/ACIF S043.1:2001	G: 12 Nov 2003 R: 2 Mar 2005	Apr 2008
S043.2:2005	Requirements for Customer Equipment for connection to a metallic local loop interface of a Telecommunications Network— Part 2: Broadband	2001 2003	13 Apr 2005	AS/ACIF S043.2:2003	G: 24 May 2005 R: 1 Jun 2005	Apr 2008
S043.3:2001	Requirements for Customer Equipment for connection to a metallic local loop interface of a Telecommunications Network— Part 3: DC, low frequency AC and voiceband	—	23 Jan 2001	—	G: 5 Apr 2001 R: 2 Mar 2005	To be confirmed

ACIF GUIDELINES

Guideline reference	Title	Previously published	Published	Review	RP
G505:1998	Development of Telecommunications Industry Consumer Codes	-	Jan 1998		CIRP
G506:1998	Mobile Telecommunications Industry Change of Service	-	Jan 1998		
G510:1998	Development of Telecommunications Industry Operations Codes	-	March 1998	July 2003	ORP
G511:1998	1800/13/1300 Number Portability - Network Plan	-	April 1998 Reconfirmed 2004	April 2009	NRP
G514:2003	Code Administration and Compliance Scheme	2000 2001	2003		
G516:2004	Participant Monitoring of Voice Communications	1998	April 2004	April 2009	CIRP
G517:1998	Monitoring of Communications for Network Operation and Maintenance	1998	Dec 2004	Dec 2009	CIRP
G530:1999	Mobile Location Indicator for Emergency Services - Stage 1 Service Description for Interim MOLI	-	Sep 1999	Currently being revised	NRP
G533:1999	Assessment of Network Integrity Items for Standards	-	April 1999	To be confirmed	CECRP
G534:2003	Assessment of Emergency Service Access and Network	1999	May 2003	To be confirmed	CECRP
G535:1999	Compliance levels in Standards development	1998	April 1999	To be confirmed	CECRP
G538:1999	Interconnection Model	-	Aug 1999		NRP
G539:1999	Revision and Amendment of Standards	-	April 1999	To be confirmed	CECRP
G545:2000	HFC Network RF Signal Egress Monitoring	1999	March 2000	To be confirmed	NRP
G548:1999	Supporting arrangements for AS/ACIF S042 Requirements for connection to an air interface of a telecommunications	-	Dec 1999	Under revision	CECRP
G556:2000	A Framework for the Introduction of Mobile Number Portability in Australia	June 2000	Aug 2000		
G557:2002	Standardised Mobile Service Area Register	1999	2002	2007	NRP
G561:2002	Mobile Number Portability Network Plan for Voice, Data and Fax Services	Sep 2000 Dec 2000	March 2002	2007	NRP
G562:2000	Electronic Customer Authorisation	-	May 2000	As considered necessary	ORP
G563:2001	Supporting arrangements for the supply of Digital Subscriber Line (DSL) Customer Equipment	-	January 2001	To be confirmed	CECRP

Guideline reference	Title	Previously published	Published	Review	RP
G565:2001	Mobile Number Portability Network Plan for SMS	-	February 2001	2007	NRP
G567:2001	Switchless Multibasket Billing Redirection	-	April 2001	October 2008	ORP
G571:2002	Building Access Operations and Installations	-	October 2002	July 2009	ORP
G572:2001	Unconditioned Local Loop Service Fault Management	-	September 2001	September 2008	ORP
G573.1:2004	MNP IT Specification Part 1- Transaction Analysis	2001 2003 Sep 2004	December 2004	As necessary with ACIF C570:2005 MNP Code	ORP
G573.1:2004 Appendix E	XML Messaging Formats	2003 Sep 2004	December 2004	As above	ORP
G573.2:2005	MNP IT Specification Part 2 – Architecture and Messaging Requirements	2001 2003 2004	August 2005	As above	ORP
G573.3:2004	MNP IT Specification Part 3 – Common Network	2001 2003 Sep 2004	December 2004	As above	ORP
G574:2001	Mobile Number Portability - Customer Information	-	April 2001	As above	CIRP
G575:2001	Mobile Number Portability Ported Number Register	-	June 2001	As above	ORP
G577:2001	Mobile Number Portability Testing Strategy for Voice, Data and Fax Services	-	April 2001	2007	NRP
G578:2001	Mobile Number Portability Testing Strategy for SMS	-	April 2001	2007	NRP
G579:2005	Mobile Number Portability Operations Manual	2001 2003	August 2005	As above	ORP
G581:2002 S	SMPP Protocol - Inter-Network Short Message Interchange	-	December 2002	2007	NRP
G586:2001	Access to Telecommunications For People with Disabilities	-	September 2001	September 2005	Disability Council
G591:2002	Telecommunications in Road Reserves – Operational Guidelines for Installations	-	April 2002	January 2010	ORP
G592:2004	Mobile Number Portability IT Test Strategy	2002	August 2004	Not stated	ORP
G593:2004	Mobile Number Portability IT Test Plan	2002	August 2004	Not stated	ORP
G596:2002	Communication Support for Emergency Response	-	April 2002	April 2007	ORP
G597:2005	Pre-selection Operations Manual	2003	16 June 2005	April 2008	ORP

Guideline reference	Title	Previously published	Published	Review	RP
G598:2003	Pre-selection Billing Information Specification	-	April 2003	April 2008	ORP
G599:2005	Pre-selection IT Specification	2003	16 June 2005	April 2008	ORP
G600:2005	ACIF Allocation of Eligible Party Identification Codes	2002	October 2005		ORP
G602.1:2003	Local Number Portability IT Specifications and Operations Manual Part 1 - General, Give Back and Ported Local Number Register Processing	-	August 2003	Currently being revised	ORP
G602.2:2003	Local Number Portability IT Specifications and Operations Manual Part 2 - Category A Processing	-	August 2003	As above	ORP
G602.3:2003	Local Number Portability IT Specifications and Operations Manual Part 3 - Category B Processing	-	August 2003	As above	ORP
G602.4:2003	Local Number Portability IT Specifications and Operations Manual Part 4 - Category C Processing	-	August 2003	As above	ORP
G602.5:2003	Local Number Portability IT Specifications and Operations Manual Part 5 - Category D Processing	-	August 2003	As above	ORP
G603:2004	Local Number Portability IT Test Strategy	-	April 2004	As above	ORP
G605:2002	Inter-Network ATM Services	-	December 2002	2007	NRP
G606:2002	SMSA Register - Management Processes	-	August 2002	2007	NRP
G607:2003	General Test Plan for SMPP Protocol Inter-network Short Message Interchange	-	Feb 2003	2008	NRP
G608:2004	EIE Infrastructure Common Network Specification	2002	April 2004	April 2009	EIEMC
G610:2003	The superseding of ACA TS 001-1997 by AS/NZS 60950:2000	2002	May 2002	May 2007	CECRP
G611:2002	Privacy Protection in ACIF Publications	-	December 2002	December 2007	CIRP
G612:2003	Customer Requested Barring	-	October 2003	October 2008	ORP
G613:2004	Local Number Portability IT Test Plan	-	April 2004	Not stated	ORP
G614:2003	Integration Testing Strategy for C515:2003 Pre-selection	-	December 2003	In conjunction with review of ACIF C515:2005 <i>Pre-selection</i> Industry Code	ORP
G615:2003	Intercarrier Test Plan for C515:2003 Pre-selection	-	October 2003	As above	ORP
G616:2004	Acoustic safety for telephone equipment	-	June 2004	currently being revised	CECRP

Guideline reference	Title	Previously published	Published	Review	RP
G618:2004	Approval of Non-Deployment Class Systems under ACIF Industry Code C559	-	April 2004	2009	NRP
G619:2005	IPND Data	-	February 2005	February 2007	ORP
G621:2004	EIE Compliance Standards	-	September 2004	September 2009	EIEMC
G622:2004	EIE Administration Node Connectivity Testing	-	September 2004	September 2009	EIEMC
G623:2005	Regulatory adoption of Customer Equipment safety requirements	-	April 2005	April 2010	CECRP
G624:2005	Network interface voltage levels	-	July 2005	July 2010	CECRP

ACIF SPECIFICATIONS

Guideline reference	Title	Previously published	Published	Review Recommendation	RP
G500:2000	Signalling System No. 7 - Interconnection ISUP	1998	May 2000	Not stated	NRP
G500:2002	Specification - Interconnect Signalling Specification for Circuit Switched Networks	1998 2000	July 2002	Not stated	NRP
G502:1998	Australian Network Performance Plan	-	Feb 1998	Currently being reviewed	NRP
G520:2005	Local Number Portability - Network Plan	1998 1999	January 2005	2010	NRP
G532:1999	Mobile Location Indicator	-	Feb 1999	Currently being revised	NRP
G549:2000	Interconnection Implementation Plan	-	May 2000	2007	NRP
G549:2002	Interconnection Implementation	May 2000	July 2002	2007	NRP
G587:2002	Unconditioned Local Loop Service IT Specification - Transaction Analysis	Aug 2001 Dec 2001	October 2002	Not stated	ORP

Attachment B - ACIF Codes – Status Report

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C504:1998	Customer Barring	February 1998			Not submitted to the ACA	Withdrawn from publication Oct 2003
C513:1998	Customer and Network Fault Management	October 1998	Primus	1 Feb 1999	(Registration request rejected on 22 February 1999)	Superseded
C513:1999	Customer and Network Fault Management	December 1999	Vodafone	1 Jul 2002	To be submitted to the ACA for registration	Superseded
C513:2003	Customer and Network Fault Management	December 2003				Superseded
C513:2004	Customer and Network Fault Management	March 2004	Telstra	1 Jul 2004	7 April 2004	April 2009
C515:1998	Preselection – Single Basket/Multi Service Deliverer	October 1998	Primus AAPT	1 Feb 1999 19 Jul 1999	11 February 1999	Superseded
C515:1999	Preselection – Single Basket/Multi Service Deliverer	June 1999	MCI WorldCom RSL Com Telstra PowerTel Macquarie Corporate Telecoms	1 June 2001 1 Aug 2001 5 Nov 2001 3 Dec 2001 7 Dec 2001	3 February 2000	Superseded
C515:2002	Preselection – Single Basket/Multi Service Deliverer	April 2002	Macquarie Corporate Telecoms Telstra MCI WorldCom	10 May 2002 22 May 2002 30 July 2002	Was not submitted for registration	Superseded
C515:2003	Preselection – Single Basket/Multi Service Deliverer	April 2003	Telstra PowerTel	27 June 2003 26 Feb 2004	27 October 2003	Superseded
C515:2005	Preselection – Single Basket/Multi Service Deliverer	June 2005	Telstra	28 June 2005	13 October 2005	April 2008

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C518:1998	Call Charging and Billing Accuracy	October 1998	Primus Telstra RSL Com	1 Aug 2001	13 January 1999	Superseded
C518:2000	Call Charging and Billing Accuracy	June 2000	MCI WorldCom Telstra Macquarie Corporate Telecoms Orange- brand of Hutchison Telecommunications (2G) Optus Hutchison 3G Australia Limited	1 June 2001 5 Nov 2001 7 Dec 2001 31 Dec 2002 30 June 2005 1 June 2005	27 April 2001	2006 - Month of Code Review to be determined
C519:1998	End-to-End Network Performance	October 1998	Primus AAPT MCI WorldCom RSL Com Macquarie Corporate Telecoms	1 Feb 1999 30 Jul 1999 1 June 2001 1 Aug 2001 7 Dec 2001	13 January 1999	Superseded
C519:2002	End-to-End Network Performance	April 2002	Vodafone	1 Jul 2002	submitted to the ACA 12 Aug 2002	Superseded
C519:2004	End-to-End Network Performance	April 2004	Telstra	21 Oct 2004	12 August 2004	April 2009
C521:1999	Prices, Terms and Conditions	February 1999	Moore Talk Communications P/L MCI WorldCom	6 Oct 2000 1 June 2001	Not submitted to the ACA	Superseded
C521:2000	Prices, Terms and Conditions	August 2000	OneTel RSL Com B Digital	30 Oct 2000 1 Aug 2001 1 June 2002	13 October 2000	Superseded
C521:2001	Prices, Terms and Conditions	October 2001	PowerTel Macquarie Corporate Telecoms Total Communications (Tas) P/L MCI WorldCom AAPT Benchmark Sales Affinity Corporation Axxcess Australia Optus	3 Dec 2001 7 Dec 2001 20 Dec 2001 26 Feb 2002 27 June 2002 1 Aug 2002 1 Aug 2002 1 Aug 2002 23 Jan 2003	30 October 2001	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C521:2004	Prices, Terms and Conditions	February 2005			22 April 2005	February 2010
C522:2000	Calling Number Display	April 2000	MCI Worldcom RSL Com	1 June 2001 1 Aug 2001	6 July 2000	Superseded
C522:2001	Calling Number Display	October 2001	Macquarie Corporate Telecoms MCI WorldCom Optus	7 Dec 2001 1 Mar 2002 31 May 2002	30 October 2001	Superseded
C522:2003	Calling Number Display	February 2003	OPTUS AAPT	30 June 2003 1 Oct 2003	25 June 2003	February 2005
C523:1999	Protection of Personal Information of Customers of Telecommunications Providers	December 1999	MCI WorldCom RSL Com B Digital	1 June 2001 1 Aug 2001 1 Aug 2002	1 May 2000	Superseded
C523:2001	Protection of Personal Information of Customers of Telecommunications Providers	October 2001	Telstra PowerTel Macquarie Corporate Telecoms MCI WorldCom Affinity Corp Axxess Aust Benchmark Sales	5 Nov 2001 3 Dec 2001 7 Dec 2001 28 Feb 2002 1 June 2002 1 Aug 2002 1 Aug 2002	30 October 2001 Deregistered 21December 2001	February 2001
C524:1999	External Communications Cable Networks	January 1999			(Registration request withdrawn on 27 April 1999)	Superseded
C524:2001	External Communication Cable Networks	April 2001			Not submitted for registration	Superseded
C524:2004	External Telecommunications Cable Networks	December 2004			Not submitted for registration	December 2006
C525:1999	Handling of Life Threatening and Unwelcome Calls	January 1999	MCI WorldCom Hutchison Telecommunications RSL Com PowerTel Macquarie Corporate Telecoms	1 June 2001 28 June 2001 1 Aug 2001 3 Dec 2001 7 Dec 2001	27 October 1999	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C525:2002	Handling of Life Threatening and Unwelcome Calls	February 2002	Vodafone Macquarie Corporate Telecoms Hutchison Telecommunications AAPT PowerTel Telstra	1 Jul 2002 22 Jul 2002 31 Dec 2002 31 Jan 2003 27 June 2003 27 June 2003	27 September 2002	Currently being revised
C531:1999	Commercial Churn	August 1999	MCI WorldCom RSL Com Telstra PowerTel Macquarie Corporate Telecoms	1 June 2001 1 Aug 2001 5 Nov 2001 3 Dec 2001 7 Dec 2001	7 December 1999	Superseded
C531:2002	Commercial Churn	April 2002	Macquarie Corporate Telecoms Telstra MCI WorldCom AAPT PowerTel	10 May 2002 22 May 2002 30 July 2002 31 Jan 2003 27 June 2003	13 November 2002	Superseded
C531:2005	Commercial Churn	June 2005	Telstra	28 June 2005	13 October 2005	June 2005
C536:2001	Emergency Call Services Requirements	July 2001	Telstra	5 Nov 2001	6 Dec 2001	Superseded
C536:2002	Emergency Call Services Requirements	April 2002	Telstra Vodafone	22 May 2002 1 Jul 2002	28 August 2002	superseded
C536:2003	Emergency Call Services Requirements	April 2003	PowerTel Telstra AAPT	27 June 2003 27 June 2003 1 Oct 2003	25 June 2003	April 2008
C537:2001	Provision of Assistance to National Security, Enforcement and Government Agencies	June 2001	Telstra	5 Nov 2001	28 February 2002	Superseded
C537:2002	Provision of Assistance to National Security, Enforcement and Government Agencies	April 2002	Telstra Vodafone	22 May 2002 1 Jul 2002	To be withdrawn from registration	Withdrawn from publication April 2003
C540:1999	Local Number Portability	September 1999			Not submitted to	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
					the ACA	
C540:2003	Local Number Portability	August 2003	Telstra PowerTel	15 Dec 2003 26 Feb 2004	12 November 2003	August 2008
C540:2005	Local Number Portability	12 October 2005	Telstra	28 June 2005	To be submitted to ACMA for registration	August 2008
C541:2000	Credit Management	June 2000	Cable & Wireless Optus MCI WorldCom RSL Com B Digital Ltd	3 May 2001 1 June 2001 1 Aug 2001 1 June 2002	25 January 2001	Superseded
C541:2001	Credit Management	October 2001	Telstra PowerTel Macquarie Corporate Telecoms MCI WorldCom Optus AAPT Vodafone Axxcess Australia P/L Affinity Corporation P/L Benchmark Sakes P/L	5 Nov 2001 3 Dec 2001 7 Dec 2001 26 Feb 2002 31 May 2002 27 June 2002 1 Jul 2002 1 Aug 2002 1 Aug 2002 1 Aug 2002	30 October 2001	Superseded
C541:2003	Credit Management	April 2003	PowerTel OPTUS AAPT Telstra	27 June 2003 1 May 2003 1 Oct 2003 19 Dec 2003	17 July 2003	Currently being revised
C542:2000	Billing	June 2000	MCI WorldCom RSL Com B Digital	1 June 2001 1 Aug 2001 1 Jun 2002	26 October 2000	Superseded
C542:2001	Billing	October 2001	Telstra PowerTel Macquarie Corporate Telecoms MCI WorldCom AAPT Vodafone	5 Nov 2001 3 Dec 2001 7 Dec 2001 26 Feb 2002 27 June 2002 1 Jul 2002	30 October 2001	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
			Benchmark Sales Affinity Corp Axxess Aust Hutchison	1 Aug 2002 1 Aug 2002 1 Aug 2002 6 Aug 2002		
C542:2003	Billing	February 2003	PowerTel Telstra AAPT B Digital	27 June 2003 27 June 2003 1 Oct 2003 7 Jan 2005	27 August 2003	February 2004
C546:2001	Customer Transfer	April 2001	MCI WorldCom RSL Com	1 June 2001 1 Aug 2001	23 May 2001	Superseded
C546:2001	Customer Transfer	October 2001	Macquarie Corporate Telecoms MCI WorldCom Optus Benchmark Sales Affinity Corp Axxess Aust AAPT	7 Dec 2001 28 Feb 2002 31 May 2002 1 Aug 2002 1 Aug 2002 1 Aug 2002 31 Jan 2003	30 October 2001	Currently being revised
C547:2000	Complaint Handling	June 2000	Cable & Wireless Optus MCI WorldCom Hutchison Telecommunications RSL Com B Digital	3 May 2001 1 June 2001 28 June 2001 1 Aug 2001 1 June 2002	13 October 2000	Superseded
C547:2001	Complaint Handling	October 2001	Telstra PowerTel Macquarie Corporate Telecoms MCI WorldCom Optus AAPT Vodafone Benchmark Sales Affinity Corp Axxess Aust Hutchison Telecommunications	5 Nov 2001 3 Dec 2001 7 Dec 2001 28 Feb 2002 31 May 2002 27 June 2002 1 Jul 2002 1 Aug 2002 1 Aug 2002 1 Aug 2002 31 Dec 2002	30 October 2001	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C547:2004	Complaint Handling	February 2004	Optus PowerTel	1 Nov 2004 26 June 2005	25 August 2004	August 2009
C554:2004	Rights of Use of Premium Rate Service Numbers	December 2004			29 June 2005	December 2006
C555:2000	Integrated Public Number Database (IPND)	August 2000	Telstra	5 Nov 2001	6 Dec 2001	Superseded
C555:2002	Integrated Public Number Database (IPND)	April 2002	Telstra Vodafone Pacific Micromarketing Pty Ltd MOS Data Assembly Specialists (Acxiom) PowerTel Perceptive Communications Pty Ltd	22 May 2002 1 Jul 2002 1 Oct 2002 29 May 2003 27 June 2003 15 September 2004	22 January 2003	Currently being revised
C559:2001	Unconditioned Local Loop Service (ULLS) – Network Deployment Rules	August 2001	Telstra	22 May 2002	14 November 2001	Superseded
C559:2003	Unconditioned Local Loop Service (ULLS) – Network Deployment Rules	December 2003	Telstra	30 June 2004	12 August 2004	Superseded
C559:2005	Unconditioned Local Loop Service (ULLS) – Network Deployment Rules	April 2005			20 May 2005	April 2010
C564:2002	Deployment of Radiocommunications Infrastructure	April 2002	Telstra	27 June 2003	10 October 2002	Superseded
C564:2004	Deployment of Mobile Phone Network Infrastructure	December 2004	Telstra	4 May 2005	7 April 2005	April 2009
C566:2004	Rights of Use of Numbers	April 2004			To be submitted for registration	Superseded

Code reference	Code title	Published	Signatories	Date of sign up	Registered by the ACA	Code Review
C566:2005	Rights of Use of Numbers	March 2005			29 June 2005	April 2009
C569:2001	Unconditioned Local Loop Service (ULLS) Ordering, Provisioning and Customer Transfer	July 2001				Superseded
C569:2005	Unconditioned Local Loop Service (ULLS) Ordering, Provisioning and Customer Transfer	June 2005			Not submitted ACMA for registration	November 2007
C570:2001	Mobile Number Portability	June 2001	Macquarie Corporate Telecoms	7 Dec 2001	28 June 2001	Superseded
C570:2002	Mobile Number Portability	April 2002	AAPT PowerTel	31 Jan 2003 27 June 03	28 August 2002	Superseded
C570:2003	Mobile Number Portability	August 2003	Telstra Globalstar Australia Pty Limited B Digital	8 Jan 2004 9 March 2004 1 April 2004	1 March 2004	Superseded
C570:2005	Mobile Number Portability	June 2005	Telstra PowerTel Globalstar Australia Pty Limited	28 June 2005 30 June 2005 27 July 2005	13 October 2005	August 2008
C580:2002	Short Message Service (SMS) Issues	December 2002			11 June 2003	Withdrawn from publication December 2004
C609:2003	Priority Assistance for Life Threatening Medical Conditions	August 2003	AAPT PowerTel	1 Oct 2003 26 Feb 2004	27 October 2003	August 2004
C617:2005	Connect Outstanding	April 2005			18 August 2005	Two years from date of registration
C620:2005	Consumer Contracts	February 2005			4 May 2005	February 2007



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