



ACIF G599:2005

AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY GUIDELINE

**PRE-SELECTION
IT SPECIFICATION**

Industry Guideline – *Pre-selection – IT Specification*

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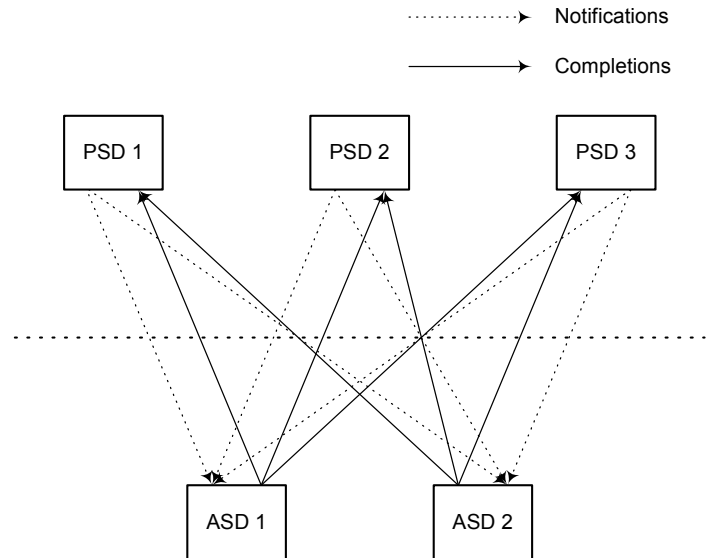
1. INTRODUCTION

This document outlines the Pre-selection file formats specification and field population rules required to facilitate the Pre-selection related transactions contained in ACIF C515:2005 *Pre-selection* Industry Code.

They include but are not limited to:

- provisioning of Customer name and Service Address data
- provisioning of an unlisted number indicator
- pre-selection to move with Customer
- only Gaining PSD Customer choices in daily files to ASDs
- notification to the PSD of only selections in their favour from ASDs
- provisioning of loss records detailing Churns to other PSDs and cancellation of services
- change of ASD (same number retained) where the previous ASD must provide a Pre-selection Port Record to the previous PSD.

The following diagram depicts the daily file transfers between PSDs and ASDs to support the provisioning of customer choices.



2005 Revision

There was a limited revision of this Guideline in 2005 to provide for reversals as a result of a customer rescinding or canceling contracts where this is allowed under State or Territory fair trading legislation.

2. PARTICIPANTS

The group that developed this Industry Guideline consisted of the following organisations and their representatives:

Representative	Organisation	Membership
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Margaret Fleming of ACIF supplied project management support.

3. DEFINITIONS AND ABBREVIATIONS

For the purposes of this Guideline, the following definitions, acronyms and abbreviations apply:

ACIF means the Australian Communications Industry Forum Limited.

Access Service Deliverer or **ASD** in respect of a Standard Telephone Service means the Carriage Service Provider to whose local exchange the Standard Telephone Service is connected directly over that Carriage Service Provider's Network Facilities.

Area Code has the same meaning given by the *Telecommunications Numbering Plan 1997*.

Business Day means any day Monday to Friday (inclusive) other than a day which is gazetted or otherwise declared or made a public holiday in all States of Australia and the Australian Capital Territory and the Northern Territory.

C/CSP means Carrier and/or Carriage Service Provider.

Carriage Service Provider (CSP) has the meaning given by section 87 of the *Telecommunications Act 1997*.

Carrier has the meaning given by section 7 of the *Telecommunications Act 1997*.

Churn means a change in Pre-selection from a Losing PSD to the Gaining PSD carried out in accordance with the terms of the Code.

Code means the ACIF C515:2005 *Pre-selection* Industry Code.

Completion is a record which provides a successful response to a request contained in a CNO.

Customer means in relation to a Standard Telephone Service, the party or end user who has contracted with the ASD for that Standard Telephone Service. Where the Customer is the end user, this end user may appoint an authorised representative to act on their behalf.

Customer Authorisation or **CA** means an electronic or paper document which contains the authorisation of a Customer (or the Customer's authorised representative) of a change in Pre-selection which contains the information set out in Schedule 2 of the Code.

Customer Notified Order or **CNO** means the electronic notification file used to transfer Churn information between PSDs and ASDs.

Eligible Party Identification (EPID) Code means a unique value allocated by ACIF to each C/CSP for the purposes of identification.

Gaining PSD means the PSD which initiates a change in Pre-selection.

Local Number has the same meaning given by the *Telecommunications Numbering Plan 1997*.

Losing PSD means the PSD which provided the Pre-selectable Services to the Customer prior to the implementation of the Churn.

Point of Presence or **PoP** means servicing a geographic area and supporting long distance calls via a particular PSD.

Port means a change of ASD where the same Service Number is retained. The words Ported and Porting have corresponding meanings.

Prime Service Deliverer or **PSD** means in respect of a Standard Telephone Service, the C/CSP selected by the Customer in accordance with the procedures in the Code for the carriage of all Pre-selectable Calls originating from that Standard Telephone Service.

Pre-selection Port Record is a transaction provided by the Losing ASD to the previous PSD advising that a Port has occurred.

Pre-selectable Services has the meaning given by the Code.

Rejection is a record which provides an unsuccessful response to a request contained in a CNO due to either product or service restrictions.

Reversal means a transaction which reinstates the Customer's authorised PSD which existed prior to an unauthorised churn occurring. A Reversal may also be initiated where the Customer has validly rescinded or cancelled a contract within the cooling off period in accordance with the applicable fair trading legislation.

Reversal Class Code means a code which indicates that an Unauthorised Churn has been reversed so that Pre-selection is set to the PSD receiving the code.

Reversal Code means a code which indicates that an Unauthorised Churn has been reversed so that Pre-selection is no longer set to the PSD receiving the code.

Service Address means the location at which the Standard Telephone Service terminates or is to terminate.

Service Number means the telephone number of the Customer, which is the combination of the Area Code and Local Number.

Standard Telephone Service has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Services Standards) Act 1999*.

Unauthorised Churn has the meaning given by the Code.

4. DATA FLOWS

This Specification requires data flows between ASDs and PSDs on the various Customers and PSD initiated transactions. The various transactions concerned include but are not limited to:

- new service application
- Churn of existing PSD choice
- change of Service Number
- change of Service Address
- Port - change of ASD (same number retained)
- cancellation of service
- Reversal requests

Dependent upon the transaction involved the response data from the ASD to both the Gaining and Losing PSD will vary. Table 1 describes the various transactions and the required data flows.

4.1 Pre-selection Data Flows (Table 1)

Process Description	Advice from	Advice to	Initial Data	Response Data
New Service (PSD Chosen)	ASD	PSD	New Service indicator, Service Number, name, Service Address, implementation date, unlisted number indicator	Nil
New Service (no PSD chosen)	Nil	Nil		
Change of Pre-selection	Gaining PSD	ASD	Service Number, request date	Completion date, service number, unlisted number indicator, or reject code and date
	ASD	Losing PSD	Service Number, implementation date, Gaining PSD identifier (EPID)	Nil
Change of Service Address (same Service Number)	ASD	PSD	Change of Service Address indicator, Service Number, new Service Address, implementation date, unlisted number indicator	Nil

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Process Description	Advice from	Advice to	Initial Data	Response Data
Change of Service Address (new Service Number)	ASD	PSD	Change of Service Address indicator, old Service Number, new service number, new Service Address, implementation date, unlisted number indicator	Nil
Port - Change of Access Service Deliverer (same Service Number)	Previous ASD	Previous PSD	Pre-selection Port indicator, Service Number, PSD, ASD, Port date	Nil
	Gaining ASD	Nominated PSD	New Service indicator, Service Number, name, Service Address, implementation date, unlisted number indicator	Nil
Change of Service Number	ASD	PSD	Change of number indicator, old service number, new Service Number, implementation date, unlisted number indicator	Nil
Cancel Service	ASD	PSD	Cancel indicator, Service Number, date of implementation	Nil
Reversal Process (a)	PSD	ASD	Service Number, date original CNO file sent and sequence number.	Normal loss report with a Reversal Code
Reversal Process (b)	ASD	Corrected PSD	Completion report with Reversal Class Code	Nil

5. PRE-SELECTION CHURN REQUESTS

5.1 Header & Trailer Records

Field Description	Format	Values
<i>Header Record</i>		
Record Type	Char (2)	Value = "01"
Field Creation Date	Char (8)	CCYYMMDD
File Sequence No.	Num (4)	
File Identifier	Char (7)	eg 002001M or 001002M comprised of the three character PSD & ASD allocated values.
Filler	Char (154)	
<i>Trailer Record</i>		
Record Type	Char (02)	Value = "99"
Record Count	Num (7)	Count of Data Records only excluding Header & Trailer Records
Filler	Char (166)	

5.1.1 Rules:

- All fields in the Header & Trailer records are mandatory. If any fields are missing or corrupt, the files will be rejected. The party receiving the file will notify the sender by email or phone as soon as it is found.
- The file Sequence number commences at 0001 and increments by one for each daily file sent. Files are only sent on Business Days.
- Any file sequences that are duplicated will cause the Rejection of that file.
- Any missing file sequences will be recorded and followed up with the application support group.
- The file identifier is comprised of the Three Character PSD & ASD Allocated Values (EPID) and the letter "M" which uniquely identifies a Multi Carrier Pre-selection Churn File.
- The company who originates the file's file identifier is placed first with the destination C/CSP's file identifier placed second.
- All CHAR fields are left justified and right space filled.
- All NUM fields are right justified and left zero filled.

Example Record Layout

Header Record
01199707070912001002M

Trailer Record
990000932

5.2 Churn Notification Record

Field Description	Format	Values
<i>Churn Request</i>		
Record Type	Char (2)	Value = "10"
Service Number	Char (10)	eg 0396342223
PSD	Char (3)	See EPID Code Allocation Table
ASD	Char (3)	See EPID Code Allocation Table
CA Creation Date	Char (8)	CCYYMMDD
Filler	Char (149)	

5.2.1 Rules:

- The Service Number should comply with the *Telecommunications Numbering Plan 1997*.
- The PSD choice may only represent the Gaining PSD. Any other values would result in a reject record for that request.
- The ASD nomination should represent in the first instance the CSP allocated that service number under the *Telecommunications Numbering Plan 1997*.
- The following fields are mandatory on all Record Types:
 - Record Type
 - Service number
 - PSD
 - ASD
 - Date

Example Record Layout

10039634222300400219970707

5.3 Completion Record

Field Description	Format	Values
<i>Completion Request</i>		
Record Type	Char (2)	Value "15"
Service Number	Char (10)	eg 0396342223
PSD	Char (3)	See EPID Code Allocation Table
ASD	Char (3)	See EPID Code Allocation Table
Completion Date	Char (8)	CCYYMMDD
Class Code	Char (2)	Values "01" = Churn "02" = New Service "03" = Move - Same Number "04" = Change of Number "06" = Move - New Number "07" = No longer to be used "08" = Reversal
Unlisted Number Indicator	Char (1)	"Y" indicates unlisted number "N" indicates listed number
Service Name	Char (32)	
Sub Address Type	Char (6)	Unit
Sub Address Number	Char (4)	1
Street Number	Char (5)	32
Street Number Suffix	Char (3)	A
Street Name	Char (24)	Cotham
Street Type	Char (8)	Road
Street Suffix	Char (6)	North
Locality	Char (25)	Blackburn South
State	Char (3)	Vic
Postcode	Char (4)	3130
Old Service Number	Char (10)	If Class Code = "04" or "06" field populated with Previous Service number eg. 0396342221
Filler	Char (16)	

5.3.1 Rules:

- Completion Date is populated with the switch activation date
- Class Code indicates what type of transaction generated the Completion advice.
- Class Code 01 is in response to a Churn request from a PSD and has the unlisted number indicator populated.
- Class Code 02 is in response to a Customer at the time of requesting a new service selecting a PSD. To allow the PSD to contact the Customer the service name and Service Address are populated and an unlisted number indicator is populated.
- Class Code 03 is provided in response to an existing PSD Customer changing Service Address to allow for the continuity of PSD/Customer relationship. Service name and Service Address are populated and an unlisted number indicator is populated.
- Class Code 04 is provided when an existing Customer changes the Service Number. To facilitate the continuity of the Customer relationship the old Service Number is provided. No name or Service Address data is supplied.
- Class Code 06 is where a Customer moves Service Address and takes a new number at that time.
- Class Code 07 is not to be used as it was previously used for Change of ASD transaction, which is no longer required.
- Class Code 08 is where a service PSD has been incorrectly claimed. The ASD has investigated and returned the Pre-selection to the previously nominated PSD.
- Unlisted Number Indicator if populated with a value of “Y”, then the unlisted number Customer contact principles should be applied.
- Customer Name is populated with up to a 32 character name.
- Service Address is comprised of a number of individual fields which when populated provide with up to 88 characters of address data.
- Old Service Number is populated when a Customer changes the existing Service Number.

Example Record Layout

1503963422230040021997070801N

1503963226760040021997070701Y

1503963422230040081997070801N

5.4 Rejection Record

Field Description	Format	Values
<i>Rejection Record</i>		
Record Type	Char (2)	Value "20"
Service Number	Char (10)	eg 0396342223
PSD	Char (3)	See EPID Code Allocation Table
ASD	Char (3)	See EPID Code Allocation Table
Rejection Date	Char (8)	CCYYMMDD
Rejection Code	Char (2)	See Rejection Code Allocation Table
Filler	Char (147)	

5.4.1 Rules:

- A Reject Record will only be produced as a result of receiving a Churn request from a PSD.
- The Rejection Date will be populated with the date the request was rejected by either the order creation or service activation processes.
- The Rejection Code field will be populated with an error or reject code from the Rejection Table documented in section 7.
- No fields from Rejection Code onwards will be populated.

Example Record Layout

2003963422230040021997070904

5.5 Invalid Formatted Request

Field Description	Format	Values
<i>Rejection Record</i>		
Record Type	Char (2)	Value "21"
Invalid Record	Char (159)	
Filler	Char (14)	

5.5.1 Rules:

Example Record Layout

211039634222300400219970707

5.6 Loss Record

Field Description	Format	Values
<i>Loss Reports</i>		
Record Type	Char (2)	Value "25"
Service Number	Char (10)	eg 0396342223
PSD	Char (3)	See EPID Code Allocation Table
ASD	Char (3)	See EPID Code Allocation Table
Loss Date	Char (8)	CCYYMMDD
Loss Code	Char (2)	Value 01 = Churn to other PSD. PSD field value = Gaining PSD 02 = Service Cancelled 03 = No Point of Presence 04 = Reversal
Filler	Char (147)	

5.6.1 Rules:

- A loss record will be generated for all cases where the PSD selection has changed.
- A Loss Code of "01" indicates that the Customer has Churned its Pre-selectable Services to another PSD. In this case the PSD field will be populated with the Gaining PSD's indicator.
- A Loss Code of "02" indicates that the Customer has cancelled the existing service.
- A Loss Code of "03" indicates that the Customer's PSD choice has been unable to be provisioned due to the existing PSD not having a PoP in that area.
- A Loss Code of "04" indicates that the Customer's PSD choice has Reversed due to an incorrect claim or where the Customer has rescinded or cancelled a contract within the cooling off period in accordance with the applicable fair trading legislation.
- No fields past Loss Code will be populated.

Example Record Layout

2503963422230020021997070901

2503963499380010021997070902

5.7 Pre-selection Port Record

Field Description	Format	Values
<i>Pre-Selection Port Records</i>		
Record Type	Char (2)	Value “30”
Service Number	Char (10)	eg 0396342223
PSD	Char (3)	See EPID Code Allocation Table
ASD	Char (3)	See EPID Code Allocation Table
Port Date	Char (8)	CCYYMMDD
Filler	Char (149)	

5.7.1 Rules:

- A Pre-selection Port Record transaction will be generated for all cases where the Service Number is Ported away from an ASD.
- The PSD field will be populated with the previous PSD's allocated value.
- No fields past the Port Date will be populated.

5.8 Reversal Requests

Field Description	Format	Values
<i>Reversal Requests</i>		
Record Type	Char (2)	Value "50"
Service Number	Char (10)	eg 0396342223
CNO File Sent Date	Char (8)	CCYYMMDD
CNO File Sequence Number	Char (4)	
Filler	Char (151)	

5.8.1 Rules:

- A Reversal request will originate from the PSD who has incorrectly requested, from the ASD, a Churn. A Reversal request may also be received from the PSD where the Customer requests a Reversal when the Customer validly rescinded or cancelled a contract within the cooling off period in accordance with the applicable fair trading legislation. The request can originate from either the Customer or from another PSD. The Reversal request will contain the Service Number, the original CNO File Sent Date and the original CNO File Sequence Number.
- The ASD will investigate the request using the CNO File Sent Date and File Sequence number to determine the previous PSD choice and implement a Churn back to the previously selected PSD choice.
- If a subsequent Churn has occurred between the original CNO request and the Reversal request, the ASD will inform the PSD of its inability to implement the Reversal.
- A Reversal must be requested by the PSD within 9 months of the initial Churn request implementation. Any Reversal requests older than 9 months will be rejected by the ASD.

Example Record Layout

500396342223199707070126

6. PRE-SELECTION QUERIES

6.1 Process Overview

The Gaining PSD will provide, to the relevant ASD, a weekly file of all outstanding Churn requests which have exceeded the 15 Day time period for implementation from date the CNO file was sent. The ASD will respond to the PSD with sufficient information to update the PSD's systems with the relevant information. The information on the response file would consist of:

- Date request was completed and returned to the PSD.
- Date request was rejected and advised to the PSD.
- Current status of the request that the ASD has not been able to implement.

A schedule between the ASD and the PSD will be established for file transmissions and returns.

6.2 Pre-selection Queries Record

Field Description	Format	Values
Record Type	Char (2)	Value "80"
Service Number	Char (10)	eg 0396342223
CNO File Sent Date	Char (8)	CCYYMMDD
CNO File Sequence Number	Char (4)	
Query Code	Char (2)	Value 01 = 1st Query 02 = 2nd Query no response from 1st week 03 = 3rd Query no response after a fortnight from initial query.
Query Date	Char (8)	CCYYMMDD
Filler	Char (141)	

6.2.1 Rules:

- The Service Number field is populated with the number that has been previously advised as requiring a change of PSD.
- CNO File Sent Date is extracted from the File Creation Date in which the original Churn Notification to the PSD was sent to the ASD.
- CNO File Sequence Number is populated with the original File Sequence Number that the Churn Notification was sent to the ASD.
- Query Code tells the ASD the number of times the individual Churn notification has been queried by the PSD to the ASD.
- Queries may only be for the PSD which originates the file.

Example Record Layout

8003963422231997093000950119971015

8003963422241997100801030219971015

6.3 Pre-selection Query Reject and Completions Record

Field Description	Format	Values
<i>Queries Response Record</i>		
Record Type	Char (2)	Value “85”
Service Number	Char (10)	eg 0396342223
CNO File Sent Date	Char (8)	CCYYMMDD
CNO File Sent Sequence Number	Char (4)	
Response Code	Char (2)	Value See Queries Code Table
Response Date	Char (8)	CCYYMMDD
Filler	Char (141)	

6.3.1 Rules:

- For Response Code “80” queries requests from the PSD to the ASD have been rejected by the ASD as more than one queries file has been received in the week.
- For Response Code “81” and “84”, where the ASD’s systems show the Churn notification has already been sent back to the Gaining PSD, the response record will be populated with CNO File Sent Date will contain the ASDs File Creation Date, CNO File Sequence Number with the File Sequence associated with the returned record and the response Date as the date the initial query was finalised.
- For Response Code “82” the ASD acknowledges that a Churn request has been received but has not been completed or rejected back to the PSD. The ASD will be undertaking further investigation to determine what the hold-up has been.
- For Response Code “83” the ASD’s systems show that a CNO has been received but has not been completed. The response date will be the file create date in which the record is returned to the PSD
- For Response Code “85” the ASD has rejected the PSD query as the query has been generated within 15 days of the delivery of the original Churn.
- For Response Code “88” the ASD’s systems show that no Churn notification for that PSD has been received for that Service Number in the specified files. The Response date will be that date of the file generation date it is returned to the PSD for follow-up.
- For Response Code “89” & “90” indicates that the Churn request has been completed or rejected but not advised to the PSD. A normal Completion or Rejection record will be forwarded in the next daily file.

Example Record Layout

8503963422231997100701028119971016

6.4 Pre-selection Query Reject and Completions Codes

Code	Description & Explanation
80	Multiple queries Same Week
81	Already completed and Advised
82	Pending Further Investigation
83	Outstanding – Not completed
84	Already rejected and Advised
85	Request earlier than 15 Days
88	No CNO File found
89	Already completed but not advised
90	Already rejected but not advised

6.5 EPID Code Allocation Table

The EPID Code Allocation Table is updated from time to time on the ACIF website. The full set of EPID codes are available on the ACIF website at <http://www.acif.org.au>. Industry participants should refer to the ACIF website as the authoritative source for this information.

7. REJECTION CODE ALLOCATION TABLE AND DESCRIPTION

Code	Description & Explanation
01	Service Number not found
02	Service Number is on diversion
03	Inactive service <i>Service Number is found to have been temporarily disconnected.</i>
04	Disconnected service <i>Service Number is found to be disconnected or pending disconnection.</i>
05	Service number found but service is not Pre-selectable. Examples include: <ul style="list-style-type: none"> • Satellite or mobile services • Incompatible exchange equipment
06	Enhanced service – Other
07	Real Time Metering found
08	Spectrum/Centrex Group <i>Entire number block not present in single CNO file.</i>
09	Pre-selection choice already implemented
10	Service Ported to another ASD
11	ASD Services <i>Requested Service to be Churned is owned by ASD.</i>
12	Restricted access service
13	Point of Presence not valid
14	Enhanced service – ISDN <i>Extension Number was submitted.</i>
16	Incorrect ASD Nominated
21	Reversal Error No Record of CNO in nominated file
25	Invalid Service
26	Invalid PSD nominated
31	Outside Allowable Timeframe
40	Dual Notification Same Day – Different PSD
48	Reversal Rejected Subsequent Churn

8. GUIDELINE ADMINISTRATION AND COMPLIANCE

- 8.1 Under ACIF Code signatory arrangements, signatories to this Guideline (Guideline Participants) are subject to ACIF G514:2003 *Code Administration and Compliance Scheme* Industry Guideline (*the Scheme*). Accordingly, all signatories (Guideline Participants) who are bound by this Guideline are also bound by the Scheme.
- 8.2 This version of the Guideline must be reviewed in a maximum of five years from publication.

ACIF is an industry owned, resourced and operated company established by the telecommunications industry in 1997 to implement and manage communication self-regulation within Australia.

ACIF's role is to develop and administer technical and operating arrangements to foster a thriving, effective communications industry serving the Australian community through

- the timely delivery of Standards, Codes and other documents to support competition and protect consumers;
- driving widespread compliance; and
- the provision of facilitation, coordination and implementation services to enable the cooperative resolution of strategic and operational industry issues.

ACIF comprises a Board, an Advisory Assembly, standing Reference Panels, various task specific Working Committees, a number Industry Facilitation/Coordination Groups and a small Executive.

The ACIF Standards and Codes development process involves the ACIF Board, Reference Panels, Working Committees and the ACIF Executive. The roles and responsibilities of all these parties and the required operating processes and procedures are specified in the ACIF Operating Manual.

ACIF Standards, Codes and other documents are prepared by Working Committees made up of experts from industry, consumer, government and other bodies. The requirements or recommendations contained in ACIF published documents are a consensus of views of representative interests and also take into account comments received from other stakeholders.

Care should be taken to ensure that material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact ACIF.



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