

# Information on Communications Alliance Working Committees



## *Telecommunications Consumer Protection Code Revision Working Committees*

Please note: EXPRESSIONS OF INTEREST FOR THIS WORKING COMMITTEE MUST BE RECEIVED BY 5.00PM, Monday 2 August 2010

Due to the need to progress these matters quickly, late applications will not be accepted and extensions will not be granted.

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### **1 About Communications Alliance**

Communications Alliance was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate. Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the Telecommunications Act 1997 - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.

### **2 Communications Alliance Working Committees**

Each Communications Alliance Working Committee is directly responsible for the content of specific work assigned to it, such as the drafting of Standards, Industry Codes and Guidelines. Working Committees are established to perform an area of work identified by the relevant Reference Panel, Advisory Group or Steering Group.

Working Committees will meet regularly and are required to provide progress reports. Members would be expected to contribute substantial time outside formal Working Committee meetings.

Working Committees are established for the duration of a specific task and are disbanded once the task is completed. Members are selected to provide effective representation of the industry and community sectors relevant to the Committee's subject area. For example, a Customer Equipment Standard can only deal with issues pertaining to sections of the industry which have the opportunity to input into its development.

### **3 *Telecommunications Consumer Protection Code Revision Working Committees***

The following Working Committees are to be established:

- Contracts and Prices, Terms and Conditions
- Billing
- Credit Management
- Customer Transfer
- Complaint Handling
- General and Compliance

### **4 *Terms of Reference of the Telecommunications Consumer Protection Code Revision Working Committees***

The *Telecommunications Consumer Protection Code Revision* Working Committees are to perform areas of work identified by the TCP Code Steering Group.

The Steering Group will:

- approve the Project Plan for the Revision of the Code and Guideline;
- set the Terms of Reference for the Revision;
- define the working procedures for the Working Committees established to review each chapter of the Code and Guideline;
- provide guidance to the Working Committees;
- review draft outputs and approve revised/new content for submission to Communications Alliance Board for approval to publish, noting that the Board cannot change the content of the Code and Guideline;
- provide first level dispute resolution for the Working Committees;
- endeavour to operate via consensus.

The Working Committees will report to the Steering Group. The initial task for a Working Committee will be to assess the status of the respective chapter and to identify the principles that govern that chapter.

The Working Committees will have access to external drafting resources to assist in the production of updated drafts that will ultimately be approved by the Steering Group.

It is anticipated that the Working Committees will each revise one or two chapters of the Code and their respective elements of the Industry Guideline. Resource and time constraints will most likely dictate a sequential approach of the Working Committees. Final decisions on this will be made by the Steering Group, which will also need to take account of the fact that some Working Committees may take longer than others to complete their work.

The sequence of Working Committees is anticipated as below:

Phase 1:

- Consumer Contracts and Customer Information on Prices, Terms & Conditions
- Billing

Phase 2:

- Credit Management
- Customer Transfer

Phase 3:

- Complaint Handling
- General Rules, Acronyms and Definitions, Compliance

The following is an indicative timeframe for the project – to be decided by the Steering Group and by the circumstances of the work as it proceeds:

- Establishment of the Steering Group and Appointment of the Chair: June 2010
- Public comment phase: July 2010
- Phase 1 Working Committees: July – Sept. 2010
- Phase 2 Working Committees: Sept. – Nov. 2010
- Phase 3 Working Committees: Dec. 2010 – March 2011
- Public comment on the revised Code: April 2011
- Registration of the Code with the ACMA: May 2011

## **5 Membership of the *TCP Code Revision Working Committees***

The Working Committees are expected to comprise:

- 3 industry subject matter experts
- 1 consumer representative subject matter expert

Working Committee members will be selected to ensure adequate representation of industry and consumer interests. Members need not be members of Communications Alliance.

Membership will be assessed on the basis of achieving/ensuring appropriate and balanced representation of interested, affected sectors. In the interests of achieving a workable sized committee, the lodging of an Expression of Interest does not guarantee membership on the Working Committees.

Membership of Communications Alliance Working Committees is restricted to one member per organisation.

## 6 Role of Working Committee Members

Members of the *TCP Code Revision* Working Committees are required to:

- participate in Working Committee meetings;
- where possible, ensure that an 'alternate' representative from your organisation is fully briefed and able to attend meetings in your absence;
- contribute to the content development and drafting of the revision of the *TCP* Code and Guideline;
- assist in the preparation of project reports, where necessary;
- assist with the public review process of the Code; and
- report to the Steering Group.

## 7 Expressions of Interest

Expressions of Interest for Working Committee membership must include:

- Statement of relevant experience, why you are interested in participating in the Working Committee and which group you are representing (if any);
- Brief resume outlining your experience; and
- Completed and signed nomination form.

Expressions of Interest for the *TCP Code Revision* Working Committee should be lodged, preferably by email, with:

Margaret Fleming, Program Manager,  
e-mail: [m.fleming@commsalliance.com.au](mailto:m.fleming@commsalliance.com.au)

Alternatively, Expressions of Interest can be forwarded to:

*TCP Code Revision*  
**COMMUNICATIONS ALLIANCE**  
**PO Box 444**  
**Milsons Point NSW 1565**

Queries can be directed to the Project Manager by email or alternatively via:  
telephone (02) 9959 9111 or facsimile (02) 9954 6136

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