

AUSTRALIAN
COMMUNICATIONS
INDUSTRY FORUM



INDUSTRY CODE
ACIF C617:2005
CONNECT OUTSTANDING

ACIF C617:2005 Connect Outstanding Industry Code

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EXPLANATORY STATEMENT

This is the Explanatory Statement for the ACIF C617:2005 **Connect Outstanding** Industry Code. It outlines the background, scope, objectives, processes and procedures described in the Code and the anticipated costs and benefits.

This is a new Code dealing with the issues explained below.

Background

One of the objectives of the *Telecommunications Act 1997* is that telecommunications is regulated in a manner that promotes the greatest practicable use of industry self-regulation and does not impose undue financial and administrative burdens on industry participants. The Act provides that bodies and associations that represent sections of the telecommunications industry may develop Industry Codes.

Since 1 July 1997, when Australia's communications industry became self regulated, the Australian Communications Industry Forum (ACIF) was established to develop and administer industry, technical and operational arrangements that promote both the long-term interests of end-users and the efficiency and international competitiveness of the Australian communications industry.

ACIF's Connect Outstanding Working Committee developed the Code to specify the minimum requirements of Carriers and Carriage Service Providers (C/CSPs) to manage the timely connection of a New Occupant's basic access Standard Telephone Service when the Previous Occupant has not yet cancelled their Standard Telephone Service.

The Code will not apply when the Previous Occupant has cancelled their Standard Telephone Service with their C/CSP. In these cases, normal connection procedures and Customer Service Guarantee (CSG) timeframes will apply.

Current Regulatory Arrangements

The Industry maintains that for Connect Outstanding situations, the CSG Standard does not apply, as the infrastructure is not available for automatic reconnection. When a cancellation can be processed, the CSG Standard timeframes will apply to the subsequent connection.

In an attempt to address the customer dissatisfaction arising from the failure to cancel the previous Standard Telephone Service, Telstra voluntarily developed a Connect Outstanding process to facilitate disconnection activity between service providers. This voluntary procedure was applied by many service providers.

However given the absence of an Industry Code or legislation addressing the issue, the Telecommunications Industry Ombudsman (TIO) took the position as an interim solution with the support of the Department of Communications, IT and the Arts (DCITA), that the Gaining Service Provider should be liable to pay the equivalent of CSG rebates to the new customer where the connection had not been carried out within the timeframe agreed to by the industry under the procedure known as Connect Outstanding. A position was formed by the TIO that where a new customer in a Connect Outstanding situation experiences an unreasonable delay in the connection of their Standard Telephone Service, that customer ought to be entitled to the same sort of protection and compensation provided to other phone users under the CSG. Some industry members did not agree that CSG equivalent payments should apply in these circumstances. The TIO maintains that the new customer should not be adversely disadvantaged because of a Connect Outstanding issue over which they have no control.

Why Current Regulatory Arrangements are inadequate

Despite the significant improvements achieved by the voluntary industry process over several years of operation, there continued to be concern from customers, the ACA and the TIO about the delays in getting Standard Telephone Services connected where the previous Standard Telephone Service had not been cancelled. These extended delays often occurred when the service provider was unable to contact the Previous Occupant by telephone and it was necessary to write to them. Also, some industry members were not participating in the voluntary arrangements. It was for these reasons that a decision was made to develop the Code.

How the Code Builds on and Enhances the Current Regulatory arrangements

The Code will enhance the current regulatory environment by ensuring all industry participants abide to a standard minimum requirement for managing the connection of new Standard Telephone Services to existing infrastructure in a timely manner when the previous Standard Telephone Service has not been cancelled.

The Code sets minimum acceptable practices that do not necessarily limit industry's ability to improve on the minimum level.

The Code does not prevent two or more individual industry participants agreeing to different arrangements provided that those arrangements meet the minimum acceptable practices of the Code and do not prevent other industry participants from meeting their obligations under the Code.

What the Code will Accomplish

The Code ensures that C/CSPs will establish practices that reduce the waiting period for this type of access connection from an average of twelve days to eight days and hence will reduce consumer detriment.

How the Objectives will be Achieved

The objectives of the Code are achieved by enhancing the data collection and order validation process and substantially reducing the time available for the Losing Service Provider (LSP) to object to a cancellation. This will ensure that the New Occupant is connected in shorter timeframes. However, it must be recognised that this will increase the risk of incorrectly disconnecting customers where address details may not be accurate. The Code specifies how to respond to these situations.

The Code also sets out agreed time frames to which the industry must adhere.

There was some discussion in relation to whether the timeframe expressed in clause 8.1.1 should be subject to a certain percentage of achievement. Whilst it was acknowledged that no process would operate without fault, the TIO felt that inclusion of such a clause would undermine its ability to find carriers in breach of the code on an individual basis. The ACA advised that any systemic issues would be handled in accordance with the ACA's regulatory philosophy. The TIO and ACA confirmed as part of the philosophy of regulation in Australia, individual breaches would be unlikely to attract action under section 128 and 129 of the *Telecommunications Act 1997*.

Concerns were expressed about the GSP being liable for Code breaches outside of its direct control (see clause 8.1.1). Depending on operational experience when applying this Code, it may be necessary to review this aspect in the next Code review.

Upon registration of the Code, all relevant sections of the industry are required to comply with the Code.

Signatories (i.e. organisations who voluntarily sign up to the Code by registering with ACIF) will be bound to the ACIF G514:2003 *Code Administration and Compliance Scheme* which includes a requirement to provide a six monthly update about their compliance arrangements. ACIF will monitor the reports and require that the Code signatory's compliance systems are adequate and are able to address any problems or deficiencies.

Anticipated Benefits to Consumers

From a consumer's perspective, the Code specifies processes to ensure that C/CSPs can cancel the existing Standard Telephone Service in the shortest possible time and therefore minimise the time taken to connect a New Occupant.

With the substantially reduced time available to check the Previous Occupant, there is a risk that a small number of customers may be incorrectly disconnected. The Code requires that prompt action be taken to reverse these situations.

Anticipated Benefits to Industry

The main benefit to the industry from the implementation of the Code will be a more uniform and efficient approach to Standard Telephone Service connection with reduced timeframes. This will improve customer satisfaction and reduce costs.

Anticipated Cost to industry

There are costs associated with the establishment and maintenance of the support systems and Bilateral Agreements that will be needed to implement the Code. However, these costs are expected to be outweighed by the benefits, which will be derived by the implementation of a standard industry approach.

Other Public Interest Benefits or Considerations

The needs and expectations of customers have been taken into account in the formulation of the Code to ensure that broader public interest benefits accrue. The following considerations are therefore central to its framework:

- performance standards that meet the needs and expectations of the Australian community; and
- appropriate consumer safeguards.

Ian Somerville

Chairman

OCR/P/WC32: Connect Outstanding Working Committee

PARTICIPANTS

The Working Committee that developed the Code consisted of the following organisations and their representatives:

Organisation	Membership	Representative
AAPT	Non-voting	Natalie Morris
AAPT	Voting	Brian Chapman
Australian Communications Authority (ACA)	Non-voting	Helen Papazoglou
Consumers' Telecommunications Network (CTN)	Voting	Sarah Wilson
Optus	Non-voting	Ian Mergard
Optus	Voting	Shahnaz Akbar
Primus	Voting	Brendan Johnson
Telstra	Non-voting	Ian Somerville
Telstra	Voting	Neil Mounsher
Telstra	Non-voting	Daniel Rees
Telstra	Non-voting	Christine Emmanoilidis
TIO	Non-voting	Silvia Superina
TIO	Non-voting	Julia Cornwell

This Working Committee was chaired by Ian Somerville. Terry Andersen and Margaret Fleming of ACIF provided project management support.

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1 INTRODUCTION AND REGISTRATION WITH ACA

1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* sets out the intention of the Commonwealth Parliament that bodies and associations in the telecommunications industry develop industry codes relating to the telecommunications activities of those bodies.
- 1.1.2 The development of the Code has been facilitated by the Australian Communications Industry Forum (ACIF) through a Working Committee comprised of representatives from the telecommunications industry, Government regulatory agencies, the Telecommunications Industry Ombudsman and consumer groups.
- 1.1.3 The Code should be read in the context of other relevant Codes and Guidelines, including the ACIF C609:2003 **Priority Assistance for Life Threatening Medical Conditions** Industry Code.
- 1.1.4 The Code should be read in conjunction with related legislation, including:
 - (a) the *Telecommunications Act 1997*;
 - (b) the *Telecommunications (Consumer Protection and Service Standards) Act 1999*; and
 - (c) the *Trade Practices Act 1974*.
- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Supplier by statute, the Supplier will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

1.2 Registration with ACA

The Code is registered by the Australian Communications Authority pursuant to section 117 of the *Telecommunications Act 1997 (Cth)*.

2 SCOPE AND OBJECTIVES

2.1 Scope

- 2.1.1 The Code is applicable to the following sections of the telecommunications industry under section 110 of the *Telecommunications Act 1997*. They are collectively referred to as:
- (a) Carriers; and
 - (b) Carriage Service Providers.
- 2.1.2 The Code deals with the connection of a Telecommunications Service in relation to a telecommunications activity, as defined in Section 109 of the *Telecommunications Act 1997*, including the following:
- (a) carrying on business as a Carrier; or
 - (b) carrying on business activities as a Carriage Service Provider; or
 - (c) supplying Goods or Services for use in connection with the supply of a Listed Carriage Service.
- 2.1.3 Subject to clause 2.1.4, the Code defines the process for the reuse of a working Standard Telephone Service where the existing Standard Telephone Service has not been Cancelled and the New Occupant is able to establish Proof of Occupancy.
- 2.1.4 The Code does not cover the reuse of a Standard Telephone Service where the technology of the new Standard Telephone Service is not compatible or where the new Standard Telephone Service cannot utilise the existing network connected at the customer's premises.

2.2 Objectives

The objectives of the Code are:

- (a) to set out procedures between Carriage Service Providers that provide timely connection of a New Occupant's Standard Telephone Service where a working Standard Telephone Service has not been Cancelled at the Service Address;
- (b) to ensure an appropriate balance between the rights of the New Occupant and the Previous Occupant;
- (c) to set out competitively neutral and non-discriminatory processes; and
- (d) to minimise disadvantage to the Previous Occupant or any third party where a reversal is necessary.

3 CODE ADMINISTRATION AND COMPLIANCE

3.1 Code Administration and Compliance Scheme

Under ACIF Code signatory arrangements, Signatories to the Code are subject to ACIF's Code Administration and Compliance Scheme (the Scheme). Accordingly, all Signatories who are bound by the Code are also bound by the Scheme.

3.2 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code

Under section 114 of the *Telecommunications Act 1997* and, subject to consent by the Telecommunications Industry Ombudsman, the Code confers on the Telecommunications Industry Ombudsman the functions and powers of:

- (a) receiving;
- (b) investigating;
- (c) facilitating the resolution of;
- (d) making determinations in relation to;
- (e) giving directions in relation to; and
- (f) reporting on

complaints made by the end users of carriage service about matters arising under or in relation to the Code, including compliance with the Code by those industry participants to whom the Code applies.

3.3 Power to handle Industry Complaints under the Code

3.3.1 Complaints may be made under the Code to ACIF by a member of the industry (or a voluntary or non-profit consumer organisation or similar body) (an 'Industry Complaint') about a contravention of the Code by a Signatory to the Code.

3.3.2 Complaints by a member of the industry (or a voluntary or non-profit consumer organisation or similar body) about a contravention of the Code by a Signatory to the Code may be referred from the ACA under the power granted to the ACA in section 514 of the *Telecommunications Act 1997*, subject to ACIF's agreement to accept the referral. Without limiting the grounds on which ACIF may withhold its agreement to accept a referral, ACIF may withhold its agreement where it considers that the complaint can be more conveniently dealt with in another forum or that handling the complaint may impose an unreasonable cost burden on ACIF.

ACIF must handle Industry Complaints under clause 3.3.1 or 3.3.2 of the Code in accordance with the provisions of the ACIF G514:2003 **Code Administration and Compliance Scheme**.

3.4 Code review

Review of the Code will be conducted two years after the Code is registered by the Australian Communications Authority and every five years subsequently.

4 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

4.1 Acronyms

For the purposes of the Code, the following acronyms apply:

ACA	Australian Communications Authority
ACIF	Australian Communications Industry Forum
ASD	Access Service Deliverer
C/CSP	Carrier/Carriage Service Provider
GSP	Gaining Service Provider
LSP	Losing Service Provider
POD	Proof of Occupancy Document
TIO	Telecommunications Industry Ombudsman

4.2 Definitions

For the purposes of the Code, the following definitions apply:

Access Service Deliverer

means the Carriage Service Provider to whose local exchange the Standard Telephone Service is connected directly over that Carriage Service Provider's network facilities.

Act

means the *Telecommunications Act 1997*.

Bilateral Agreement

means any agreement between two parties.

Business Day

means a day that is not a Saturday, Sunday or public holiday in the location of the Service Address.

Business Hours

means 8.30 am to 5.00 pm in the location of the Service Address.

Cancelled / Cancellation

means the permanent cessation of a Standard Telephone Service by a C/CSP.

Carriage Service Provider

has the meaning given by section 87 of the *Act*.

Carrier

has the meaning given by section 7 of the *Act*.

Code

means the ACIF C617:2005 **Connect Outstanding** Industry Code.

Connect Outstanding

means the reuse of an existing Standard Telephone Service by a New Occupant where the Previous Occupant's Standard Telephone Service has not been Cancelled.

Gaining Service Provider

means the CSP that provides or will provide the Standard Telephone Service to the New Occupant.

Losing Service Provider

means the CSP that provides a Standard Telephone Service to the Previous Occupant.

New Occupant

means the new end user at the Service Address.

Previous Occupant

means the previous end user at the Service Address.

Proof of Occupancy Document

means the document provided by the New Occupant to verify occupancy at the Service Address.

Service Address

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

Standard Telephone Service

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

Telephone Number

has the same meaning as defined in the *Telecommunications Numbering Plan 1997*.

4.3 Interpretations

In the Code, unless the contrary appears:

- (a) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (b) words in the singular include the plural and vice versa;
- (c) words importing persons include a body whether corporate, political or otherwise;
- (d) a reference to a person includes a reference to the person's executors, administrators, successors, officer, employee, volunteer, agent and/or subcontractor (including but not limited to, persons taking by novation) and assigns; and

- (e) clear Business Day means that irrespective of the time of the Business Day that the request is received, the group responsible for the action has until the close of the following Business Day to complete the action.

5 REFERENCES

Publication	Title
Industry Codes	
ACIF C609:2003	Priority Assistance for Life Threatening Medical Conditions
Industry Documents	
<i>Privacy Act 1988</i>	
<i>Telecommunications Act 1997 (Cth)</i>	
<i>Telecommunications (Consumer Protection and Service Standards Act) 1999</i>	
<i>Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)</i>	
<i>Telecommunications Numbering Plan 1997</i>	

6 GENERAL

6.1 Non-Discrimination

- 6.1.1 In implementing the Code, each Carrier or CSP must act in a competitively neutral and non-discriminatory manner.

6.2 Privacy and Use of Information

- 6.2.1 A C/CSP who receives any type of information as described in the Code may use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988*.
- 6.2.2 Information provided in transactions between C/CSPs for the purposes of the Code must only be used for the disconnection and reconnection of a Standard Telephone Service in association with delivery of carriage services and must not be used for any other purposes. For example, such information must not be used for marketing purposes.
- 6.2.3 C/CSPs should take all practicable steps to avoid the collection and storage of irrelevant information.
- 6.2.4 Where there is any inconsistency between the Code and Part 13 of the Act, the Act prevails. Where there is any inconsistency between the Code and the *Privacy Act 1988*, the *Privacy Act 1988* prevails.

6.3 Bilateral Agreements

- 6.3.1 C/CSPs may enter into Bilateral Agreements in relation to Connect Outstanding arrangements provided these agreements meet the requirements of the Code.

7 PRINCIPLES

1. The GSP is responsible for:
 - (a) managing all relevant contact/issues with the New Occupant during the Connect Outstanding process; and
 - (b) obtaining and validating all necessary information from the New Occupant for the purposes of this process.
2. The ASD is responsible for managing the disconnection and reconnection of the Standard Telephone Service under instruction from an authorised party.
3. The LSP is responsible for acting on behalf of the Previous Occupant including objections to the Cancellation.
4. The Previous Occupant's Telephone Number will not be issued to the New Occupant unless no other number is available.
5. C/CSPs should endeavour to improve on the timeframes specified in the Code wherever practicable.
6. LSPs, ASDs, and GSPs should make every effort to avoid a delay between disconnection and reconnection of a Standard Telephone Service.

8 CODE RULES

8.1 General

- 8.1.1 If there are no objections from the LSP or ASD during the Connect Outstanding process, a GSP must ensure that the New Occupant's service is connected within eight clear Business Days of receipt of valid POD, or on the New Occupant's requested connection date, if that is later. ASD and LSP obligations in the Connect Outstanding process are set out in Sections 8.4 and 8.5 of the Code.

NOTE: See Appendix A for a flowchart of the process.

8.2 Customer Application

- 8.2.1 When a New Occupant applies for connection of a Standard Telephone Service and the existing service has not been Cancelled, the GSP must initiate the processes outlined in the Code.

NOTE: GSPs may routinely seek POD from the New Occupant where the Previous Occupant's Standard Telephone Service has not been Cancelled at the time of application.

NOTE: Investigations have shown that the tones received when dialing a service may assist but are not conclusive in determining the connection status of a Standard Telephone Service.

- 8.2.2 Should clause 8.2.1 apply, the GSP must inform the New Occupant that:
- (a) the Standard Telephone Service of the Previous Occupant has not been Cancelled;
 - (b) the application can only be processed if POD is provided or the service is Cancelled before the New Occupant's requested connection date;

NOTE: In a Connect Outstanding situation, when a New Occupant has contacted the GSP in advance of their requested connection date, the GSP should inform the New Occupant of the possible scenarios and the consequences of either providing or not providing POD before the requested connection date.

- (c) POD must include the date on which the New Occupant takes up occupancy;
- (d) POD must satisfy the minimum criteria set out below:
 - 1. Lease; or
 - 2. Rental Agreement; or
 - 3. Contract of Sale; or

4. Statutory declaration from the New Occupant and a utility bill eg. rates, power, water; or
 5. Statutory declaration from the property owner and the rent receipt from the New Occupant; or
 6. Statutory declaration from the property owner and the bond payment receipt; or
 7. Letter from the real estate agent and the rent receipt from the New Occupant; or
 8. Letter from the real estate agent and the bond payment receipt;
- (e) once POD has been validated and if there are no objections, the Standard Telephone Service must be connected within eight clear Business Days or on the New Occupant's requested connection date, if this is later.
- 8.2.3 If the existing service is Cancelled before the New Occupant's requested connection date, the GSP will follow their normal provisioning procedures and no further obligations under the Code apply.

8.3 GSP Application Processing

- 8.3.1 The GSP will suspend processing of the application until POD is received.
- 8.3.2 Where the GSP has not received valid POD within 14 days, the GSP may at its discretion withdraw the application order.
- 8.3.3 Once the GSP has received POD, the GSP must validate POD by checking that:
- (a) POD complies with clauses 8.2.2 (c) and (d);
 - (b) the New Occupant's name and Service Address specified on the application order corresponds to the Name and Service Address stated in POD; and
 - (c) the requested connection date falls on or after the date on which the New Occupant takes up occupancy.
- 8.3.4 Where POD is received but is not successfully validated under clause 8.3.3, the GSP must, within one clear Business Day of receipt of POD, make reasonable attempts to contact the New Occupant to explain why validation was unsuccessful and to provide the New Occupant an opportunity to supply additional information to enable validation.
- 8.3.5 Where the GSP has successfully validated the application order under clause 8.3.3, the GSP must mark the application order that valid POD has been sighted and advise the ASD that the connection order can proceed. This advice should be provided within one clear Business Day of receipt of valid POD.

8.4 ASD Validation

- 8.4.1 Once the ASD has received advice as per clause 8.3.5, the ASD must check the connection order to ensure that there are no

problems in relation to the connection of that service, e.g. conflicting orders, discrepancy in cable records, technology incompatibilities.

- 8.4.2 If a problem is found under clause 8.4.1, the ASD must advise the GSP and provide the relevant details. This advice must be provided within one clear Business Day of receipt of advice as per clause 8.3.5.
- 8.4.3 Upon receipt of advice from the ASD pursuant to clause 8.4.2, the GSP must determine whether further information is required from the New Occupant in order to resolve the problem and enable the ASD to validate the connection order under clause 8.4.1.
- (i) If the GSP deems that no further information is required from the New Occupant, the GSP must initiate contact with the ASD and the two entities must co-operate to resolve the problem. The GSP and ASD should endeavour to resolve the problem within one Business Day of receipt of advice under clause 8.4.2 or as soon as possible.
 - (ii) If the GSP deems that further information is required from the New Occupant, the GSP must within one Business Day of receipt of advice under clause 8.4.2 make reasonable attempts to contact the New Occupant and advise of the additional information that is required.
- 8.4.4 If there are no problems found under clause 8.4.1, the ASD must advise the LSP of the proposed Cancellation order. This advice must be provided within two clear Business Days of receipt of advice as per clause 8.3.5.

8.5 Cancellation Procedure

- 8.5.1 The LSP may advise the ASD within two clear Business Days of the receipt of advice of the Cancellation order, that it objects to the proposed Cancellation because:
- (a) after receiving advice of the Cancellation order from the ASD, the LSP has spoken with the Previous Occupant and confirmed that they are still in residence at the time Cancellation is required; or
 - (b) the LSP has a record of contact with the Previous Occupant confirming that they remain the occupant at the time the Cancellation is required; or
 - (c) the Service Address provided by the ASD is inconsistent with the Service Address recorded by the LSP.
- 8.5.2 Where the LSP advises of no objection or there is no response to the advice of the Cancellation order within the timeframes specified in clause 8.5.1, the ASD must, within one clear Business Day, proceed with the Cancellation order and advise the GSP and LSP that the Cancellation order has been actioned.

NOTE: The LSP may issue a Cancellation of the Previous Occupant's Standard Telephone Service at any stage of the Connect Outstanding process.

- 8.5.3 Where the LSP advises the ASD of an objection pursuant to clause 8.5.1, the ASD must suspend Cancellation action.
- 8.5.4 Where the LSP advises the ASD of an objection pursuant to clause 8.5.1, the ASD, the GSP and LSP must cooperate to the extent necessary for matters within their control to permit compliance with the New Occupant's and the Previous Occupant's requirements as to the Standard Telephone Service, within three clear Business Days.
- 8.5.5 Where the LSP has not been able to substantiate the objection pursuant to clause 8.5.1, the ASD must proceed with the Cancellation order within one clear Business Day of advice from the LSP that the objection has been withdrawn or after the conclusion of the time period outlined in clause 8.5.4, whichever occurs first.

8.6 GSP to implement the connection order

- 8.6.1 Following the Cancellation of the Previous Occupant's Standard Telephone Service, the GSP should ensure that the connection order proceeds within timeframes specified in the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)* for in-place services.
- 8.6.2 The ASD must not issue the Previous Occupant's Telephone Number to the New Occupant, unless no other number is available.

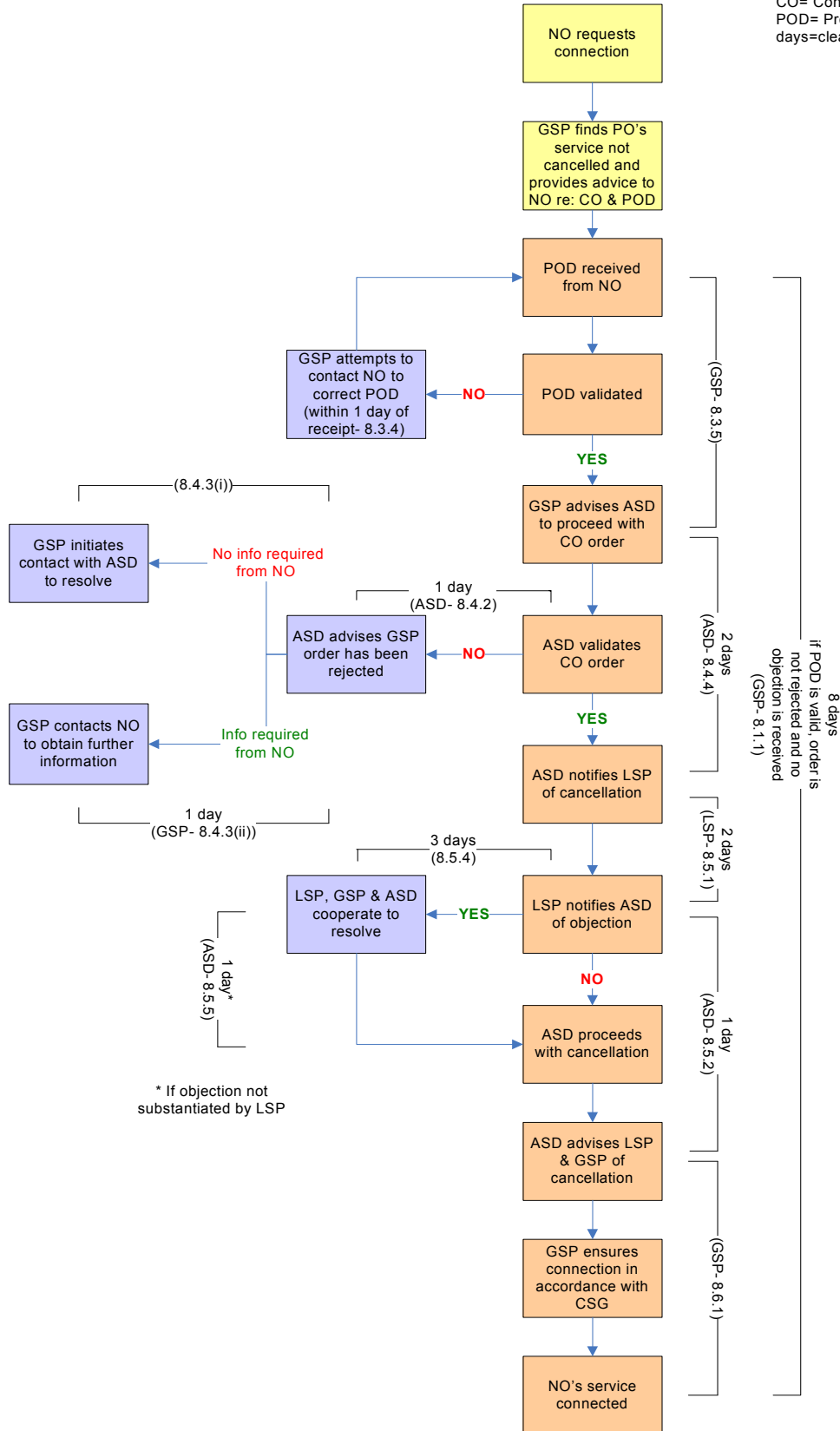
8.7 Reversals

- 8.7.1 This section applies if an incorrect Connection or Cancellation of a Standard Telephone Service has occurred as a result of the Connect Outstanding process.
- 8.7.2 Where a GSP or LSP becomes aware of an invalid Connection or Cancellation under clause 8.7.1, that GSP or LSP must immediately advise the ASD.
- 8.7.3 Once the ASD has received advice as per clause 8.7.2, the ASD must take immediate steps to restore the Standard Telephone Service of the Previous Occupant and advise the GSP and the LSP that a reversal has taken place.
- 8.7.4 Where the ASD advises the GSP and LSP pursuant to clause 8.7.3 that a reversal has taken place, within one clear Business Day:
 - (a) the GSP must make reasonable attempts to contact the New Occupant to advise of the reason for the reversal;
 - (b) the LSP must make reasonable attempts to contact the Previous Occupant to advise of the reason for the reversal; and
 - (c) the ASD, GSP and LSP must co-operate to initiate action for matters within their control, to permit compliance with

the New Occupant and the Previous Occupant's requirements.

APPENDIX A CONNECT OUTSTANDING FLOWCHART

PO= Previous Occupant
NO= New Occupant
CO= Connect Outstanding
POD= Proof of Occupancy
days=clear business days



The policy objective of the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry is central to the regulatory scheme of the *Telecommunications Act 1997*.

ACIF was established to implement the policy of industry self-regulation. It is a company limited by guarantee and is a not-for-profit membership-based organisation. Its membership comprises carriers/carriage service providers, business and residential consumer groups, industry associations and individual companies.

ACIF's mission is to develop collaborative industry outcomes that foster the effective and safe operation of competitive networks, the provision of innovative services and the protection of consumer interests. In the development of Industry Codes and Technical Standards as part of its mission, ACIF's processes are based upon its principles of openness, transparency, consensus, representation and consultation. Procedures have been designed to ensure that all sectors of Australian society are reasonably able to influence the development of Standards and Codes. Representative participation in the work of developing a Code or Standard is encouraged from relevant and interested parties. All draft Codes and Standards are also released for public comment prior to publication to ensure outputs reflect the needs and concerns of all stakeholders.



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INDUSTRY FORUM LTD**

Level 9
32 Walker Street
North Sydney
NSW 2060 Australia

Correspondence:
PO Box 444
Milsons Point
NSW 1565

T 61 2 9959 9111
F 61 2 9954 6136
TTY 61 2 9923 1911
E acif@acif.org.au
www.acif.org.au
ABN 56 078 026 507

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