



Threatening and Unwelcome Calls Subject to New Measures

New Wiring Rules Also Released by ACIF

Sydney, 11 October 2005 – Phone calls, emails and text messages that threaten or harass people will be more effectively policed under new rules unveiled today by the Australian Communications Industry Forum (ACIF).

A revised code released for public comment by ACIF updates the standard procedures for the cooperative handling of life threatening calls or repeated unwelcome calls.

The measures are designed to clarify the rules governing the way communications companies must cooperate with each other to manage calls that harass or offend the recipient and to help police trace the source of calls and messages that threaten personal safety.

The code revisions address two main issues:

- To widen the definition of the types of messages covered by the code to include calls that are not made “in real-time”;
- To clarify what constitutes a pattern of calls that requires a response.

“The proliferation of non-real-time communications such as Short Messaging Service (SMS), Multimedia Messaging Service (MMS) and email has resulted in an increase in their use for threats and harassment,” explained ACIF chief executive officer Anne Hurley.

“By updating the code, ACIF has sought to make it easier for the industry and the authorities to work together to protect people who are subjected to these sorts of calls, irrespective of the technology or the networks involved.”

In a separate exercise, ACIF has also revised two important standards that specify the rules for the correct installation and repair of cabling and cabling products.

Because there are an estimated 40,000 cablers in Australia, the standard relating to installation requirements for customer cabling – known generally as “the wiring rules” – is the most popularly accessed document on the ACIF website.



AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

The public comment period for the draft code closes at 5pm on Friday, 11 November 2005, while the public comment period for the two cabling standards closes at 5pm on Monday 12 December 2005.

About ACIF

ACIF is a member-funded organisation established in 1997 to lead industry involvement in defining the regulatory environment.

ACIF provides a neutral forum in which all participants and end-users in the Australian communications industry can work together to foster an efficient, competitive environment through self-regulatory processes, technical codes and standards.

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