



**NEWS RELEASE**

**ACIF Releases Fact Sheet on Consumer VoIP/Internet Telephony**

*- Helping service providers understand what customers need to know -*

**Sydney, 5 April 2005** -- The Australian Communications Industry Forum (ACIF) today released a fact sheet to explain what service providers need to tell consumers about their Voice over Internet Protocol (VoIP) and Internet Telephony services.

The fact sheet is designed to overcome some of the major concerns identified by ACIF as VoIP and IP Telephony services expand from the enterprise market into households and home offices.

“One of the major problems is that consumers often don’t understand the differences between VoIP and the telephone services they have traditionally used,” explained Anne Hurley, chief executive officer, ACIF. “So they expect to enjoy the same voice quality and all of the functions of a standard telephone service.

“The other side of the coin is that some of the new breed of VoIP providers are not aware of the telecommunications regulatory safeguards that have been developed over the years to protect Australian consumers.

“Therefore ACIF has developed this fact sheet to help providers of consumer VoIP and IP Telephony services appreciate their obligations and responsibilities to their customers, including the need to supply all relevant information about their services.”

The ACIF fact sheet explains that service providers must tell customers about:

- Any matter that affects the service or its quality;
- Any special requirements to support the service (eg hardware or software);
- Any limitations to the service (eg access to 000 emergency services);
- Every aspect of the charging arrangements;
- Consumer protection (eg rights to complain, regulatory safeguards etc).

The fact sheet also gives an overview of the telecommunications regulatory environment and the various bodies responsible for developing and enforcing the rules.

The fact sheet can be downloaded from the ACIF website ([www.acif.org.au](http://www.acif.org.au)) or copies obtained from ACIF by calling 02-9959 9111.



# AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

## **About ACIF**

ACIF is a member-funded organisation established in 1997 to facilitate communications self-regulation in the interests of both industry and consumers.

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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