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NEW RULES TO REDUCE DELAYS IN RECONNECTING A SERVICE

The Australian Communications and Media Authority has registered an industry code that will result in reduced delays for customers moving into new premises where the previous customer has failed to request disconnection of their service. The code was developed by the Australian Communications Industry Forum (ACIF) and registration makes it enforceable by ACMA.

‘It can often be frustrating when a customer moves into a new home and cannot connect a telephone service because the previous service is still active. Typically, the existing line will not be available for reconnection and customers can experience delays in activating their service,’ said Lyn Maddock, Acting ACMA Chair.

The new code, *ACIF C617:2005 – Industry Code – Connect Outstanding*, clarifies the obligations of the different parties involved in reconnection of a service that has not been cancelled (in the language of the code, resolving a ‘connect outstanding’ situation) and will reduce delays for new customers.

‘The code ensures that the previous customer’s service can be cancelled and a new service can be established within eight clear business days,’ Ms Maddock said.

ACIF’s chief executive officer, Anne Hurley, said the ACIF Working Committee which developed the code had pulled together people from various parts of the industry, as well as consumers, to resolve the issues.

‘This successful outcome to a difficult problem shows the wisdom of empowering the industry to sort out issues by getting the affected parties together to devise practical solutions,’ Ms Hurley said.

A copy of the code is available from the ACIF website, www.acif.org.au

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