

ACIF - ASSISTING ORGANISATIONS IN MEETING THEIR CODE RESPONSIBILITIES

The purpose of this checklist is to assist Code Participants in assessing their internal compliance programs when signing up and complying with an ACIF Code. This information does not in any way limit the obligations of Code Signatories under the ACIF Code Administration and Compliance Scheme or particular Industry Codes to which the checklist applies.

COMPLIANCE CHECKLIST
ACIF C513:2003 CUSTOMER AND NETWORK FAULT MANAGEMENT
INDUSTRY CODE
GENERAL CHECKLIST

1. Is your organisation aware that by signing up to this code, you agree to abide by the ACIF Code Administration and Compliance Scheme.	Yes <input type="checkbox"/>
2. Does your organisation understand the requirements of the Code Administration and Compliance Scheme, including the potential for awarding a graduated scale of sanctions for breaches of Codes.	Yes <input type="checkbox"/>
3. Has your organisation had regard to the requirements under the Australian Standard AS 3806:1998 - Compliance Programs in implementing internal compliance systems as appropriate? For example: <ul style="list-style-type: none">• does the organisation have clear policies supporting its commitment to comply with this Code and how this will be carried out?• does the organisation have a system for identifying, recording and rectifying non-compliance with this Code?• does the organisation have a visible and accessible complaints handling system to record complaints from a variety of sources?• how often does the organisation review its compliance program to ensure its effectiveness? <p><i>(Further information regarding internal compliance programs is contained in ACIF's Code Administration and Compliance Operating Guidelines)</i></p>	Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/>

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You should only tick “N/A” box if your organisation does not provide the service that is applicable to the Clause

1. Is your organisation committed to establishing and maintaining a 24-hour Fault Reporting Centre(see Clause 8.1.7)?	Yes <input type="checkbox"/>	
2. If appropriate, is your organisation committed to establishing and maintaining a nominated telephone line (“Hotline”) at its nominated Fault Reporting Centre (see Clause 9.4.1.1)?	Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
If you have ticked N/A then please provide a brief explanation of why these Clauses/Sub-Clauses are not applicable to your organisation. <hr/> <hr/> <hr/>		
3. Is your organisation committed to advising other C/CSPs of planned activity that is likely to affect C/CSPs of interconnected Telecommunications Networks (see Clause 8.1.6)?	Yes <input type="checkbox"/>	
4. Does your organisation have processes and procedures in-place to achieve the Fault Management Rules as described in: <ul style="list-style-type: none">• Sub Section 8.1 Fault Management Principles;• Sub Section 8.2 Fault Recording;• Sub Section 8.3 Fault Sectionalisation;• Sub Section 8.4 Fault Reporting;• Sub Section 8.5 Fault Sectionalisation by the Identified C/CSP;• Sub Section 8.6 Cooperative Testing;• Sub Section 8.7 Fault Rectification and Clearance;• Sub Section 8.8 Fault Report Reconciliation;• Sub Section 8.9 Fault Clearance Report Reconciliation; and• Section 8.10 Special Investigation.	Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/>	

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<p>5. If appropriate does your organisation have processes and procedures in place to achieve the Fault Management Rules as described in:</p> <ul style="list-style-type: none">• Section 9 Local Number Portability Fault Management;• Section 10 Mobile Number Portability Fault Management; and• Section 11 Freephone and Local Rate Number Portability Fault Management.	<p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>N/A <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>
<p>If you have ticked N/A then please provide a brief explanation of why these Clauses/Sub-Clauses are not applicable to your organisation.</p> <hr/> <hr/> <hr/>		
<p>6. Does your organisation use the:</p> <ul style="list-style-type: none">• Customer Fault Symptom Codes (Appendix A) and Customer Fault Clearance Codes (Appendix B); and• Network Fault Categories and Network Fault Clearance Codes to describe and clear Network Fault(s)? (see Appendix C):	<p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>N/A <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>
<p>If you have ticked N/A then please provide a brief explanation of why these Clauses/Sub-Clauses are not applicable to your organisation.</p> <hr/> <hr/> <hr/>		

Further information on planning and implementing effective internal compliance programs

can be obtained by calling ACIF on 02 9959 9111.