

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 C536:2003 EMERGENCY CALL SERVICES REQUIREMENTS
INDUSTRY CODE
GENERAL CHECKLIST

<p>1. Is your organisation aware that by signing up to this code, you agree to abide by the ACIF Code Administration and Compliance Scheme?</p>	<p>Yes <input type="checkbox"/></p>
<p>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?</p>	<p>Yes <input type="checkbox"/></p>
<p>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:</p> <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>	<p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>6 months <input type="checkbox"/></p> <p>12 months <input type="checkbox"/></p> <p>24 months <input type="checkbox"/></p>

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 C536:2003 EMERGENCY CALL SERVICES REQUIREMENTS
INDUSTRY CODE
CODE SPECIFIC CHECKLIST

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 aware that obligations for Carriers and Carriage Service Providers with respect to Emergency Calls can be found in the ACA Determination [<i>Telecommunications (Emergency Call Service) Determination 2002</i>]?	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/>		
2. Does your organisation have arrangements in place which ensure that callers have access to Emergency Call Services?	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 aware that customer information must be provided to the IPND to ensure Emergency Call Services are able to meet industry obligations to Emergency Service Organisations?	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/>		

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 C536:2003 EMERGENCY CALL SERVICES REQUIREMENTS
INDUSTRY CODE
CODE SPECIFIC CHECKLIST

4. Does your organisation have processes in place to provide customer information pursuant to Section 4.1 of the Code?	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/>		
5. Does your organisation have network management strategies in place to protect the priority and reliability of Emergency Calls during abnormal network operating conditions?	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/>		
6. Does your organisation ensure that its networks provide a high level of diversity, redundancy, use of dedicated circuits (where technically possible) and transmission quality in the carriage of Emergency Calls?	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/>		

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 C536:2003 EMERGENCY CALL SERVICES REQUIREMENTS
INDUSTRY CODE
CODE SPECIFIC CHECKLIST

7. Is your organisation aware that it must ensure that unnecessary delays are not introduced during carriage of a call to the primary Emergency Service Number (000), including by way of advertising, call answering, recorded messages or interactive voice response systems?	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.

8. Is your organisation aware that it must terminate calls to 112 made on a fixed local service on a recorded message advising that the number is not available?	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.

9. Is your organisation aware that by signing this Code it must take reasonable and appropriate steps to ensure that its customers and the telephone using public are informed in a manner which promotes awareness of the Emergency Call Service and its appropriate uses?	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.

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 C536:2003 EMERGENCY CALL SERVICES REQUIREMENTS
INDUSTRY CODE
CODE SPECIFIC CHECKLIST

10. If your organisation supplies a public mobile telecommunications service that uses GSM technology, is it aware that it must inform its customers about the availability of the Emergency Service Number 112 and its effective advantages over 000 for GSM customers only?	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/>		
11. If your organisation is a public number directory producer, is it aware that information about Emergency Service Numbers must be included in a prominent position?	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/>		
12. Is your organisation aware that if it provides public payphones it must ensure that information about Emergency Service Numbers is prominently displayed?	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/>		

Further information on planning and implementing effective internal compliance programs can be obtained by calling ACIF on 02 9959 9111.