



Compliance
Industry Briefing
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Australian Communications Industry Forum

Overview of Presentation



- **Presentation Timeframe [30 Minutes Pres. + 15 Minutes Q&As]**
- **Introduction to Compliance with ACIF Codes**
- **Enforceability of the Codes**
- **Role of the TIO**
- **Signatory Processes**
- **Administrative Processes**
- **Monitoring of Compliance**
- **Publicising Compliance**
- **Other Information**
- **Closing and Q&As**

Introduction to Compliance with ACIF Codes



- **ACIF's role in the development of Codes**
- **Promotion of widespread compliance**
- **Both Codes submitted to the ACMA for registration**

Enforceability of the Codes



- **ACMA direction to comply**
- **Directions can be backed by penalties against Supplier**
- **Signatory status is irrelevant**

Role of the Telecommunications Industry Ombudsman



- TIO jurisdiction
- Conferral of Power to handle complaints
- TIO rulings binding on all Suppliers

Signatory Processes



- **Voluntary system of sign-up**
- **ACIF's role to encourage sign-up**
- **Expectation that Suppliers will sign-up to Codes**
- **No fees associated with sign-up**
- **Benefits of Code signatory status**

Administrative Processes



- **Code signatory forms**
- **Compliance Checklist for all Codes**
- **Compliance assistance provided by ACIF**

Monitoring of Compliance



- TIO statistics and reports
- ACIF quarterly Compliance Report
- Ad hoc ACIF Compliance Reports
- ACMA annual Performance Monitoring Report
- Onerous reporting obligations for non-Code signatories

Publicising Compliance



- **Encouraged to publicise participation and Code signatory status**
- **Demonstrating commitment to self-regulation**
- **Marketing tool, key differentiator for customers**

Other Information



- Copies of the Codes may be accessed from ACIF's website www.acif.org.au
- ACMA publicising date of registration
- ACIF Code promotional initiatives
- Codes both reviewed after two years

Close



Q & As

For more information on ACIF visit our website

www.acif.org.au

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