



ACIF G597:2005

AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY GUIDELINE

**PRE-SELECTION
OPERATIONS MANUAL**

Industry Guideline – *Pre-selection Operations Manual*

This Guideline was issued in draft form for comment as DR ACIF G597:2002

First published as ACIF G597:2003

Second edition as ACIF G597:2005

ISBN: 1 74000 324 1

© Copyright Australian Communications Industry Forum
PO Box 444, Milsons Point NSW 1565

Disclaimers

1. Notwithstanding anything contained in this Industry Guideline:
 - (a) ACIF disclaims responsibility (including where ACIF or any of its officers, employees, agents or contractors has been negligent) for any direct or indirect loss, damage, claim, or liability any person may incur as a result of any:
 - (i) reliance on or compliance with this Industry Guideline;
 - (ii) inaccuracy or inappropriateness of this Industry Guideline; or
 - (iii) inconsistency of this Industry Guideline with any law; and
 - (b) ACIF disclaims responsibility (including where ACIF or any of its officers, employees, agents or contractors has been negligent) for ensuring compliance by any person with this Industry Guideline.
2. The above disclaimers will not apply to the extent they are inconsistent with any relevant legislation.

Copyright

© Australian Communications Industry Forum Limited 2005

This document is copyright and must not be used except as permitted below or under the *Copyright Act 1968*. You may reproduce and publish this document in whole or in part for your or your organisation's own personal or internal compliance, educational or non-commercial purposes. You must not alter or amend this document in any way. You must not reproduce or publish this document for commercial gain without the prior written consent of ACIF. Organisations wishing to reproduce or publish this document for commercial gain (i.e. for distribution to subscribers to an information service) may apply to subscribe to the *ACIF Publications Subscription Service* by contacting the ACIF Business Manager at acif@acif.org.au. If you publish any part of this document for any purpose, you must also publish this copyright notice as part of that publication.

Introduction

This ACIF G597:2005 *Pre-selection Operations Manual* (the “Manual”) sets out the operational arrangements for Pre-selection processes that support the requirements of the ACIF C515:2005 *Pre-selection* Industry Code. This document should be read in conjunction with the ACIF Pre-selection Code.

Outline

In the event of inconsistency between this Manual and the ACIF Pre-selection Code, the provisions of the Pre-selection Code shall prevail.

In the event of inconsistency between this Manual and the ACIF G598:2003 *Pre-selection Billing Information Specification* or the ACIF G599:2005 *Pre-selection IT Specification*, then:

- (a) if the subject of the inconsistency is a procedural matter then the Manual shall prevail;
- (b) if the subject of the inconsistency relates to billing information then the Billing Information Specification shall prevail; and
- (c) if the subject of the inconsistency relates to Pre-selection file formats then the Pre-selection IT Specification shall prevail.

2005 Revision

There was a limited revision of this Guideline in 2005 to provide for reversals as a result of a customer rescinding or canceling contracts where this is allowed under State or Territory fair trading legislation.

TABLE OF CONTENTS

1. PURPOSE	1
2. SCOPE	1
3. REFERENCES	1
4. PARTICIPANTS	2
5. DEFINITIONS AND ABBREVIATIONS	3
6. ACTIONS	7
6.1 New Service Pre-selection	7
6.1.1 Choice of Prime Service Deliverer (PSD)	7
6.1.2 Points of Presence	7
6.1.3 Customer Requests for Change in Pre-selection subsequent to New Service Application	7
6.1.4 ASD Advice of Pre-selection Choice to Gaining PSD	7
6.1.5 Port - Change of ASD (same number retained)	7
6.2 Cancelled Service	8
6.3 Customer Move	8
6.3.1 Move Order Rules	8
6.4 Pre-selection Churn CA Process	8
6.4.1 Invalid CAs	9
6.4.2 Centrex Customer Group	9
6.4.3 File Transfers	10
6.4.4 Reject Process	12
6.4.5 Customer Disputes	13
6.4.6 Reversal of Pre-selection Churn	14
6.4.7 Receipt of Other PSDs' CAs	16
6.5 Removal of RTM and Implementation of Pre-selection/ROA	16
6.5.1 PSD Responsibilities	16
6.5.2 ASD Responsibilities	17
6.5.3 Escalation	17

6.5.4	Loss of Pre-selectable Services	17
6.6	Pre-selection Churn Performance Measurements	18
6.7	Supply of Billing Information	18
7.	INTERCARRIER TIMING SUMMARY	19
8.	SERVICE ASSURANCE	20
9.	GUIDELINE ADMINISTRATION AND COMPLIANCE	20
	<u>ATTACHMENT A - Authority to Request Installation of ROA or Removal of RTM following a Customers Choice for [PSD name] or Removal of RTM</u>	21
	<u>ATTACHMENT B - Confirmation of Completion of Real Time Metering Removal / Implementation of Pre-selection Choice</u>	23
	<u>ATTACHMENT C - Confirmation of Completion of Reversal on Answer</u>	25

1. PURPOSE

The purpose of this document is to outline the processes to be observed by ASDs and PSDs in the implementation of Pre-selection on Customers' services.

2. SCOPE

This Pre-selection Operations Manual applies to all persons named in subsection 110(2) of the *Telecommunications Act 1997* and all persons whom the ACA determines.

This document sets out the processes that must be followed within the PSD's and ASD's operations centres when handling requests for Pre-selection. Requests for Pre-selection must be initiated by the Customer/lessee authorising the change in Pre-selection (CA). Associated processes include but are not limited to notifications, rejections, completions, loss notifications, CA requests, resolution of Customer disputes as well as performance measures.

If there is any inconsistency between this manual and the ACIF Pre-selection Code, then the ACIF Pre-selection Code shall prevail.

3. REFERENCES

ACIF C515:2005 *Pre-selection* Industry Code

ACIF G598:2003 *Pre-selection Billing Information Specification* Industry Guideline

ACIF G599:2005 *Pre-selection IT Specification* Industry Guideline

4. PARTICIPANTS

The group that developed this Industry Guideline consisted of the following organisations and their representatives:

Representative	Organisation	Membership
Lee-Ann Sutton	AAPT	Voting
John Pack	ATUG	Voting
Melina Rohan	Optus	Voting
Paul Teng	PowerTel	Voting
Mario Verruso	Primus Telecommunications	Voting
John Green	RSL Com	Voting
Ian Somerville	Telstra Corporation	Voting
Helen Papazoglou	Australian Communications Authority	Non-Voting
Lisa Grady	AAPT	Non-Voting
Tracey Everson (Chair)	Optus	Non-Voting
Paul Andronikou	Primus Telecommunications	Non-Voting
Peter Matthews	Telstra Corporation	Non-Voting
John Spencer	Telstra Corporation	Non-Voting

Margaret Fleming of ACIF supplied project management support.

5. DEFINITIONS AND ABBREVIATIONS

The following words, acronyms and abbreviations are referred to in this document:

ACIF means the Australian Communications Industry Forum Limited.

Access Override Code means an override dial code for selecting an alternative Carriage Service Provider on a call by call basis which when dialled routes a Pre-selectable Call to a particular C/CSP's Gateway Exchange.

Access Service Deliverer or **ASD** in respect of a Standard Telephone Service means the Carriage Service Provider to whose local exchange the Standard Telephone Service is connected directly over that Carriage Service Provider's Network Facilities.

Area Code has the same meaning given by the *Telecommunications Numbering Plan 1997*.

Business Day means any day from Monday to Friday (inclusive) other than a day which is gazetted or otherwise declared or made a public holiday in all States of Australia and the Australian Capital Territory and the Northern Territory.

Business Hours means 8.30 am to 5.00 pm Standard Time.

C/CSP means Carrier and/or Carriage Service Provider.

Carriage Service Provider has the meaning given by section 87 of the *Telecommunications Act 1997*.

Carrier has the meaning given by section 7 of the *Telecommunications Act 1997*.

Centrex means multiple services configured so that Pre-selection can only be implemented at a local exchange in respect of a group of Service Numbers.

Centrex Customer Group means a group of Centrex Service Numbers configured so that Pre-selection can only be implemented at a local exchange in respect of all Service Numbers in that Centrex Customer Group.

Churn means a change in Pre-selection from a Losing PSD to the Gaining PSD.

Code means the ACIF C515:2005 *Pre-selection* Industry Code.

Customer means in relation to a Standard Telephone Service, the party or end user who has contracted with the ASD for that Standard Telephone Service. Where the Customer is the end user, this end user may appoint an authorised representative to act on their behalf.

Customer Authorisation or **CA** means an electronic or paper document which contains the authorisation of a Customer (or the Customer's authorised representative) of a change in Pre-selection which contains the information set out in Schedule 2 of the Code.

Customer Notified Order or **CNO** means the electronic notification file used to transfer Churn information between PSDs and ASDs.

Electronic Transfer means sending a file electronically in accordance with this Manual.

Eligible Party Identification (EPID) Code means a unique value allocated by ACIF to each C/CSP for the purposes of identification.

Fifteen Day File means the first escalation file relating to outstanding completions/rejections of notification files. Occurs 15 calendar days after initial transmission of notification file by the PSD.

Gaining PSD means the PSD which initiates a change in Pre-selection.

Gateway Exchange means an exchange which provides operational interworking between Telecommunication Networks.

LD means long distance.

Local Number has the same meaning given by the *Telecommunications Numbering Plan 1997*.

Losing PSD means the PSD which provided the Pre-selectable Services to the Customer prior to the implementation of the Churn.

Move means a change by a Customer of their Standard Telephone Service by changing any of the following:

- (a) the Service Address to which a Standard Telephone Service is provided but no change of the ASD or Customer's name;
- (b) the Customer's Service Number but no change in the Customer's name or Service Address or ASD; or
- (c) the Customer's Service Number and Service Address but no change in ASD.

Network Facilities, in relation to a Carriage Service Provider, means facilities that the Carriage Service Provider operates or uses or intends to operate or use, as part of, or in connection with, a Telecommunication Network of the Carriage Service Provider, even if another person operates or intends to operate or use some or all of those facilities.

Numbering Plan means any numbering plan made by the ACA under section 455 of the *Telecommunications Act 1997*.

Point of Presence or PoP means servicing a geographic area and supporting Long Distance calls via a particular PSD.

Port means a change of ASD where the same Service Number is retained. The words Ported and Porting have corresponding meanings.

Pre-selection means the service made available by the ASD to a Customer (in respect of a single basket of Pre-selectable Services) in respect of a Standard Telephone Service, other than those Standard Telephone Services set out in Clause 8.1 of the Code, which will:

- (a) permit designation by the Customer of a C/CSP as the PSD in respect of the Standard Telephone Service;
- (b) route all Pre-selectable Calls to the PSD;
- (c) route calls made using an Access Override Code to the C/CSP determined in accordance with Clause 18.3 of the Code; and
- (d) allow the Customer to change, from time to time, the designation of the PSD for that Standard Telephone Service.

Pre-selection Port Record is a transaction provided by the Losing ASD to the previous PSD advising that a Port has occurred.

Pre-selectable Call means a call falling within the category of Pre-selectable Services which are the subject of Pre-selection in accordance with the Code.

Pre-selectable Services has the meaning given by the Code.

Prime Service Deliverer or PSD means in respect of a Standard Telephone Service, the C/CSP selected by the Customer in accordance with the procedures in this Code for the carriage of all Pre-selectable Calls originating from that Standard Telephone Service.

Real Time Metering or RTM means a facility on a Standard Telephone Service which enables a Customer to receive information regarding the progressive cost of the service, in real time, for calls made from that line.

RTM Removal Form means a form used, or to be used, to request the removal of RTM on a Standard Telephone Service.

Reversal means a transaction which reinstates the Customer's authorised PSD which existed prior to an Unauthorised Churn occurring.

Reversal on Answer or ROA means a facility which may be provided by the ASD to enable charge call recording by the Gaining PSD.

Reversal on Idle or ROI means a product which may be connected to services with RTM. ROI is removed at the same time as an RTM removal request is processed.

Service Address means the location at which the Standard Telephone Service terminates or is to terminate.

Service Number is the telephone number of the Customer, which is the combination of the Area Code and Local Number.

Standard Telephone Service has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Services Standards) Act 1999*.

Standard Time means:

- (a) Eastern Standard Time (GMT plus 10 hours); or
- (b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in NSW.

Telecommunication Network has the same meaning given by the *Telecommunications Act 1997*

Unauthorised Churn means a Churn which has not been performed in accordance with Section 11 and Schedule 2's Clause S2.1 of the Code, and Clause 5.4 of this Manual.

6. ACTIONS

6.1 New Service Pre-selection

6.1.1 Choice of Prime Service Deliverer (PSD)

Customers may orally request their PSD at the time of application for connection of a new service (including when a Customer retains a Service Number whilst changing ASD). The ASD must invite Customers to make a choice of PSD. The Customer must be advised that failure to make a choice will result in Pre-selection default to the ASD. The ASD is not obliged to inform Customers of all available PSDs but when requested by the Customer to provide such information must refer the Customer to the current telephone directory or other agreed industry source.

Both the ASD and PSD are required to establish one centralised group within each organisation to manage Pre-selection activities. This applies to changes in PSD and management of queries and Customer complaints.

If a Customer requests a feature or service to be connected to a line which is not compatible with the current Pre-selection choice on that line, the ASD must inform the Customer of the impact on Pre-selection of connection of the feature or service, ie Pre-selection must be provided by the PSD associated with the ASD if that feature or service is to be connected. A change in Pre-selection must be implemented in accordance with the Code and this Manual before connection of the feature or service.

6.1.2 Points of Presence

The ASD must retain a list of PSDs and their respective Point of Presence (PoP). The ASD is responsible for verifying the capability of implementing the Customer's choice of PSD when a Customer makes a choice. Customers must be advised, at the time of making that choice, if their choice of PSD cannot be implemented. PSDs are responsible for notifying the ASDs of changes to the PoP.

6.1.3 Customer Requests for Change in Pre-selection subsequent to New Service Application

Once a Customer's initial choice of PSD is made at the time of establishing their new service, any subsequent changes of Pre-selection choice will require the Customer to approach their new PSD in order to facilitate the change by completing a CA for that purpose.

6.1.4 ASD Advice of Pre-selection Choice to Gaining PSD

The ASD must within five Business Days of connecting a new service (including where a Customer changes ASD and retains their Service Number) notify the Gaining PSD of all Customer choices in favour of that PSD resulting from the new service completion. The ASD must use the agreed daily Electronic Transfer process to advise the Gaining PSD of the information as specified in the ACIF G599:2003 *Pre-selection IT Specification*.

The ASD must generate a Customer Notified Order (CNO) each Business Day containing records of new service connections. The ASD must forward a separate CNO to each PSD detailing changes to that PSD inclusive of new service connections.

6.1.5 Port - Change of ASD (same number retained)

In respect of Pre-selection choice where a Customer changes their ASD and retains their Service Number (Port), this will be treated as a new service as per this Section 6.1.

The previous ASD will provide to the previous PSD a Pre-selection Port Record within five Business Days of the Port.

6.2 Cancelled Service

The ASD must notify the Losing PSD of the cancelled Standard Telephone Service through the agreed daily Electronic Transfer process within five Business Days of completion of the cancellation. Cancellations must be forwarded as loss records in the daily ASD CNO file.

6.3 Customer Move

A Customer is deemed to have undertaken a Move where a change of Service Address or a change in Service Number occurs. In these circumstances the ASD must notify the current PSD of all changes of Service Address or a change in Service Number within five Business Days of completion. In relation to a change in Service Number the ASD must also associate the old Service Number and the new Service Number in the CNO notification file.

When a Customer moves Service Address the PSD choice is carried forward to the new location. This Pre-selection choice must follow whether the same Service Number or a new Service Number is provided by the ASD at the new location.

Where the PSD does not offer Pre-selection at the new location the Pre-selection choice is to default to the ASD and the ASD must advise the PSD via a loss record. The ASD must also notify the Customer that the Pre-selectable Services will be provided by itself as a PSD.

Customers may change their Pre-selection choice before or after a move but not during the Move process, refer to clause 6.1.3.

6.3.1 Move Order Rules

In the event that a Customer with multiple Service Numbers moves Service Address the Pre-selection choice must be retained.

If the Customer requests additional services at the new Service Address at the time of requesting a Move then the ASD will treat the additional Service Numbers as new services, as per clause 6.1.1.

If the Customer moves Service Address and not all Service Numbers are to be retained then the Customer must nominate which Service Numbers will be cancelled.

The rules outlined above apply for changes in Service Address regardless of whether the Service Numbers change or not.

For the avoidance of doubt:

- where PSD choice(s) are carried forward to services at the new Service Address, a change in PSD can only be actioned in accordance with Section 6.4;
- where the PSD does not offer Pre-selection for the new numbers the Pre-selection choice is to default to the ASD.

6.4 Pre-selection Churn CA Process

Customers are able to change their existing Pre-selection choice by authorising the change by way of completing a CA. CAs must only be actioned by the Gaining PSD with all Service Numbers from valid CAs being collated onto a CNO file. This file is then forwarded by the Gaining PSD to the ASD electronically within 30 days of the date the CA was authorised by the Customer. Gaining PSDs are required to retain CAs for a minimum period of two years.

6.4.1 Invalid CAs

A CA is deemed to be invalid if it fails to satisfy any one of the following criteria.

6.4.1.1 *Unauthorised CAs*

A CA must be authorised by the Customer or the Customer's authorised representative.

6.4.1.2 *Gaining PSD Unknown*

A CA must clearly indicate the Gaining PSD.

6.4.1.3 *Incomplete Customer Details*

Customer details must be complete.

6.4.1.4 *Undated CAs*

A CA must include the date on which the Customer authorised the Churn.

6.4.1.5 *Invalid Service Numbers*

Service Number(s) must be identified and correctly formatted (as per the Numbering Plan)

6.4.1.6 *Unauthorised CA Formats*

A CA must contain minimum information in accordance with Schedule 2 of the ACIF Pre-selection Code.

6.4.1.7 *CA Over Thirty Days Old*

A Service Number must not be included in a CNO if the associated CA was authorised more than 30 days before the CNO is received by the ASD. An exception is where the time limit has been exceeded and the Customer's intent can be verified. In this instance the Gaining PSD must record Customer contact details. Customer contact by the PSD to verify a Customer's intent must be completed before inclusion of the Service Number in a CNO. A Service Number can only then be included in a CNO within 30 days of this Customer contact and within 90 days of the date the Customer initially authorised the CA.

6.4.2 Centrex Customer Group

The Pre-selection implementation process for services which comprise a Centrex Customer Group (eg Telstra's CustomNet Spectrum) may differ from that utilised for other telephone services. Change of PSD for Centrex Customer Group services can only be performed on the basis of a whole Centrex Customer Group. In some cases a Customer may have multiple Centrex Customer Groups in a single number range.

The ASD will only be able to implement a change in Pre-selection if all telephone services in the Centrex Customer Group are provided in the one CNO file.

The Gaining PSD must ensure that all services for a Centrex Customer Group are listed in the one CNO file. An additional validation check must be undertaken by the ASD to ensure all services are included in the one CNO file, and if not, the listed Centrex Customer Group services will be rejected.

Gaining PSDs may request Pre-selection for Centrex Customer Group services via daily CNO files and the ASD must identify Centrex Customer Group services in each file.

The Gaining PSD must advise the ASD if multiple Centrex Customer Groups for the same Customer or if multiple Centrex Customer Groups within a single number range are being submitted in the daily CNO file. Gaining PSDs must

advise the agreed first level escalation point at the ASD's Churn centre, by telephone, facsimile, or email on the same day the CNO file is delivered to the ASD.

If all services in a single or multiple Centrex Customer Group have been included in the same notification file, the ASD must notify completions using agreed processes.

The standard implementation time frame of 10 Business Days applies for a change in Pre-selection for a single Centrex Customer Group. An implementation time frame of 12 Business Days will apply for a change in Pre-selection of two related Centrex Customer Groups within the same CNO file.

The ASD will notify the Gaining PSD, within three Business Days of receipt of the CNO, if the estimated time frame for completion of Churn notifications, covering three or more related Centrex Customer Groups in the same CNO file, will be longer than 12 Business Days. The ASD will advise the estimated timeframe for completion of the Churn notifications for the related Centrex Customer Groups and will use reasonable endeavours to complete the Churn as quickly as possible.

The Gaining PSD must advise the Customer not to alter their Centrex Customer Group to allow the change in Pre-selection to proceed. The Gaining PSD must also advise the Customer that any pending activity eg new service connections or changes to the Centrex Customer Group, may cause the request for the change in Pre-selection to be rejected.

If service information is required to facilitate the Churn of a Centrex Customer Group the Gaining PSD may approach the current C/CSP to acquire such information in accordance with clauses 8.20, 8.21 and 9.3 of the Code.

6.4.3 File Transfers

The Gaining PSD must transmit a single electronic notification file to the ASD each Business Day. If no records are to be transmitted, a null file must be transmitted containing only a header and footer record. The ASD must forward notifications of all successful completions and unsuccessful completions (rejections) each Business Day. The notification date is known as Day 0 with respect to the implementation period of 10 Business Days.

The Gaining PSD must give the ASD two Business Days advance notice for files containing greater than 10,000 Service Numbers. The ASD must use reasonable endeavours to complete the Churn of all services within the implementation period of 10 Business Days. The ASD processes files in the order in which they are received each day from PSDs.

A centralised location must be made available in each organisation for receipt of daily files. A separate dedicated electronic process for transmission of queries, escalations and other related correspondence between PSDs must be implemented.

6.4.3.1 File Transfer Problems

In the event that the sending party transmits a CNO that is found to contain corrupted, incomplete or incorrect data, as per ACIF G599:2003 **Pre-selection IT Specification**, the receiving party must notify the nominated sending party's representative of the details by telephone. Re-transmission of files must occur on the same day wherever possible.

Should a CNO file sequence be missed or incorrect, the ASD must also advise the PSD by telephone.

6.4.3.2 PSD Responsibilities

All services related to Customers wishing to change PSD must be advised on an electronic file known as the CNO. The Gaining PSD may only forward services in the agreed format using the electronic notification file to the ASD.

To avoid large numbers of services in any one CNO the Gaining PSD must use reasonable endeavours to process CAs as they are received and include the service numbers in a CNO file.

The CNO file from the Gaining PSD is to be available to the ASD by 8.00 am each Business Day and only one file is to be sent each Business Day.

Customers wishing to change PSD must complete a CA which is validated by the Gaining PSD prior to their Service Number being included in a CNO file. CAs must only be processed by the Gaining PSD. Service Numbers from unauthorised CAs must not be included in a CNO file.

The Gaining PSD must also ensure that all CA related Service Numbers are allocated under the Numbering Plan and are capable of supporting Pre-selection. Services must also be provided in a format compliant with the Numbering Plan and are limited to geographically numbered services.

6.4.3.3 ASD Responsibilities

ASDs must aim to implement changes in Pre-selection for 95% of services within five Business Days of receipt of the notification of the Customer's Pre-selection choice.

ASDs must complete implementation of 99% of Pre-selection changes within 10 Business Days of receiving notification of the Churn in a CNO file from the PSD or within 10 Business Days of receiving a CA from a Customer where the CA is in favour of the ASD. Gaining PSDs may query outstanding notifications 15 calendar days after sending the CNO file.

The ASD must forward a notification file to the Gaining PSD each Business Day detailing successful completions and rejections within two Business Days of the ASD processing the Churn request.

6.4.3.4 File Formats

File identifications and formats are contained in the ACIF G599:2003 *Pre-selection IT Specification*.

A single file format must be adopted with respect to the type of transaction and the originator or receiver of the CNO file. CNO files are therefore capable of including notifications, completions, rejections and loss notifications.

6.4.3.5 Outstanding Pre-selection Requests

PSD and ASD Processing Requirements

Unless otherwise agreed between the PSD and ASD the Gaining PSD must provide every Monday or next Business Day if Monday is a public holiday, a weekly escalation file of outstanding completions which are equal to or greater than 15 calendar days from the delivery date of the CNO (the Fifteen Day file). The ASD must investigate all services in the Fifteen Day file and respond to the Gaining PSD within three Business Days indicating the appropriate response code. In the case of the service being completed or rejected, the ASD must provide the date of effect and the file sequence number.

In the case of the Pre-selection choice not being implemented and/or completion advice not being provided the ASD must ensure that choice is implemented and electronic completion is sent as per the usual process.

Should the ASD find during initial investigations that most of the services have already been completed and notified, the ASD must escalate the matter to the relevant contact within the Gaining PSD's organisation. The ASD must substantiate the escalation by responding with results of investigation into at least 30 services. This will also be the case when the majority of services indicate inaccurate or invalid information.

The ASD must respond to the PSD with sufficient information to update the PSDs systems with the relevant information, such as:

- (a) Date request was completed and returned to the PSD.
- (b) Date request was rejected and advised to the PSD.
- (c) Current status of the request that the ASD has not been able to implement.

A schedule between the ASD and the PSD must be established for file transmissions and returns.

6.4.3.6 Outstanding Pre-selection Record

Details of file identifications, formats and rules are contained in ACIF G599:2003 *Pre-selection IT Specification* in the section titled Pre-selection Queries.

6.4.3.7 Outstanding Pre-selection Reject & Completions Record

Details of file identifications, formats and rules are contained in ACIF G599:2003 *Pre-selection IT Specification* in the section titled Pre-selection Query Reject and Completions Record.

6.4.3.8 Subsequent Escalations

The PSD may escalate all outstanding escalations to the ASD if no response has been received within the agreed time frame. The PSD must ensure that all records on the subsequent file are identified by a flag indicating the number of escalations.

The ASD must give the highest priority to the flagged services and aim to investigate and respond to the PSD within three Business Days of receipt of the subsequent file.

6.4.3.9 Outstanding Pre-selection Reject & Completion Codes

Pre-selection query reject and completion codes are contained in ACIF G599:2003 Pre-selection IT Specification.

6.4.3.10 PSD Table

All PSDs must be assigned an Eligible Party Identification Code for reporting purposes. The PSD Eligible Party Identification Code must be included in the notifying CNO file as well as in the CNO file containing ASD completion, rejection and loss notifications. Current Eligible Party Identification Codes may be found at the ACIF website at <http://www.acif.org.au>. PSD Eligible Party Identification Code under this paragraph will be updated and distributed by ACIF from time to time.

6.4.4 Reject Process

A record type must be used by the ASD to indicate those services which have not had their PSD choice implemented. The corresponding class code indicates the reason that the request was rejected. Reject class codes can be found in ACIF G599:2005 *Pre-selection IT Specification*.

6.4.4.1 Reject Process

The ASD must advise in a daily CNO file of all file records that have been rejected.

6.4.4.2 Contact Lists & Escalations

A list of operational contact areas for each organisation will be maintained on the ACIF website at <http://www.acif.org.au>. ACIF will update this list from time to time as it is advised of any changes. It will remain the responsibility of the ASD/PSD to ensure that any changes to these operational contact areas will be advised to ACIF. This list will be password protected.

6.4.5 Customer Disputes

If a request to change PSD is rejected by the ASD, a Gaining PSD must not query this reject unless:

- (a) a Customer initiated the request to query, no more than six months from the reject notification date; or
- (b) the PSD provides full reasons for the query to the ASD no more than 30 days from the reject notification date.

In circumstances where a PSD Churn request has been implemented and the Customer disputes that the Churn was authorised, then the Customer may request the CA from the Gaining PSD or the Losing PSD. In such cases, the Gaining PSD must provide the CA for that Customer's service to the requesting party or as per clause 6.4.5.1.

If a dispute exists regarding a CA the Losing PSD or ASD may request the Gaining PSD to retain a CA for a reasonable period in addition to the minimum two year period. If such a request is made the Gaining PSD must retain the CA for the period which has been requested.

6.4.5.1 Request for CA

To resolve a Customer dispute, the ASD or Losing PSD may request a copy of the relevant CA from the Gaining PSD who initiated the CNO file. The request, including appropriate details, must be transmitted, using an agreed method, by the requesting party to the nominated Gaining PSD contact. A sequence number must be used to monitor such requests. A maximum of one request is to be made each Business Day by the ASD or Losing PSD to the Gaining PSD. Each request may contain multiple service numbers.

Paper CA

The Gaining PSD must supply a copy of the CA by facsimile, email or any other method agreed between the parties within two Business Days of receiving the request. In circumstances where greater than 50 CAs are requested by a PSD/ASD from the Gaining PSD on any one Business Day, the parties involved may review the two Business Days delivery time.

Electronic CA

The Gaining PSD will supply by facsimile, email or any other method agreed between the parties a document which contains those details as outlined in Schedule 2 of the Code that were gathered from the Customer during the Customer Authorisation process. This document will be provided by the agreed method within two Business Days of receiving the request and clearly indicate that the Gaining PSD holds an electronic authorisation from the Customer and provide contact details. Should the Customer wish to query the validity of the authorisation, the Losing PSD or ASD will direct the Customer to the Gaining PSD with the relevant electronic transaction reference number.

The Gaining PSD is responsible for satisfying the Customer that they have acted on the Customer's authorisation by the presentation of sufficient information.

If the change of Pre-selection has been requested by the Gaining PSD as the Customer's authorised representative, a copy of representative authorisation is also to be supplied by the Gaining PSD to the requesting party within two Business Days of receiving the request. If this representative authority is not in writing, the Gaining PSD will provide the relevant information gained from the Customer via the representative authorisation process. This will also include an indication that this authorisation is held electronically and the party that holds this authorisation and their contact details, so that the Customer might contact that party to verify the authorisation.

6.4.5.2 Service Providers

The service provider is responsible for satisfying the Customer that they have acted on the Customer's Authorisation by the presentation of sufficient information.

Where a CA was authorised by a party other than the Customer, evidence of the original authorisation to act on behalf of the Customer in respect of that CA must also be provided.

If the change of Pre-selection has been requested by the Gaining PSD as an agent of the Customer, a copy of agency authorisation is also to be supplied by the Gaining PSD to the requesting party.

If a service provider has authorised the CA and the authorisation details are not supplied as outlined above, the Losing PSD may deem the CA to be invalid and implementation of the PSD Churn may be reversed (see Clause 6.4.6).

6.4.6 Reversal of Pre-selection Churn

Reversals may occur as a result of the following activities:

- (a) Processing error by the Gaining PSD
- (b) Processing error by the ASD
- (c) Customer dispute – invalid CA
- (d) Customer dispute – inability of the Gaining PSD to provide a valid CA within two Business Days
- (e) The Customer rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation.

6.4.6.1 Reversal due to PSD Processing Error

If a PSD identifies an Unauthorised Churn of a Customer's service as a result of a PSD processing error the PSD must send to the ASD an electronic Reversal transaction to correct the Pre-selection choice.

6.4.6.2 Reversal due to ASD Processing Error

If an ASD identifies an Unauthorised Churn of a Customer's service as a result of an ASD processing error, the ASD must take immediate steps to rectify the error as soon as it is identified and provide completion and loss reports after completion of the Reversal to both the Gaining and Losing PSDs.

6.4.6.3 Reversal due to Customer Rescinding or Canceling under Fair Trading Legislation

The Gaining PSD must submit a Reversal request if a customer validly rescinds or cancels a contract within the cooling off period in accordance with the applicable fair trading legislation.

6.4.6.4 Reversal due to Invalid CA or Inability of PSD to Supply a CA

Where the Gaining PSD is unable to provide a valid CA within two Business Days of the request being received, then the Losing PSD may, at the request of the Customer, direct the Gaining PSD to reverse the Pre-selection choice.

The Gaining PSD must lodge an electronic Reversal transaction with the ASD within one Business Day of the Losing PSD's request.

The Gaining PSD must also confirm to the Losing PSD, on that same Business Day, that they have submitted the Reversal transaction as required.

If the Losing PSD does not receive:

- a) confirmation from the Gaining PSD that they have initiated a Reversal within one Business Day; or
- b) a completion record, as specified in ACIF G599:2003 *Pre-selection IT Specification*, from the ASD within ten Business Days of the direction; or
- c) a Reversal rejection notification from the Gaining PSD within ten Business Days of the direction,

then the Losing PSD may submit a Churn request in the next CNO file as long as that PSD holds a valid CA.

The Losing PSD must not initiate a Reversal if a valid CA is received from the Gaining PSD after the two Business Day target but before initiation of the Reversal by the Losing PSD.

Reversal statistics and performance measures are to be reviewed regularly.

6.4.6.5 Time Limitation for Acceptance of Reversal

Reversals due to Customer disputes must only be carried out by the ASD where the date of request of Reversal is less than 9 months from the date the service originally appeared in the CNO notification file.

6.4.6.6 Responsibility For Identifying Pre-selection Choice

The ASD is responsible for identifying the Customer's Pre-selection choice on the receipt of the Reversal request.

6.4.6.7 Subsequent Churns – Rejection of Reversal Request

Where the ASD finds that there are subsequent Churns in the interim period from the date of the original CNO notification file and the date of the request for Reversal, the ASD will take no further action with the request. The requesting PSD must be advised that the Reversal request is invalid. If the Losing PSD has had prior involvement in resolution of the Customer Churn the requesting PSD must notify the Losing PSD of the Reversal rejection.

6.4.6.8 Loss Record – Reversals

The ASD must provide the PSD requesting the Reversal a loss record detailing the services reversed, or a rejection record where Reversal requests are rejected.

6.4.6.9 Completion Record – Reversals

The ASD must notify the correct PSD, in a completion record, of services which are reversed.

6.4.6.10 Letter of Acknowledgment to Customers

The PSD or ASD responsible for an Unauthorised Churn is to advise all Customers affected by the Unauthorised Churn preferably in writing. The advice is to be couched in such a way that it:

- (f) does not attribute blame to any other party;
- (g) acknowledges the error and provides an accurate explanation of the cause of the error and the Reversal;
- (h) indicates that the Unauthorised Churn has been reversed; and
- (i) identifies the Customer’s PSD.

6.4.7 Receipt of Other PSDs’ CAs

All CAs and representative authorisations which are incorrectly forwarded by a Customer to any PSD other than the Gaining PSD must promptly be forwarded, via courier or express mail, to the nominated contact officer in the Gaining PSD’s organisation.

6.5 Removal of RTM and Implementation of Pre-selection/ROA

The ASD is responsible for detecting Customer’s RTM facilities prior to the implementation of choice for that PSD. The ASD must notify the Gaining PSD that the Pre-selection Churn has been rejected on the basis of “Real Time Metering” facility.

The Gaining PSD must notify the Customer that the Churn has been rejected due to the RTM facility. The Customer has then to decide whether choice for that PSD should be implemented, in which case, the RTM facility must be removed. The Gaining PSD must provide the Customer with the agreed authority form to remove RTM which the Customer must sign and return to that PSD.

Even without making a choice of Gaining PSD, a Customer may choose to deal with that PSD in having the RTM facility removed from their services. In these cases the PSD must provide the Customer with the agreed authority form which the Customer must sign and return.

If a Customer requires ROA to be installed on their services, the same process applies. Removal of RTM must not be requested prior to provision of ROA.

All communications with a Customer by a PSD regarding the removal of RTM facilities and/or provision of ROA installation service facilities must be couched in terms which do not denigrate any PSD/ASD.

6.5.1 PSD Responsibilities

- Assign a sequential reference number to the authority form request which is to be used by both PSD and ASD.
- Fax the authority form to the ASD.
- Notify the ASD of any change in the Customer contact details.
- Should there be any inaccuracies with information provided to the ASD, the PSD must then obtain correct information and re-submit the form to the ASD under the same reference number.
- Upon notification by the ASD that removal of RTM cannot be completed or that ROA cannot be installed, because there may be unintended Customer consequences, the PSD must notify the Customer. If the Customer is satisfied with the reason for non-

completion and still requires the RTM facility to be removed, both the ASD and PSD must work together to establish what is required and the time frames involved. The PSD must, at the appropriate time, resubmit the request under a new reference number.

6.5.2 ASD Responsibilities

- On receipt of a valid authority form detailing the Customer's requirement, the ASD must implement required changes within five Business Days and implement Pre-selection choice if applicable.
- Advise the PSD within four Business Hours of receipt of the authority form of any missing or illegible information.
- Confirm in writing that this request has been finalised by facsimile to the number provided on the authority form (see Attachment 8.3) within five Business Days of receipt of the form.
- Where the removal of RTM or the implementation of ROA, coupled with Pre-selection choice, may result in an unintended Customer consequence, the ASD must promptly advise the PSD of the reason why these changes cannot be implemented.
- Notify the PSD of any change in the Customer contact details.

6.5.3 Escalation

Escalation of a request for the removal of RTM or installation of ROA must be made in three levels between the parties nominated. A first level escalation may be made by the PSD if:

- Confirmation of removal of RTM has not been received from the ASD within five Business Days from receipt of the authority form.
- Confirmation of completion of RTM removal has been received but it has been established that RTM facilities are still installed on the nominated services or the category code at the exchange has not been amended to reflect this.
- Confirmation of installation of ROA has not been received from the ASD within seven Business Days from receipt of the authority form.
- Confirmation of completion of ROA installation has been received but it has been established that it has not been successfully completed as advised.

The ASD must attend to the escalation and advise the originator of the outcome within two Business Days.

If an outcome satisfactory to the originator of the escalation is not achieved within two Business Days, the originator may refer the matter for second level escalation for resolution within one Business Day. In turn, if no satisfactory outcome is again received within one Business Day the problem may be escalated to a third level escalation point, which would be the nominated senior representatives of the parties involved. These representatives will determine the method for resolution.

6.5.4 Loss of Pre-selectable Services

In the event that a Customer loses access to Pre-selectable Services as a result of removal of the RTM facility or installation of ROA, and the Customer reports this to the PSD, the PSD may notify the ASD in one of two ways:

If PSD identifies fault during on-site testing

A nominated representative of the PSD must notify the nominated ASD representative that the Customer has lost access to Pre-selectable Services.

This must be supported by an electronic advice. It is the responsibility of the ASD to take immediate steps to ensure that LD service is restored to the Customer. Should service not be restored on the same day as the ASD is notified, the ASD representative must advise the PSD of the status. Confirmation of restoration of service is to be provided in writing as soon as possible.

If PSD becomes aware of fault some time after completion of on-site testing

A fault report from the PSD must be made to the nominated area in the ASD's organisation to report the loss of access. The ASD is to action this investigation as a matter of urgency to ensure that LD service is restored to the Customer as soon as possible. Confirmation of restoration of service is to be provided by the ASD's nominated representative to the PSD's nominated area in writing as soon as possible.

This process will usually be used in the event that access is lost during non-business hours or ASD representatives are not immediately contactable.

6.6 Pre-selection Churn Performance Measurements

Key measurement indicators used to monitor inter-organisational processes are to be collated and reported as agreed between ASDs and PSDs on a monthly basis.

Pre-selection Churn Escalation Files (Fifteen Day Files)

- Number of escalations received by the ASD in the 15 Day File & number of subsequent escalations sent by the PSD
- Number of services already completed, rejected or 'no record of CNO'
- Number of services outstanding

CA Requests

- Number of CAs requested by ASD/PSD
- Number of CAs provided and time frames for provision
- Number of CAs disputed, not located or otherwise reversed

Customer Generated Queries

- Number of queries sent by ASD and PSD
- Number of queries completed
- Number of valid queries received
- Percentage resolved within three Business Days

6.7 Supply of Billing Information

A PSD may request billing information from an ASD for the purpose of billing a Customer for calls made using an Access Override Code. Under normal operating conditions ASDs must aim to supply billing information for 95% of services within five Business Days of receipt of the request from a PSD. ASDs must supply billing information for 99% of services within 10 Business Days of receipt of the request from a PSD.

The method to be used for exchange of information between the ASD and PSD is specified in ACIF G598:2003 *Pre-selection Billing Information Specification*.

7. INTERCARRIER TIMING SUMMARY

Notification	Maximum Timing	Reference
Completion of new service connection	5 Business Days	6.1.4
Completion of service cancellation	5 Business Days	6.2
Provision of Pre-selection Port Record	5 Business Days	6.1.5
Completion of change of address	5 Business Days	6.3
Completion of change of service number	5 Business Days	6.3
Inclusion of service number in CNO	30 calendar days from date on CA	6.4
CA retention	Minimum 2 years	6.4
Inclusion of service number in a CNO after Customer contact to verify CA intent	30 calendar days	6.4.1.7
CA effective date	90 calendar days from date on CA	6.4.1.7
Completion of Churn (95% target)	5 Business Days	6.4.3.3
Completion of Churn (99%)	10 Business Days	6.4.3.3
Escalation of outstanding Churn requests	15 calendar days	6.4.3.5
ASD response to 15 day escalations	3 Business Days	6.4.3.5
ASD response to subsequent escalations	3 Business Days	6.4.3.8
Completion of Centrex Customer Group Churn (One Customer Group per Customer)	10 Business Days	6.4.2
Completion of Centrex Customer Group Churn (Two related Customer Groups)	12 Business Days	6.4.2
Completion of Centrex Customer Group Churn (Three or more related Customer Groups)	Timeframe advised by ASD on submission of Churn by PSD	6.4.2
Escalation of rejected Churn request	6 months	6.4.5
Supply of copy of CA by PSD	2 Business Days	6.4.5.1
Lodgement of Reversal request by Gaining PSD	1 Business Day from date of request from Losing PSD	6.4.6.3
Correction of Churn error by ASD in CNO to Losing PSD	10 Business Days from date of Reversal request	6.4.6.3 (b)
Request for Reversal	9 months from date of Churn request	6.4.6.4
Completion of RTM removal	5 Business Days	6.5.2
Inaccuracies on RTM removal Authority Form	4 Business Hours	6.5.2
Escalation of outstanding RTM removal request	5 Business Days	6.5.3
Escalation of outstanding ROA connection request	7 Business Days	6.5.3
ASD response to RTM and ROA escalations	2 Business Days	6.5.3
ASD response to 2 nd level RTM and ROA escalations	1 Business Day	6.5.3
Supply of billing information (95% target)	5 Business Days	6.7
Supply of billing information (99%)	10 Business Days	6.7

8. SERVICE ASSURANCE

Standard fault repair processes are to apply as documented by the ACIF C513:2004 *Customer and Network Fault Management* Industry Code.

9. GUIDELINE ADMINISTRATION AND COMPLIANCE

- 9.1 Under ACIF Code signatory arrangements, Signatories to this Industry Guideline are subject to ACIF G514:2003 *Code Administration and Compliance Scheme* Industry Guideline (the *Scheme*). Accordingly, all Signatories who are bound by this Industry Guideline are also bound by the Scheme.
- 9.2 This version of the Guideline must be reviewed in a maximum of five years from publication.

ATTACHMENT A - Authority to Request Installation of ROA or Removal of RTM following a Customers Choice for [PSD name] or Removal of RTM

INSTALLATION OF REVERSAL ON ANSWER

OR

REMOVAL OF REAL TIME METERING FACILITY FOLLOWING A CUSTOMER'S PRE-SELECTION CHOICE

OR

REMOVAL OF REAL TIME METERING FACILITY

Date:

Ref No:

TO: [ASD name]

Customer Name: _____ ACN/ABN: _____

Contact: _____ Title: _____

Address: _____

_____ Postcode: _____

Telephone number: _____ Fax: _____

XXXXX Initiator _____ Fax: _____

I authorise on behalf of _____, the installation of Reversal On Answer / the removal of Customer Loop Metering, which provides the real time charging facility, from the following exchange lines and I warrant that I have the authority to make this authorisation.

Service number: _____

The customer is advised to check that there will be no adverse affect on the operation of any customer plant equipment attached to the above exchange lines due to the Reversal on Answer service.

(...OVER)

INDUSTRY GUIDELINE

On behalf of the customer I acknowledge and understand that:

1. The equipment at my premises that calculates the call charges (including TIMS, subscribers private meter and payphones, or other) will not be able to use meter pulses supplied by the [ASD name] to calculate the call charge.
2. The removal of the real time charging will allow access to [PSD name] national and international Long Distance service, providing access is available on customer equipment.
3. [ASD name] will remove Reversal on Idle (ROI) facilities from the exchange lines listed.
4. [ASD's name] billing format to the customer will change.
5. In the case of payphones that use meter pulses to collect coins, these meter pulses will no longer be available.
6. In the case of subscriber private meters used to monitor your call costs, such a meter will no longer operate correctly.
7. If I have any questions on these matters, I should contact [PSD name] on or [ASD name] on
8. I have been provided with a document explaining the effects of [PSD name] pre-selection choice on Real Time Charging Advice Services.
9. I understand that my choice for [PSD name] will be implemented after [ASD name] removes my Real Time Charging Facility.
10. I understand that in the case any work is required to be done by [ASD name] outside of normal business hours (Monday to Friday 8.30 am to 5 pm), then I may incur overtime rates as specified in the [ASD's name] standard pricing list.

Subject to non-excludable terms under any act of Parliament, by signing the authority form, the customer releases and discharges [ASD name] from all liability for damage or loss suffered by the customer (including without limitation any consequential, special or indirect loss or damage or any other liability) and any actions, suits, causes of action, claims and demands which the customer has, or may at any time have (or could, but for this release have had) arising from [ASD name] disconnecting the customer's real time charging facility or from [ASD name] performing other work notified by [PSD name] as being necessary to make services available to the customer, which the customer hereby authorises.

Date requested for re-configuration: ____ / ____ / ____

Signature: _____

Title: _____

Date: _____

National and international long distance services are provided by [PSD name], under the business name of Communications Pty Limited (ACN)

ATTACHMENT B - Confirmation of Completion of Real Time Metering Removal / Implementation of Pre-selection Choice

Facsimile		
To		ASD Carriage Change Centre
Company	[PSD name]	xxxxxx
Facsimile		xxxx xxxx
From	ASD Rep	xxxxxxxx
Subject	RTM REMOVAL	Telephone xx xxxx xxxx
Date		Facsimile xx xxxx xxxx
File		
Attention		Total Pages 1

I certify that

- (i) all Real Time Charging Facilities have been removed from the Exchange lines listed on Ref No: Axxx

COMPLETED BY: _____ **DATE:** _____
SIGNED: _____

- (ii) the customer's choice for [PSD name] has been implemented on all Exchanges listed on Ref No: Axxx

COMPLETED BY: _____ **DATE:** _____
SIGNED: _____

Regards,

ASD Rep

ATTACHMENT C - Confirmation of Completion of Reversal on Answer

Facsimile

To

Company [PSD name]

Facsimile

From ASD Rep

Subject ROA Completion

Date

File

Attention

ASD Carriage Change Centre
xxxxxx
xxxx xxxx
xxxxxxxx

Postal Address:

xxxx xxxxx xx

Telephone xx xxxx xxxx

Facsimile xx xxxx xxxx

Total Pages 1

I certify that

- (i) Reversal On Answer has been removed from the Exchange lines listed on Ref No: Axxx.

COMPLETED BY: _____ **DATE:** _____

SIGNED: _____

Regards,

ASD Rep

ACIF is an industry owned, resourced and operated company established by the telecommunications industry in 1997 to implement and manage communication self-regulation within Australia.

ACIF's role is to develop and administer technical and operating arrangements to foster a thriving, effective communications industry serving the Australian community through

- the timely delivery of Standards, Codes and other documents to support competition and protect consumers;
- driving widespread compliance; and
- the provision of facilitation, coordination and implementation services to enable the cooperative resolution of strategic and operational industry issues.

ACIF comprises a Board, an Advisory Assembly, standing Reference Panels, various task specific Working Committees, a number Industry Facilitation/Coordination Groups and a small Executive.

The ACIF Standards and Codes development process involves the ACIF Board, Reference Panels, Working Committees and the ACIF Executive. The roles and responsibilities of all these parties and the required operating processes and procedures are specified in the ACIF Operating Manual.

ACIF Standards, Codes and other documents are prepared by Working Committees made up of experts from industry, consumer, government and other bodies. The requirements or recommendations contained in ACIF published documents are a consensus of views of representative interests and also take into account comments received from other stakeholders.

Care should be taken to ensure that material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact ACIF.



Published by:

**THE AUSTRALIAN COMMUNICATIONS
INDUSTRY FORUM LTD**

Level 9, 32 Walker Street
North Sydney NSW 2060

Correspondence: PO Box 444
Milsons Point NSW 1565

Telephone: (02) 9959 9111
Facsimile: (02) 9954 6136

E-mail: acif@acif.org.au

Web Site: <http://www.acif.org.au/>