

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY GUIDELINE
G651:2017
CUSTOMER AUTHORISATION

G651:2017 Customer Authorisation Industry Guideline

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INTRODUCTORY STATEMENT

The **Customer Authorisation** Industry Guideline (G651:2017) is designed to provide:

- common information to be provided to all telecommunications Customers before they agree to a Transfer; and
- information to be obtained from the customer or their Authorised Representative for the gaining Carriage Service Provider (CSP) to obtain a valid Customer Authorisation (CA).

The Operational Sub-group to Working Committee 61 has been tasked with reviewing Customer information changes within the Communications Alliance operational codes using the principles from the *Customer Information Provision Policy Framework - May 2014*, as agreed between Communications Alliance, the ACMA, the Department of Communications and ACCAN.

The Framework provides a new approach that includes:

- (i) a focus on desired outcomes (rather than process), and
- (ii) allows flexibility in how and when telecommunications providers give information to their customers, to enable information to be provided at a time and in a way that makes sense to each provider and their Customers.

The intended result is for targeted information provision at the relevant time to Customers, to enable them to make informed decisions, rather than overwhelming them with information at the time they take up a service.

This Guideline streamlines and simplifies information provided to and gathered from Customers when Transferring a Service or Service Identifier. As such the Customer information provisions have been removed from each of the relevant operational codes and placed into this one document.

It should be noted that the scope of this Guideline covers all Customers with services eligible for a Transfer. This includes large and corporate businesses, as well as those small businesses and consumers that fall within the scope of the *Telecommunications Consumer Protections Code (C628:2015)*.

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1 GENERAL

1.1 Introduction

- 1.1.1 The development of the Guideline has been facilitated by Communications Alliance through a Committee comprised of representatives from the telecommunications industry.
- 1.1.2 The Guideline should be read in conjunction with related legislation, including:
- (a) the *Telecommunications Act 1997* (Cth) (the Act);
 - (b) the *Competition and Consumer Act 2010* (Cth);
 - (c) the *Privacy Act 1988* (Cth); and
 - (d) the *Telecommunications Numbering Plan 2015*.
- 1.1.3 The Guideline should be read in the context of other relevant Codes and Guidelines including the:
- (a) *Telecommunications Consumer Protections Code* (C628:2015);
 - (b) *Local Number Portability Code* (C540:2013);
 - (c) *Mobile Number Portability Code* (C570:2009);
 - (d) *ULL Ordering Provisioning and Customer Transfer Code* (C569:2015);
 - (e) *Pre-selection Code* (C515:2015);
 - (f) *Mobile Number Portability Operations Manual* (G579:2009);
 - (g) *Local Number Portability IT Specifications and Operations Manual Part 1 (General)* (G602.1:2015);
 - (h) *Switchless Multi-Basket Billing Redirection Guideline* (G567:2015); and
 - (i) *Pre-selection Operations Manual* (G597:2005).

1.2 Scope

- 1.2.1 The Guideline applies to the CSPs section of the telecommunications industry under section 110 of the Act.
- 1.2.2 It deals with the following telecommunications activities as defined in section 109 of the Act:
- (a) carrying on business as a Carrier; or
 - (b) carrying on business activities as a CSP; or

- (c) supplying Goods or Service(s) for use in connection with the supply of a Listed Carriage Service.

1.2.3 The Guideline sets out the information that is to be provided by a CSP to a Customer, and collected from a Customer, to commence a Transfer of a Service or Service Identifier.

1.3 Customer Authorisation Obligations

The Guideline provides assistance to CSPs when providing and collecting information required to facilitate a Transfer. Code obligations that CSPs must obtain a Customer Authorisation when facilitating a Transfer remain unchanged. Customer Authorisation obligations are captured in industry codes stated in clauses 1.1.4 (a) – (e).

1.4 Objectives

1.4.1 The objectives of the Guideline are to set out procedures for CSPs to:

- (a) streamline existing Customer Authorisation requirements;
- (b) provide information to Customers when gaining authority to Transfer Services or Service Identifiers; and
- (c) capture the required information from Customers to facilitate a Transfer.

1.5 Guideline review

1.5.1 The Guideline will be reviewed after every 5 years, or earlier in the event of significant developments that affect the Guideline or a chapter within the Guideline.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Guideline:

AVC

means Aggregated Virtual Circuit

CA

means Customer Authorisation

CSP

means Carriage Service Provider

DSL

means Digital Subscriber Line

GSP

means Gaining Service Provider

LSP

means Losing Service Provider

NBN

means National Broadband Network

SP

means Service Provider

STS

means Standard Telephone Service

ULL

means Unconditioned Local Loop

2.2 Definitions

For the purposes of the Guideline:

Access Provider

means a provider supplying infrastructure services, such as ULL or NBN, to an Access Seeker.

Access Seeker

means a provider sourcing infrastructure services, such as ULL or NBN, from an Access Provider.

Act

means the *Telecommunications Act 1997* (Cth).

Authorised Representative

means a person authorised by the Customer to deal with Service Providers or Services on behalf of the Customer.

Churn

means a change of Service Provider (SP) for a telephone or broadband service, or long distance calls on the same leased or provided infrastructure (typically where the Carrier or Access Seeker is the same entity).

Customer

means the Rights of Use Holder of a Service Identifier or the end user in whose name the account is established, or will be established, for the supply of Services.

Customer Access Module

means a device that provides ring tone, ring current and battery feed to customers' equipment. Examples are remote subscriber stages, remote subscriber units, integrated remote integrated multiplexers and non-integrated remote integrated multiplexers and the customer line module of a local switch.

Customer Authorisation

means an authorisation which is executed by or on behalf of a Customer for the purposes of authorising a Transfer.

Gaining Service Provider

means the SP identified on a CA that will provide the Customer with Service(s) immediately after the Transfer is completed.

Losing Service Provider

means the current SP that provides the Customer with Service(s), and will cease supplying such Service(s) immediately after the Transfer is completed.

NBN Transfer

means the transfer of an Aggregated Virtual Circuit (AVC) between Access Seekers on the NBN.

Numbering Plan

means the *Telecommunications Numbering Plan 2015*.

Port

means the movement of Service Identifier between Carrier networks and SPs using the Local Number Portability, Mobile Number Portability or Inbound Number Portability processes. The words Ported and Porting have corresponding meanings.

Pre-selection

means the current or requested setting of a Carrier choice for long distance calls.

Related Service

means any service or virtual service that is functionally bound to the Service related to Transfer, where changes to the main Service may result in changes to the Related Service.

Rights Of Use

means the customer's rights subject to the provisions of the Rights of Use of Numbers Code, the Numbering Plan and the Act, to enjoy the beneficial use of an Issued Service Identifier, and includes the ability to authorise a Port of the Service Identifier (where portability exists).

Rights of Use Holder

means the person to whom a Service Identifier is Issued and has Rights of Use of that Service Identifier.

Service

means any of:

- (i) ULL based services;
- (ii) Standard Telephone Service (STS) or Digital Subscriber Line (DSL) services or fixed telephone numbers;
- (iii) Inbound services or Inbound Service Identifiers;
- (iv) Long distance Preselection;
- (v) NBN based services; and
- (vi) Mobile services or mobile Service Identifiers

Service Identifier

means the unique number or other identifier issued to the Customer for use in association with the Service. For fixed, inbound or mobile Services this is identifiable by a full national number, but excludes virtual extensions, indial non-access lines and any subsidiary extensions, channels or lines which are not charged for separately but which may have a full national number. For the avoidance of doubt, Service Identifiers may be associated with voice and data services.

Service Provider

means the Customer's current or potential retail provider of a Service.

Standard Telephone Service

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

Transfer

means a Churn, Port, ULL Transfer or NBN Transfer of a Service or Service Identifier between two different Service Providers or Carriers. Transferred has a corresponding meaning.

Unconditioned Local Loop

means the use of unconditioned communications wire between the boundary of a telecommunications network at a Customer's premises and a point on a telecommunications network that is a potential point of interconnection located at or associated with a Customer Access Module and located on the end user side of the Customer Access Module.

ULL Transfer

means the movement of an active ULL service between Access Seekers, or the activation of a new ULL to an Access Seeker.

2.3 Interpretations

In the Guideline, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3 CUSTOMER INFORMATION

3.1 Information to be provided to the Customer by the GSP

Prior to a CA being completed by the Customer, the Gaining Service Provider (GSP) must advise the Customer:

- (a) of the full extent of any Customer authorised rights delegated by the Customer to the GSP;
- (b) that the Service will remain active with the Losing Service Provider (LSP) until the Transfer is completed, and that the Customer should continue to contact the LSP in relation to the provision of services and fault restoration until the Transfer is completed;
- (c) that in respect of the Service(s) or Service Identifier(s) being Transferred, whether the LSP's obligation to supply products and services, including any facilities, incentives and benefits, ceases on completion of the Transfer;
- (d) where only the long distance Pre-selection is changing the Customer may have an agreement with another SP, and that there may be consequences under the Customer's existing agreement if they change their Pre-selection choice;
- (e) that the Customer may have to pay a penalty or cancellation fee to their existing Supplier, and that there may be other consequences if they are ending their existing Customer contract with another SP early;

NOTE: In the case of mobile or fixed number portability, fees may include a Port out fee.

Other consequences may depend on the Customer's type of service with the LSP. For example, some services which are associated with that Service or Service Identifier in the Losing Carrier or SP's network may be altered or terminated. Associated services may include, but are not limited to, any broadband service on the same line and line sharing services.

- (f) that only those Service(s) or Service Identifier(s) specifically requested by the Customer as part of the Transfer request will be transferred. Any other Service(s) or Service Identifier(s) not advised will remain with the LSP;
- (g) that where a Service Identifier is to be Transferred using the mobile number portability processes, certain information may be required to be disclosed to other SPs, Network Providers and Financial Institutions not otherwise involved in the Porting process, for the purpose of routing of calls, complaint handling, Fraud Prevention and to assist in fraud investigations, customer network fault management;
- (h) whether there will be an interruption or change to the Service during or as a result of the Transfer process;

- (i) where necessary, that GSP staff or representatives may need to access the Customer's premises for the purposes of installation or maintenance work; and
- (j) what type of equipment would be compatible with the Gaining Supplier's Telecommunications Service.

NOTE: depending on the type of transfer being authorised this may include the following:

- for mobile services, if the Customer intends to continue to use existing devices, the Customer may need to request they be replaced, reprogrammed or unlocked by the LSP prior to the Transfer; or*
- for mobile services, that the device is compatible with the GSP's type of network; or*
- for fixed line services, whether existing devices and configurations are compatible with the GSP's type of network.*

4 AUTHORISATION CAPTURE

4.1 CA capture principles

The following principles apply to CA capture:

1. To initiate a Transfer the GSP must obtain a CA completed by the Customer or their Authorised Representative.
2. For the avoidance of doubt, there may be more than one Authorised Representative in relation to a Customer at any time. Should an SP receive conflicting instructions from any such Authorised Representative or the Customer, the most recent authorisation applies and supersedes all previous authorisations in the circumstances where a Transfer has not yet been initiated.
3. A Customer may (but is not obliged to) appoint the GSP as their Authorised Representative. Such appointment must exist prior to a GSP initiating any Transfer request, in accordance with clause 3.1(a) above.
4. Consent via a CA from the Customer should cover each Service or Service Identifier to be Transferred.
5. A CA may include, but is not limited to, paper based, electronic, internet pages or voice authorisations recorded on audio media.

5 AUTHORISATION CONTENT

5.1 Content of a CA

The CA must contain:

- (a) the Customer's details including name or business name and the service address to which the Service is provided, where relevant;
- (b) if the authorisation is provided by an Authorised Representative, the details of that Authorised Representative;
- (c) acknowledgment by the Customer, or their Authorised Representative, that they are the owner of the Service or Rights of Use Holder of the Service Identifier(s) set out in the CA;
- (d) the Services(s) or Service Identifier(s) to be Transferred;
- (e) the account number (in the case of fixed line or inbound number Porting) for each of the Service Identifiers to be Transferred;
- (f) the account number, reference number or date of birth (in the case of mobile Porting) for each of the Service Identifiers to be Transferred;
- (g) the Customer's contact details, for contact that may be required during the Transfer or in association with an on-site installation, which should be different to any number associated with a Service or Service Identifier being Transferred;
- (h) the name of the GSP, where authorisation is received from a GSP's agent;
- (i) the Customer's authorisation to the Transfer and to activate the new Service with the GSP; and
- (j) the date of authorisation, which should not be future dated.

6 REFERENCES

Publication	Title
Industry Codes	
C628:2015	Telecommunications Consumer Protections Code
C540:2013	Local Number Portability Code
C570:2009	Mobile Number Portability Code
C569:2015	ULL Ordering Provisioning and Customer Transfer Code
C515:2015	Pre-selection Code
Industry Guidelines	
G579:2015	Mobile Number Portability Operations Manual
G602.1:2015	Local Number Portability IT Specifications and Operations Manual Part 1 (General)
G567:2015	Switchless Multi-Basket Billing Redirection Guideline
G597:2005	Pre-selection Operations Manual
Legislation	
<i>Competition and Consumer Act 2010 (Cth)</i> http://www.comlaw.gov.au/Series/C2004A00109	
<i>Privacy Act 1988 (Cth)</i> http://www.comlaw.gov.au/Series/C2004A03712	
<i>Telecommunications Act 1997(Cth)</i> http://www.comlaw.gov.au/Series/C2004A05145	
<i>Telecommunications Numbering Plan 2015</i> https://www.comlaw.gov.au/Series/F2015L00319	

APPENDIX

A VARIATION CONTROL SHEET

TABLE 1
Details of Variation No.1/2017

Clause No.	Clause detail	Notes
5.1	Deletion of (h) the name of the LSP	This is a requirement for LNP and is not relevant in the context of a Customer Authorisation.

PARTICIPANTS

The Committee that developed the Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
iiNet	Voting	Leanne O'Donnell
Foxtel	Voting	Chimmy de Silva
Optus	Non-voting	David Bolton
Optus	Voting	Xanthe Corbett-Jones
Telstra	Voting	Craig McAinsh

This Committee was chaired by Alexander Osborne of VHA. Visu Thangavelu of Communications Alliance provided project management support.

Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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