ACIF G598:2003

INDUSTRY CODE

PRE-SELECTION
BILLING INFORMATION SPECIFICATION

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TABLE OF CONTENTS

25

1.   PURPOSE

The purpose of this Pre-selection Billing Information Specification is to document the file, record and operational details of the interface to be used to enable the supply of customer billing information by an ASD to a PSD, following the use of a carrier's access override code by a customer. This document is also to be used as a reference against which any changes will be managed. Where appropriate, examples are used for clarity of meaning.

2. OVERVIEW

Type 1 Transactions

Requests for customer information from Carrier A to Carrier B generating a response from Carrier B.
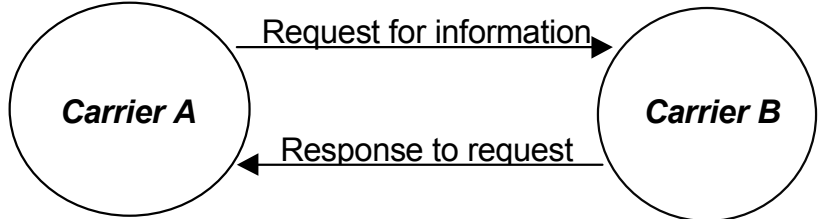
Type 2 Transactions

Requests for customer information to be deleted from Carrier B's register of Carrier A's customers
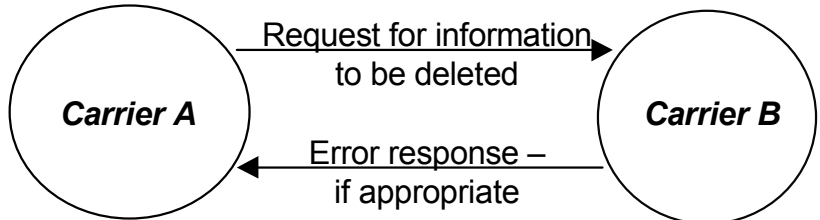
Type 3 Transactions

Carrier B is aware that a customer's information has changed, the customer is on Carrier B's Carrier A customer register, and therefore Carrier A is advised of change.

If there are multiple changes to the same service or account on the one day, multiple change advices will be sent.

Account/Service Hierarchy

Data can be either at account or service level. The account/service hierarchy is a standard one to one or one to many and is depicted in the diagram below. An account based transaction applies to all services attached to that account whereas a service transaction is service specific. The exact hierarchy may not be reflected across carriers.

Where change transactions are sent without a service number, it is implied that the data being changed is at account level (eg. Billing Name/Address Change Advice and Final Bill Account Advice).
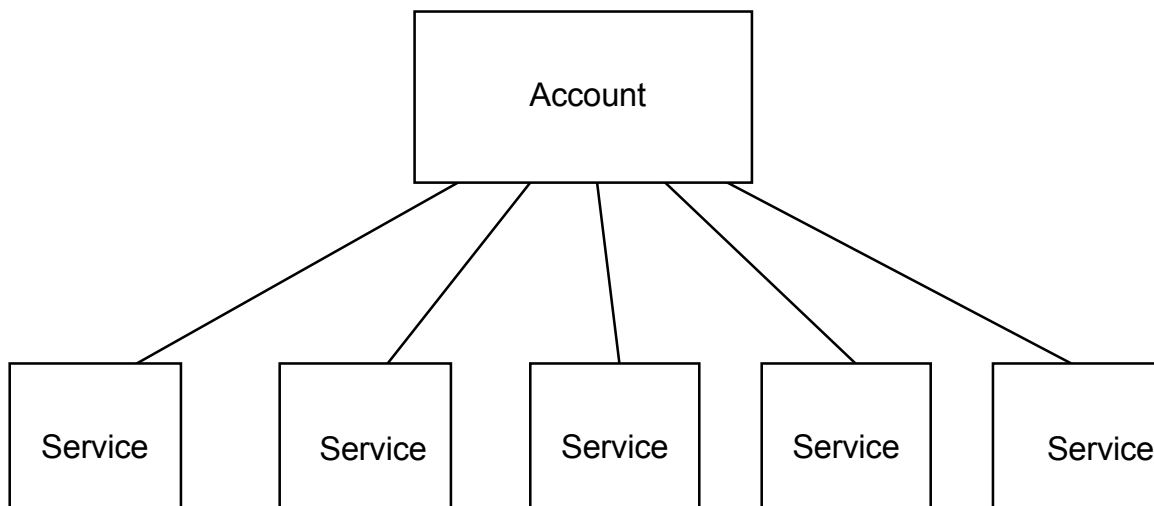
3. PARTICIPANTS

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
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Lisa Grady	AAPT	Non-Voting
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Peter Matthews	Telstra Corporation	Non-Voting
John Spencer	Telstra Corporation	Non-Voting

Terry Andersen and Margaret Fleming of ACIF supplied project management support.

4.   REGISTERS

Access Service Deliverers (ASD) maintain a register of service numbers for which customer billing information has been provided to the Prime Service Deliverer (PSD).

The main purposes of having a registration process for customer information interface are:

(a)   to register another carrier's information requests;

(b)   to have an audit trail and control of the requested numbers eg. requested service number, call date, last change date;

(c)   to provide reference point for 'change' customer information to the other carrier;

(d)   to provide information in verifying or assisting queries from the ASD's customers or other carrier's customers related to requested numbers issues; and

(e)   to register that the other carrier is entitled to receive information on this service and/or account.

Information such as requested service number and call date are stored in the register. When carrier-A requests customer information from carrier-B (for more detail see Part B Section 1 'Add request' and Part C Section 1 'Add response'), and if the request is valid, then Customer information will be sent from carrier-B to carrier-A. If the request is invalid, the requested service number will not be stored in the register and no customer information will be sent from carrier-B to carrier-A.

In the register, the original requested service number and the related call date will never be changed. Subsequent transactions that reference the register are required to match on the service number and call date.

Due to the change of customer information requested from our customers or other business reasons in carrier-B, the relevant change customer information is sent automatically to carrier-A.

A register entry may either be active or deflagged.

A register entry for a service number will be deflagged when either the service is disconnected by the ASD or if the service is relinked to a different account by the ASD. To remove a deflagged entry from the register, the other Carrier would send a delete advice. Deletion of service numbers from the register can only be actioned by the other Carrier applying the delete transactions. (Refer diagram on the following page).

REGISTER STATUS TRANSITION

Valid 'Add' request

ACTIVE

Carrier delete advice

ASD disconnect/ ASD relink service

DELETED

Carrier delete

DEFLAGGED
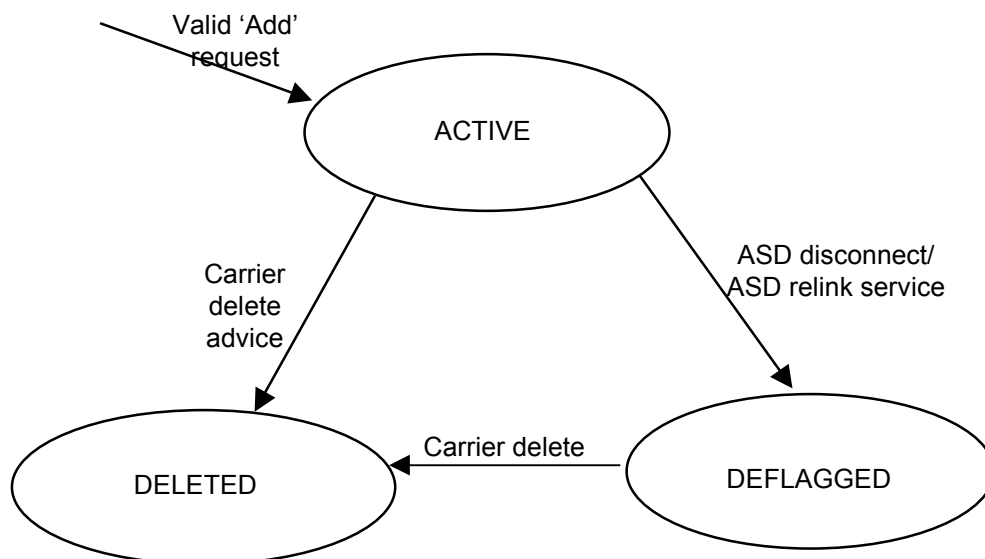
ASDs' Matching Fields

Matching fields are used:

(a)   firstly at the register stage; and

(b)   secondly to obtain correct information from the billing system. Appropriate responses will be provided depending on the matching or non-matching of these fields.

5. OTHER CARRIER TO ASD CUSTOMER INFORMATION TRANSACTION FILE

5.1 Add Request

5.1.1 Business Description / Rules

An ASD direct connect customer has used the override code to access the other Carriers' network. For the other Carrier to bill this customer, the other Carrier needs to request the customer information from ASD. For this process to happen the other Carrier will send an ADD request to the ASD.

5.1.2 Data Definition

File: Add / Delete File

Item#	Data Field	Values	Required	ASD's Matching Fields
1	Service Number		y	y
2	Area Code Length		y	
3	Date of Call		y	y
4	Record Type	A	y	

5.1.3 Possible Interface Responses

There are two possible interface responses to an "Add" request:

- Add response

- Add error response

Refer to Part C Section 1 or Section 2.

5.2 Delete Advice

5.2.1 Business Description / Rules

The other Carrier has advised the ASD that the other Carriers' registered number is to be deleted from the ASD's other Carrier Customer register. Hence, the other Carrier has no further requirements for updates pertaining to that previously registered service number.

A reason for a delete advice to be triggered may be that this service number has ceased to use the other Carriers' network for the last six months.

5.2.2 Data Definition

File: Add / Delete File

Item#	Data Field	Values	Required	ASD's Matching Fields
1	Service Number		y	y
2	Area Code Length		y	
3	Date of Call		y	y
4	Record Type	D	y	

5.2.3 Possible Interface Responses

There are two possible outcomes to a "Delete" advice:

- The service number is successfully deleted from the ASD's other Carrier customer register and no further updates will be sent to the other Carrier. No 'successful' delete acknowledgment will be returned from the ASD.

- Delete error response. Refer Section 6.3.

6. ASD TO OTHER CARRIER CUSTOMER INFORMATION TRANSACTION FILE

6.1 Add Response

6.1.1 Business Description / Rules

After receiving the ADD Request (see Part B Section 1) from the other Carrier, the ASD will return an 'add' response unless error conditions are experienced.

This service is now registered in the Other Carrier Customer register.

6.1.2 Data Definition

File: ASD to Other Carrier Customer information response file

Item#	Data Field	Values	Required	ASD's Matching Fields
1	Service Number		y	y
2	Area Code Length		y	
3	Date of Call		y	y
4	Record Type	A	y	
5	Change Type		n	
6	Account Number		y	
7	Billing Name & Address		y	
8	Connect Date		y	
9	Termination Date		y	
10	Unlisted Number Indicator	Y or N	y	
11	New Service Number		n	
12	New Area Code Length		n	
13	New Account Number		n	

6.1.3 Possible Interface Responses

Not applicable.

6.2 Add Error Response

6.2.1 Business Description / Rules

After receiving the ADD Request (see Section 5.1) from a Carrier, if the ASD processing does experience any error conditions, the relevant error code, is passed from the ASD to the other Carrier.

The errored service will not be registered in the Other Carrier Customer register.

6.2.2 Data Definition

File: Error File

Item#	Data Field	Values	Required	ASD's Matching Fields
1	Error Code	4101, 4102, 4103, 4105	y	
2	Service Number		y	y
3	Serv. No. Area Code Length		y	
4	Date of Call		y	y
5	Transaction Record Type	A	y	

Refer to Part G for description of error codes.

6.2.3 Possible Interface Responses

Not applicable.

6.3 Delete Error Response

6.3.1 Business Description / Rules

After receiving the Delete Request (see Section 5.2) from the other Carrier, if the ASD processing does experience any error conditions, the relevant error code, is passed from the ASD to the other Carrier.

The errored service will not be deleted from the Other Carrier Customer Register. Instead the ASD would return an error code of 4104 in the daily error file to the other Carrier. Any updates would continue to be sent to the other Carrier.

6.3.2 Data Definition

File: Error File

Item#	Data Field	Values	Required	ASD's Matching Fields
1	Error Code	4104	y	
2	Service Number		y	y
3	Serv. No. Area Code Length		y	
4	Date of Call		y	y
5	Transaction Record Type	D	y	

Refer to Section 10 for description of error codes.

6.3.3 Possible Interface Responses

Not applicable.

6.4 Change of Number Advice

6.4.1 Business Description / Rules

If the other Carrier registered service number is changed by the ASD, as a result of a customer request, then a change transaction for the service number being impacted will be sent to the other Carrier.

The outcomes of this process are:-

(a)   to deflag the original service number with its date of call; and

(b)   to register the new service number with the original date of call of the old service number.

6.4.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	X	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		y
9	Termination Date		y
10	Unlisted Number Indicator	Y or N	y
11	New Service Number		y
12	New Area Code Length		y
13	New Account Number		n

6.4.3 Possible Interface Responses

Not applicable.

6.5 Remove Service Same Number Advice

6.5.1 Business Description / Rules

(a)   If the other Carriers' registered service number is disconnected by the ASD with the intention of reconnecting the same service number at a new address, then the impacted number and the appropriate information will be sent to the other Carrier in the form of a "From" transaction.

(b)   If the other Carriers' registered service number is reconnected by the ASD at the new address (followed from above (a)), then the impacted number and the appropriate information will be sent to the other Carrier in the form of a "To" transaction.

(c)   Where both the "From" and the "To" transactions for a specific service number appear on the same file, it is possible for the "To" transaction to appear on the file prior to the "From" transaction. It is the file users responsibility to ensure the correct processing sequence for their systems.

6.5.2 Data Definition

(a) File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	F (From)	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		n
9	Termination Date		y
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

(b) File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	T (To)	y
6	Account Number		y
7	Billing Name & Address		y
8	Connect Date	*	y
9	Termination Date		n
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

* Connect date refers to the connect date of the service number at its new address.

6.5.3 Possible Interface Responses

Not applicable.

6.6   Remove Service Cancel Advice

6.6.1   Business Description / Rules

The 'F' or 'From' change type transaction will always precede the associated 'T' or 'To' change type transaction. However, there can be an interval of several days between the receiving of the 'F' or 'From' and the subsequent receipt of the 'T' or 'To'. In some cases, it may be decided that the 'T' or 'To' change type transaction will never be sent. To cater for this, a separate change transaction type 'Z' for the service number will be sent to the other Carrier. This implies that the associated 'F' or 'From' change type should be treated as a disconnect (ie. 'D' Change Type). (Refer to Section 6.12).

6.6.2   Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	Z	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		n
9	Termination Date		n
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.6.3   Possible Interface Responses

Not applicable.

6.7 Relink Service to New Account Advice

6.7.1 Business Description / Rules

An ASD direct connect customer may request the ASD that a service number be transferred from one account to another. If this impacts the other Carrier registered service number, the appropriate information will be sent to the other Carrier.

6.7.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	R	y
6	Account Number	*	y
7	Billing Name & Address		y
8	Connect Date		n
9	Termination Date		n
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		y

* Account Number (Item 6) refers to the original Account Number.

6.7.3 Possible Interface Responses

Not applicable.

6.8 UNI (Unlisted Number Indicator) Change Advice

6.8.1 Business Description / Rules

An ASD direct connect customer has requested to the ASD that the UNI be changed (ie. from UNI to non UNI or from non UNI to UNI). If the service is the other Carrier's registered service, then the ASD must send the changed unlisted number indicator and the relevant customer information to the other Carrier.

6.8.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	M	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		n
9	Termination Date		n
10	Unlisted Number Indicator	Y or N	y
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.8.3 Possible Interface Responses

Not applicable.

6.9 Billing Name / Address Change Advice

6.9.1 Business Description / Rules

If the ASD account, that the other Carrier's registered service belongs to, has had any of the billing name and/or address fields updated, a change transaction at the account level will be sent to the other Carrier.

6.9.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		n
2	Area Code Length		n
3	Date of Call		n
4	Record Type	C	y
5	Change Type	B	y
6	Account Number		y
7	Billing Name & Address		y
8	Connect Date		n
9	Termination Date		n
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.9.3 Possible Interface Responses

Not applicable.

6.10 Disconnect Service Number Advice

6.10.1 Business Description / Rules

If the other Carriers' registered service number is disconnected by the ASD, with no intention of reconnecting, then a change transaction at the service level will be sent to the other Carrier.

6.10.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	D	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		n
9	Termination Date		y
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.10.3 Possible Interface Responses

Not applicable.

6.11 Port Service Number Advice

6.11.1 Business Description / Rules

If the other Carriers' registered service number is ported to another ASD, then a change transaction at the service level will be sent to the other Carrier. A port is considered to be a type of disconnection.

6.11.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		y
2	Area Code Length		y
3	Date of Call		y
4	Record Type	C	y
5	Change Type	O	y
6	Account Number		y
7	Billing Name & Address		n
8	Connect Date		n
9	Termination Date		y
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.11.3 Possible Interface Responses

Not applicable.

6.12 Final Bill Account Advice

6.12.1 Business Description / Rules

A final bill advice will be sent to the other Carrier when all the services in the account are terminated and at least one other Carrier service exists in the register (ie. has not been subject to a delete transaction). Refer examples below.

6.12.2 Data Definition

File: Change File

Item#	Data Field	Values	Required
1	Service Number		n
2	Area Code Length		n
3	Date of Call		n
4	Record Type	C	y
5	Change Type	E	y
6	Account Number		y
7	Billing Name & Address		y
8	Connect Date		n
9	Termination Date		y
10	Unlisted Number Indicator		n
11	New Service Number		n
12	New Area Code Length		n
13	New Account Number		n

6.12.3 Possible Interface Responses

Not applicable.

6.12.4 Examples

Example 1

These examples show the interaction of an ASD (Telstra) with another carrier.

Telstra Account Number	Item#	Telstra Number	Carrier's Number	Disconn Date
1234567890	1	03 9632 4567	03 9632 4567	1-Jan-1996
	2	03 9342 5678		14-Feb-1996
	3	02 9876 3444	02 9876 3444	3-Feb-1996
	4	03 9650 9876		24-Mar-1996

Processes:

(1)   Telstra disconnects (Item #1) 03 9632 4567 on 1-Jan-1996.
The other Carrier is notified of change.
Service remains in Telstra's other Carrier register but is deflagged.

(2)   Telstra disconnects (Item #3) 02 9876 3444 on 3-Feb-1996.
The other Carrier is notified of change.
Service remains in Telstra's other Carrier register but is deflagged.

(2a)   If this service is the last service under the other Carriers' account, a
Carriers' final bill would be issued on that account. Billing address is as
per what is in the database at the point in time of generating the final
bill.

(3)   Telstra disconnects (Item #2) 03 9342 5678 on 14-Feb-1996.
The other Carrier is not notified of change.

(4)   Telstra disconnects (Item #4) 03 9650 9876 on 24-Mar-1996.
Final account closure.
Telstra advises the other Carrier through a Final Bill Account
transaction.

(5)   Any future changes to this Telstra account's 'final billing address'
would be advised to the other Carrier.

Example 2

Telstra Account Number	Item#	Telstra Number	Carrier's Number	Disconn Date
1234567890	1	03 9632 4567	03 9632 4567	1-Jan-1996
	2	03 9342 5678		14-Feb-1996
	3	02 9876 3444	02 9876 3444	3-Feb-1996
	4	03 9650 9876		24-Mar-1996

Processes:

(1)   The other Carrier advises Telstra of delete (Item #1) of 03 9632 4567.
Service is removed from Telstra's other Carrier register.

(2)   The other Carrier advises Telstra of delete (Item #3) 02 9876 3444.

Service is removed from Telstra's other Carrier register.

(2a)   If this service is the last service under the other Carriers' account, a
Carriers' final bill would be issued for that account. Billing address is
as per what is in the database at the point in time of generating the final
bill.

(3)   Telstra disconnects (Item #2) 03 9342 5678 on 14-Feb-1996.
The other Carrier is not notified of change.

(4)   Telstra disconnects (Item#4) 03 9650 9876 on 24-Mar-1996.
Final account closure.
Telstra will not advise the other Carrier of a Final Bill Account
transaction.

(5)   No further updates for this account will be sent from Telstra to the
other Carrier.

7. FILE STRUCTURE & CONTROLS

7.1 Other Carrier to ASD

7.1.1 Header Record

Item#	Field name	Field size	Start Position	Attribute	Values
1	REC-TYPE	3	1	Alpha	FDR
2	FILE-ID	3	4	Alpha	
3	FILE-NAME	7	7	Alpha Numeric	
4	SEQUENCE-NO	4	14	Numeric	
5	CREATE-DATE	8	18	Numeric	
6	FILLER	5	26	Alpha	

7.1.2 Trailer Record

Item#	Field name	Field size	Start Position	Attribute	Values
1	REC-TYPE	3	1	Alpha	TRL
2	RECORD-CNT	7	4	Numeric	
3	FILLER	20	11	Alpha	

7.2 ASD to the Other Carrier

7.2.1 Header Record

Item#	Field name	Field size	Start Position	Attribute	Values
1	REC-TYPE	3	1	Alpha	FDR
2	FILE-ID	3	4	Alpha	036
3	FILE-NAME	7	7	Alpha Numeric	
4	SEQUENCE-NO	4	14	Numeric	
5	CREATE-DATE	8	18	Numeric	DDMMCCYY
6	FILLER	435	26	Alpha	

7.2.2 Trailer Record

Item#	Field name	Field size	Start Position	Attribute	Values
1	REC-TYPE	3	1	Alpha	TRL
2	RECORD-CNT	7	4	Numeric	
3	FILLER	450	11	Alpha	

8. GENERIC RECORD DESCRIPTION

8.1 Add / Delete File (from the Other Carrier to ASD)

Item#	Field name	Field size	Start Position	Attribute	Values
1	SRV-NUM	10	1	Alpha-numeric	
2	AREA-CD-LGTH	1	11	Numeric	
3	CALL-DATE	8	12	Numeric	DDMMCCYY
4	RECORD-TYPE	1	20	Alpha	A, D
5	FILLER	10	21	Alpha	

8.2 Add Response / Change Transaction File (from ASD to the Other Carrier)

Item#	Field name	Field size	Start Position	Attribute	Values
1	SRV-NUM	10	1	Alpha-numeric	
2	AREA-CD-LGTH	1	11	Numeric	
3	CALL-DATE	8	12	Numeric	DDMMCCYY
4	RECORD-TYPE	1	20	Alpha	A, C
5	CHNG-TYPE	1	21	Alpha	B, D, E, F, M, R, T, X, Z, O
6	ACCOUNT-NUMBER	20	22	Alpha-numeric	
7	BILLING-TITLE	4	42	Alpha-numeric	
8	BILLING-NAME	30 X 2	46	Alpha-numeric	
9	BILLING-COMPANY	30	106	Alpha-numeric	
10	BILLING-ADDR	30 X 2	136	Alpha-numeric	
11	BILLING-CITY-NAME	23	196	Alpha-numeric	
12	BILLING-STATE-CD	3	219	Alpha	
13	BILLING-POST-CD	4	222	Numeric	
14	BILLING-CNTRY-CD	4	226	Alpha	

15	BILL-INTL-POST-CD	10	230	Alpha-numeric	
16	CONCT-DATE	8	240	Numeric	DDMMCCYY
17	DISCONCT-DATE	8	248	Alpha-numeric	DDMMCCYY or Blank if service not disconnected
18	UNLISTED-NUMBER-IND	1	256	Alpha	Y or N
19	NEW-SRV-NUM	10	257	Alpha-numeric	
20	NEW-AREA-CD-LGTH	1	267	Numeric	
21	NEW-ACCOUNT-NUMBER	20	268	Alpha-numeric	

8.3 Error File (from ASD to the Other Carrier)

Item#	Field name	Field size	Start Position	Attribute	Values
1	ERROR CODE	4	1	Numeric	
2	SRV-NUM	10	5	Alpha-numeric	
3	AREA-CD-LGTH	1	15	Numeric	
4	CALL-DATE	8	16	Numeric	DDMMCCYY
5	TRAN-TYPE	1	24	Alpha	A, D

9. FIELD DEFINITIONS

9.1 Account Number

A maximum of 20 characters are allowed for the account number field. Each carrier is to document and explain the format of its account number field.

9.2 Service Number

This field may only contain numeric characters, unless the service number is less than ten digits in length. A service number with less than ten digits is to be numeric left justified, right blank filled.

9.3 Date Fields

All characters of date fields must be numeric and adhere to the format:

DD   day

MM   month

CC   century

YY   year

unless the date is not present in which case all spaces is a legal value. The only field this applies to is Disconnect Date.

9.4 Header Fields

The values of the fields FILE-ID, FILE-NAME will be assigned at the implementation stage for each specific interaction. The format of the field is ZZZXXXY where "ZZZ" and "XXX" indicate the PSD & ASD Three Character Allocated Values. The "Y" value indicates the file type.

The full set of EPIDs (Eligible Party Identification Code) allocated values are available on the ACIF website at http://www.acif.org.au.

File Type	"Y" Value
Add/Delete File	A
Billing Information File	B
Error File	C

10. ERROR LISTINGS - CUSTOMER DATA FROM ASD TO OTHER CARRIER

10.1 File Based

1101 - Entire Carrier to ASD input file has been rejected 'Invalid Header Record'.

1102 - Entire Carrier to ASD input file has been rejected 'Header Record Not Found'.

1103 - Entire Carrier to ASD input file has been rejected 'Trailer Record Not Found'.

1104 - Entire Carrier to ASD input file has been rejected 'File Out of Sequence'.

1105 - Entire Carrier to ASD input file has been rejected 'Trailer Record Count Invalid'.

10.2 Transaction Based

1107 - Invalid Request Action, 'valid actions are 'A', 'D' and 'R''.

2103 - Invalid ACL - Incorrect Area Code Length for Customer Record (validated via CDB).

2106 - Invalid Service Number (ACL) detected when accessing Translation Module.

4101 - Service not on database for 'ADD' record.

4102 - Record Type is not 'ADD' or 'DELETE' in add/delete file from the other Carrier to ASD.

4103 - Customer already exist on the other Carriers' database for an 'ADD' record (Duplicate record).

4104 - Customer does not exist on the other Carriers' database for a 'DELETE' record.

4105 - Service with other ASD.

11.   GUIDELINE ADMINISTRATION AND COMPLIANCE

11.1 Signatory Arrangements

Under ACIF Code signatory arrangements, Signatories to this Industry
Guideline are subject to ACIF G514:2001 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.

11.2 Guideline Review Provisions

This version of the Guideline must be reviewed in a maximum of five years
from publication.

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, seven 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.