

ACIF C609:2007 PRIORITY ASSISTANCE FOR LIFE THREATENING MEDICAL CONDITIONS INDUSTRY CODE



The purpose of this checklist is to assist Code Signatories in assessing their internal compliance programs when signing up and complying with the Priority Assistance For Life Threatening Medical Conditions Code. This information does not in any way limit the obligations of Code Participants under Communications Alliance Code Administration and Compliance Scheme or the Priority Assistance for Life Threatening Medical Conditions Code.

Communications Alliance¹ Compliance Checklist

About this checklist

ACIF G514:2003 Code Administration and Compliance Scheme provides that all Signatories must ensure that their operations are fully compliant with each Code to which they are a Signatory. To this end, all Signatories to ACIF C609:2007 Priority Assistance for Life Threatening Medical Conditions Industry Code are required to complete and submit this Compliance Checklist when becoming a Signatory to the Code.

This Compliance Checklist is intended to:

- provide Code Signatories with an opportunity to cross check internal compliance processes and systems against the key requirements of the *Priority Assistance for Life Threatening Medical Conditions* Code; and
- assist Communications Alliance to identify any areas of potential non-compliance.

Please note, Signatories have the primary responsibility for ensuring their own compliance with the Code. This Compliance Checklist does not limit the obligations of Signatories to comply with the Code and Communications Alliance does not warrant that successful completion of this Compliance Checklist will suffice to ensure that a Signatory's operations are fully compliant with the Code.

Signatory details

Name of Signatory	
Address	
Date of signing Code	

Part A	Checklist [N.B. The references below match the clause numbering in the Code]	
4.1	Eligibility for Priority Assistance	
4.1.1 – 4.1.4	Does your organisation have policies and procedures in place to manage the assessment of a customer's eligibility for provisional priority assistance and priority assistance?	☐ Yes
4.1.6	Does your organisation have policies and procedures in place to ensure that a customer requesting priority assistance status is treated as a provisional priority assistance customer for at least 42 days?	☐ Yes
4.2	Priority Assistance - Connections	
4.2.1 – 4.2.2	Does your organisation have policies and procedures in place to ensure that a provisional priority assistance customer or priority assistance customer's first STS is connected within the timeframes set out in Clause 4.2.2?	☐ Yes

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4.4	Priority Assistance – Fault Rectification	
4.4	Does your organisation have policies and procedures in place to ensure that a fault in priority assistance service is rectified within the timeframe set out in Clause 4.4?	☐ Yes
4.5	Priority Assistance – Alternative Services	
4.5.1	Does your organisation have policies and procedures in place to ensure that, where the timeframes for the service connection or fault rectification cannot be met, a customer is asked to confirm whether the person who is eligible for priority assistance has access to, and agrees to, use an alternative service?	☐ Yes
4.6	Priority Assistance – Interim Services	
4.6.1 – 4.6.4	Does your organisation have policies and procedures in place to ensure that, where the timeframes for the service connection or fault rectification cannot be met, and the customer has not agreed to use an alternative service, they are provided with an interim service within the timeframes set out in Clause 4.6.2?	☐ Yes
4.6.7	Does your organisation have policies and procedures in place to ensure that, if the Customer is supplied with an interim service, they are informed of the charges for its use?	☐ Yes
4.7	Priority Assistance – Service Reliability	
4.7.3	Does your organisation have policies and procedures in place to, on request for priority assistance, assess whether the customer's STS meets the reliability standard in Clause 4.7.2, and, if it does not, take reasonable steps to identify the underlying conditions contributing to the reduced reliability?	☐ Yes
4.7.6	If your organisation supplies the ULLS on which the priority assistance service is provided, does your organisation have procedures in place to ensure compliance with the ULLS reliability standards as set out in G572 Unconditioned Local Loop Service Fault Management Industry Guideline?	☐ Yes
4.8	Credit Management and Barring	
4.8	Does your organisation have policies and procedures in place to ensure the provisional priority assistance customers and priority assistance customers have access to the '000' and '106' emergency service numbers when they are subject to disconnection or call barring under your organisation's credit management policies?	☐ Yes
4.10	Information to Customers	
4.10.	Does your organisation have procedures in place to inform customers about priority assistance, as required in section Clause 4.10?	☐ Yes
4.10.7	If your organisation is a CSP and does not offer a priority assistance service, are there policies and procedures in place to ensure your	☐ Yes

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	customers are informed of this fact?	
4.11	Privacy and Customer Contact	
4.11.1 – 4.11.3	Does your organisation have policies and procedures in place to ensure that customer information is only connected if necessary for the provision of priority assistance, that it is not unnecessarily disclosed and is safely disposed of when not necessary?	☐ Yes
5.1	Handling of Initial Priority Assistance Request for Existing STS	
5.1 – 5.2	Does your organisation have policies and procedures in place to ensure cooperation between your organization and the underlying Carrier (if relevant) on the provision of priority assistance within the timeframe provided in Clauses 5.1.7-5.1.8 and, if you are the underlying carrier, timeframes in Clauses 5.2.1 – 5.2.2?	☐ Yes
5.4	Supplier Request for Priority Fault Rectification	
	Does your organisation have policies and procedures in place to ensure that a fault on a priority assistance service is rectified within the timeframe set in Clause 5.4.1?	☐ Yes
5.6	Reliability of STS	
5.6.1 – 5.6.4	If your organisation is the underlying carrier of the priority assistance service, do you have procedures in place to, on request of a supplier, assess the reliability of an STS and take steps required under Clause 5.6.2 if the STS does not meet the reliability standard?	☐ Yes
5.8	Renewal and Maintenance of Priority Assistance Status	
5.8.1 – 5.8.8 and 5.9	Does your organisation have policies and procedures in place to ensure -that systems are correctly maintained; -appropriate notification given about the eligibility status of customers for priority assistance; and -code processes are followed for the removal of a customer from priority service status?	☐ Yes

Part B	Compliance	
(a)	Does the compliance program clearly allocate responsibility for particular compliance tasks?	☐ Yes
(b)	Does your compliance program specify the person(s) within the business who has primary responsibility for ensuring compliance with and handling complaints regarding this Code?	☐ Yes
(c)	Has your business conducted training for relevant staff on the requirements of the Code?	☐ Yes
(d)	Does your business have a procedure for handling complaints regarding this Code?	☐ Yes
(e)	Has the compliance program been approved by senior management?	☐ Yes

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(f)	Is your organisation aware that by signing up to this code, you agree to abide by the Communications Alliance Code Administration and Compliance Scheme?	☐ Yes
(g)	Does your organisation understand the requirements of the Code Administration and Compliance Scheme, including the potential for awarding a graduated scale of sanctions for breaches of Codes?	☐ Yes
(h)	Has your organisation had regard to the requirements under the Australian Standard AS 3806:2006 - Compliance Programs in implementing internal compliance systems as appropriate? For example: - does the organisation have clear policies supporting its commitment to comply with this Code and how this will be carried out? - does the organisation have a system for identifying, recording and rectifying non-compliance with this Code? - does the organisation have a visible and accessible complaints handling system to record complaints from a variety of sources? - how often does the organisation review its compliance program to ensure its effectiveness?	☐ Yes ☐ Yes ☐ Yes ☐ 6 mths ☐ 12 mths ☐ 24 mths

By submitting this Compliance Checklist to Communications Alliance, the Signatory represents that the information in this Compliance Checklist is, to the best of its knowledge, true and correct as of the date of this Compliance Checklist.

Signature of authorised signatory	
Print name	
Position	
Date	

Please ensure that the Compliance Checklist has been signed and additional information attached before it is submitted to Communications Alliance. Please mail completed forms to: Compliance Manager, Communications Alliance Ltd, PO Box 444, Milsons Point NSW 1565.

Further information on planning and implementing effective internal compliance programs

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can be obtained by calling Communications Alliance on 02 9959 9111.

¹ Communications Alliance Ltd was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services. ACIF is a division of Communications Alliance.