

ACIF INVITES PUBLIC COMMENT ON DRAFT OF NEW RULES FOR MOBILE PHONE SOUND LEVELS AND TRANSFERS

The Australian Communications Industry Forum (ACIF) today announced that it had released for public comment two revised sets of rules: a technical standard regulating mobile telephone noise levels and an industry code regarding the transfer of phone services.

The draft technical standard sets a maximum level on sounds being emitted from mobile phone earpieces during voice calls. The technical standard is being revised to significantly reduce the risks of damaging users hearing from excessive mobile phone noise levels and is based on the already established standard imposed on landlines.

A separate issue is addressed under the draft Customer Transfer Industry Code, which stipulates that transfers of all phone services from one carrier to another must be authorised and verified before the transaction is finalised. This code is being revised to protect customers from being susceptible to unauthorised phone representatives inviting them to transfer their phones to another service provider. The revision is to ensure alignment with National Privacy Principles (NPPs) and the NSW and Victorian legislation on Fair Trading and Door to Door sales.

ACIF chief executive officer, Anne Hurley, encouraged members of the public to review the draft rules before they were finalised.

ACIF has an unwavering commitment to ensure that all participants have the opportunity to voice their opinions regarding new codes and standards. These draft rules have been revised to make mobile phone usage more user-friendly and increase customer protection from unauthorised phone service transferrals, Ms Hurley said.

Interested parties who wish to comment on the draft technical standard or code can download a copy from the ACIF website (www.acif.org.au), or contact ACIF and request a hard copy.

The public comment period for the draft code closes at 5pm on 30 September 2005, while the public comment period for the draft technical standard closes at 5pm on 31 October 2005.

About ACIF

ACIF is a member-funded organisation established in 1997 to lead industry involvement in defining the regulatory environment.

ACIF provides a neutral forum in which all participants and end-users in the Australian communications industry can work together to foster an efficient, competitive environment through self-regulatory processes, technical codes and standards.