

CABLING INDUSTRY COMMITTEE

INDUSTRY CODE

CABLING REQUIREMENTS FOR BUSINESS

Registered by the ACA on 17 July 2003

JULY 2003

Industry Code – *Cabling Requirements for Business*

First published: July 2003

EXPLANATORY STATEMENT

BACKGROUND

Since the introduction of the *Cabling Provider Rules* (CPRs) in October 2000, the Australian Communications Authority (ACA) and representatives from the cabling industry have been working together to develop a new regulatory framework that would strengthen and broaden the obligations contained within the CPRs. Specifically, as the CPRs applied only to individuals engaged in cabling work, it was recognised by industry that there was a need for a regulatory scheme that would:

- draw businesses into the regulatory framework;
- spread compliance efforts between businesses and individual cablers; and
- recognise businesses' efforts to develop and implement quality systems.

In June 2002, the following industry representatives:

- Australian Security Industry Association Ltd (ASIAL);
- BICSI Pty Ltd;
- Fire Protection Association Australia (FPAA);
- National Electrical and Communications Association (NECA); and
- the Information Technology and Telecommunications Industry Training Advisory Board (IT&TITAB)

together with the ACA convened a working group (known as the Industry Working Group (IWG)) to develop a proposal that would meet these objectives.

The IWG finalised its proposal in October 2002. The key elements of the proposal centred on improving compliance levels through:

- business commitment to an industry code of practice; and
- retention of an individual assessment program for cablers.

In January 2003 the Cabling Industry Steering Committee (CISC) was established by representatives from industry. The CISC's role was to establish a Committee that would represent the interests of those sectors involved with the intended industry code. In March 2003 the Cabling Industry Committee (CIC) was established with the approval of the ACA. The CIC comprised representatives from the five registrars, Telstra, Optus and the ACA.

The industry code of practice on *Cabling Requirements for Business* (the Code) places obligations on entities that contract or are otherwise engaged in cabling activities, but are not covered by the CPRs. These obligations augment the responsibilities placed on individual registered or licensed cablers by the CPRs.

The draft Code was released for public comment in May 2003. The Code was finalised in June and submitted to the ACA for registration.

CURRENT REGULATORY ARRANGEMENTS

Customer cabling is defined in the *Telecommunications Act 1997* (the Act) as cabling beyond the carrier's network boundary. Section 421 of the Act provides that the ACA may make 'cabling provider rules' which apply to specific persons and relate to the performance or supervision of cabling work. The CPRs were introduced by the ACA in October 2000.

The CPRs apply to individuals performing or supervising cabling work (cablers). The CPRs require all cablers to be registered or licensed and to comply with relevant regulatory standards.

Under the CPRs, people undertaking cabling work are required to:

- ensure the use of compliant cabling products which are clearly labelled as compliant in accordance with the *Telecommunications Labelling Notice* and tested to the *Telecommunications (Requirements for Authorised Cabling Products AS/ACIF S008:2001)* which is made by the ACA under section 376 of the Act; and
- ensure compliance with the *Installation Requirements for Customer Cabling (Wiring Rules) AS/ACIF S009: 2001* which were given effect under subsection 421(1) of the Act which specifies CPRs.

To ensure compliance with CPRs, the ACA manages two separate compliance programs - 400 audits and 600 inspections of cabling installations are currently undertaken each financial year.

WHY CURRENT REGULATORY ARRANGEMENTS ARE INADEQUATE

While the introduction of CPRs was effective in moving toward self regulatory arrangements, they apply only to individuals performing cabling work. Businesses have no mandated role in the application of the CPRs. Therefore, the impact of the compliance effort is reduced.

HOW THE CODE BUILDS ON AND ENHANCES THE CURRENT REGULATORY ARRANGEMENTS

The Code places specific obligations on businesses that contract to install and maintain customer cabling. The Code requires that businesses engaging in cabling activity ensure that cablers working on their behalf perform work in accordance with the CPRs.

In this way the Code strengthens the regulation of the cabling industry by extending obligations to sections of the cabling industry not previously covered by regulation.

Code registration provides a number of advantages as it places obligations on businesses to ensure the full implementation of the mandatory sections of the code. It also allows the compliance effort to be spread between the businesses responsible for undertaking cabling work and individual cablers.

WHAT THE CODE WILL ACCOMPLISH

The Code ensures that:

- businesses as well as individuals engaging in cabling activity will be required to meet a set of minimum standards;
- compliance arrangements will be regularly monitored and reviewed;
- consumer complaints with regards to cabling activities will be resolved in a timely manner;
- compliance with cabling requirements will improve over time;
- regulatory compliance will be spread across a greater proportion of the industry; and
- businesses as well as individuals will be responsible for maintaining a high standard of cabling related work.

HOW THE OBJECTIVES WILL BE ACHIEVED

These objectives will be achieved by encouraging businesses to become Code signatories and, in the long term, ensuring ongoing compliance arrangements are in place.

Once the Code has been registered by the ACA, a business that wishes to be a Code signatory will be able to choose between two tiers of compliance. Firstly a business can choose to become a Code Signatory (Code Rules). This tier is where the business elects to sign up to only the mandatory provisions under Part 4 of the Code. Under this option, a business that has elected to become a Code Signatory (Code Rules) will continue to be subject to inspection programs and compliance assessment.

The second compliance tier sees a business becoming a Code Signatory (Guidelines) which is where it elects to sign up to the mandatory provisions of the Code under Part 4 as well as committing to comply with the voluntary provisions under Part 5 of the Code. Businesses can choose from a range of options and are required to meet a minimum 100 point score. A business that has signed up to this second option will be subject to the ACA inspection program but exempted from additional compliance assessment. In order to ensure compliance with the voluntary elements of the Code, a Code Signatory (Guidelines) will be required to demonstrate compliance by undertaking an assessment by an accredited auditor and submit annual reports demonstrating their ongoing compliance arrangements. Businesses will need to undertake new assessments on a periodic basis to ensure ongoing compliance with the Code.

In addition, upon registration of the Code, all relevant sections of the industry will be required to comply with the mandatory sections of the Code under section 4. The ACA will have the ability to use its safety-net enforcement powers under Part 6 of the Act where it is satisfied that a participant in a relevant section of the industry is breaching or has breached the Code.

BENEFITS TO CONSUMERS

Consumers will benefit from an extension of the regulatory framework to include businesses which engage cabling to perform cabling work, and which have not previously been covered by enforceable regulation. Through providing incentives for businesses to sign onto the Code, the Code will contribute to the maintenance of uniform satisfactory levels of installation skill in the industry. This will provide information to consumers as to what performance standards they can expect.

The Code will also introduce a system of handling consumer complaints against the mandatory compliance elements of the Code.

Industry (through the relevant Industry Associations) has undertaken to conduct awareness-raising initiatives to ensure both businesses and consumers are aware of the new regulatory arrangements.

ANTICIPATED BENEFITS TO INDUSTRY

The Code will recognise businesses committed to ensuring quality installation and maintenance practices.

The Code will also provide greater certainty about the minimum standards expected for service delivery in installation and maintenance of telecommunications cabling.

ANTICIPATED COSTS TO INDUSTRY

Initial and ongoing costs may be incurred by businesses that wish to become signatories to the Code. These will vary depending upon the extent to which the businesses have already invested in quality management systems.

TIMEFRAME FOR IMPLEMENTATION

Once this Code has been registered by the ACA, it is expected that implementation of the Code provisions will take effect on 1 October 2003.

In so doing, the public interest with respect to cabling is maintained as the current provisions of the CPRs and the ACA's audit and inspection programs will continue. The delayed implementation is expected to give businesses an opportunity to become compliant with the requirements of the Code before applying to become code signatories. The commencement of the provisions of this Code immediately after registration would be unfair to business. Whilst it is expected that most businesses have quality systems and processes in place to meet the requirements of the Code, immediate implementation may impose undue financial and resource burdens on some businesses that wish to become code signatories. Delayed implementation will give all businesses the opportunity to ensure that they have quality systems in place

prior to the implementation of this Code and will enable the ACA to consult widely with industry associations in developing the quality systems verification process.

PARTICIPANTS

The group that developed this industry code consisted of the following organisations and their representatives:

Representative	Organisation
James Armytage	BICSI
Colin Browitt	BICSI
Graziella Campana	ACA
Trevor Cue	Optus
Kevin Fothergill	IT&TITAB
Peter Glynn	NECA
Ross Hodge	FPAA
Bridget Nagle	ACA
Richard Rolls	ASIAL
Henk Ruysch	Optus
Mervyn Sewell	Telstra
Jacqui Thorpe	ACA

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1 SCOPE AND OBJECTIVES

1.1 Scope

1.1.1 This Code applies to:

Cabling Service Operators that for reward perform or propose to perform, or arrange or propose to arrange for the supply of services that includes the performance of:

- the installation of customer cabling for connection to a telecommunications network or to a facility; or
- the connection of customer cabling to a telecommunications network or to a facility; or
- the maintenance of customer cabling connected to a telecommunications network or to a facility;

that is used to supply a listed carriage service.

1.1.2 This Code does not apply to persons to whom obligations apply under the *Cabling Provider Rules 2000*.

1.1.3 This Code applies only to telecommunications services that fall within section 109(f) of the Act and excludes activities performed on the carrier side of the network boundary.

NOTE: For the purposes of section 117 (1) (a) of the Act, the section of the telecommunications industry covered by this Code is set out in the *Telecommunications (Section of the Telecommunications Industry) Determination 2003(No. 1)* (the Determination).

1.2 Objectives

The objectives of this Code are to:

- (1) deliver acceptable quality in cabling installation and maintenance practice by:
 - (a) promoting client safety and network integrity; and
 - (b) assuring clients that work is consistent with industry standards;
- (2) improve the level of compliance in the industry with cabling regulation;
- (3) extend the self-regulatory process to Cabling Service Operators engaged in cabling work; and
- (4) increase awareness of the essential aspects of the CPRs.

1.3 Registration

This Code is to be submitted for registration with the ACA pursuant to section 117 of the Act.

2 DEFINITIONS AND ABBREVIATIONS

For the purposes of this industry code, the following definitions and abbreviations apply:

Abbreviations:

ACA means the Australian Communications Authority

Act means the *Telecommunications Act 1997*

CIC means the Cabling Industry Committee

CPRs means the *Telecommunications Cabling Provider Rules 2000* or such other rules as may from time to time be made by the ACA pursuant to subsection 421(1) of the Act.

ISO means the International Organisation for Standardisation

RTO means a Registered Training Organisation

TCA1 form means the Telecommunications Cabling Advice 1 form.

Definitions:

Cabler means an individual who performs or directly supervises customer cabling work on the customer side of the network boundary.

Cabler Skills Maintenance Programs refers to a practical demonstration of a Cabling Service Operators commitment to a skills maintenance program for its workforce through a program of continuing education by participation in structured training programs with the outcome being an attainment of competency. Cabler Skills Maintenance Programs can include training from across the range of disciplines relevant to the business. This can include commercial, technical and management training. For the technical streams, suitable training is training provided by a Registered Training Organisation, Vendor Accreditation Program and training provided by a Specialist Education Provider.

Cabling Industry Committee (CIC) means the group of cabling industry representatives established to develop this Code.

Cabling Service Operator is defined by the *Telecommunications (Section of the Telecommunications Industry) Determination 2003 (No. 1)* and includes businesses that arrange for the installation, connection or maintenance of customer cabling.

Cabling Work has the meaning given in section 418 of the Act.

Code Signatory (Code Rules) means a Cabling Service Operator that has become a code signatory only to the mandatory elements of this Code under Part 4.

Code Signatory (Guidelines) means a Cabling Service Operator that has become a code signatory to both the mandatory elements of this Code under Part 4 as well as the elected elements under the voluntary section of this Code under Part 5.

Complainant means a person that makes a complaint about a Cabling Service Operator in relation to compliance with the mandatory code rules.

Complaint means a written grievance or expression of dissatisfaction about a Cabling Service Operator in relation to compliance with the mandatory code rules.

Customer cabling has the meaning given by section 20 of the Act.

Direct supervision means that any unregistered or unlicensed Cablers undertaking cabling work must be directly supervised by a Cabler registered or licensed in accordance with the CPRs.

Industry Association means an organisation which offers the range of specialist skills and services relevant to the good management and efficient conduct of Cabling Service Operator member businesses. For example, business management, legal, human resource management, engineering and marketing services. Organisations with access to these services ‘in-house’ are deemed to meet this definition, for example, Telstra Corporation and Optus Networks Pty Limited.

ISO 9001:2000 is an international standard that specifies requirements for a quality management system for any organisation that needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction. The standard is used for certification/registration and contractual purposes by organisations seeking recognition of their quality management system.

Licence means cabling qualifications granted by the ACA under the Act.

Registration means cabling qualifications granted by ACA-accredited cabling Registrars under the *Telecommunications Cabling Provider Rules 2000* or such other rules as exist from time to time.

Specialist Education Provider means a recognised organisation which aims at providing specialised telecommunications education and resource services to Cabling Service Operators. These organisations operate as not-for-profit businesses, are member driven and specifically target members of the cabling industry to which this Code applies.

Vendor means a business that manufactures, imports or supplies customer equipment or customer cabling.

Vendor Accreditation Program means an industry recognised means of achieving appropriate skills through Vendor accreditation which can be aligned with the national competency standard. Vendor Training may be a structured course, delivered by the Vendor or the Vendor’s agent, and may be benchmarked

against National Competencies. This training can be underpinned by on-site vendor audits, which can be considered a demonstration of commitment to workforce development and will be highly regarded as a demonstration of compliance. On-site Vendor audits are in no way related to ACA compliance audits or inspections. Vendor audits do not involve the ACA devolving its compliance functions to Vendors.

Wiring Rules means the *Australian Standard – Installation Requirements for Customer Cabling (Wiring Rules) (AS/ACIF S009:2001)*

3 APPLICATION OF THE CODE

NOTE: Code Rules apply to Code signatories as well as non-signatories.

3 Tiers of Code Signatory status

3.1 Tier 1 - Code Signatory (Code Rules)

- 3.1.1 Cabling Service Operators may elect to become code signatories under the Code Rules section of this Code set out in Part 4. Cabling Service Operators that become code signatories only to the Code Rules will still be subject to the ACA inspection program and additional compliance assessment processes and programs.
- 3.1.2 Cabling Service Operators that elect this tier, and wish to become a Code Signatory (Code Rules) will be required to submit an application form to the CIC.
- 3.1.3 All Cabling Service Operators, whether or not they are code signatories, will be required to comply with the Code Rules under Part 4 of this Code.

3.2 Tier 2 - Code Signatory (Guidelines)

- 3.2.1 Cabling Service Operators that elect to become a Code Signatory (Guidelines) agree to comply with the Code Rules as outlined in Part 4 as well as to meet nominated voluntary requirements under Part 5 of this Code.
- 3.2.2 Cabling Service Operators that become code signatories at this tier will be subject to the ACA inspection program but will be exempt from participating in the ACA audit and additional compliance assessment processes and programs.
- 3.2.3 In order to obtain Code Signatory (Guidelines) status, a Cabling Service Operator must:
 - (a) submit a written application for accreditation;
 - (b) undergo an assessment of compliance with the Guidelines by an accredited assessor nominated by the applicant; and
 - (c) submit the written assessment of the accredited assessor to the ACA and the CIC.
- 3.2.4 In relation to the nomination of an accredited assessor, the ACA or the CIC may direct that a particular assessor must not be used.
- 3.2.5 In the event of a conflict between the ACA and the CIC in relation to the auditor to be used the decision of the ACA shall be final.

3.2.6 Upon receipt of the written assessment of the accredited assessor, the ACA may, in its absolute discretion, determine that the applicant may be granted the status of a Code Signatory (Guidelines).

3.2.7 In each year following the granting of Code Signatory (Guidelines) status, the Cabling Service Operator must provide to the CIC the following information about ongoing compliance with the Code:

- (i) the status of the Cabling Service Operator's compliance and whether or not there have been any changes to the elected voluntary elements from the previous year;
- (ii) confirmation of the category (Level 1, 2 or 3 (refer clause 3.3 below)) of the organisation and whether there has been a change from the previously reported organisation category; and
- (iii) any other information which may be relevant to whether the Cabling Service Operator Code Signatory (Guidelines) status has altered from the previous year.

3.2.8 If the CIC determines that there has been a change to the elements of the stated compliance results or information provided in a previous year (whichever is most recent), the CIC may require the Cabling Service Operator to have its compliance verified by an accredited assessor and submit a written report of that review to the ACA and the CIC.

3.2.9 Notwithstanding the requirements of clause 3.2.6 and 3.2.7 and 3.2.8, Cabling Service Operators must undertake a new compliance verification assessment every three years.

3.3 Cabling Service Operators category

- (a) The applicable criteria to become a Code Signatory (Guidelines) differ according to the size of the organisation. Level 1 Cabling Service Operators are organisations with more than 20 employees, Level 2 Cabling Service Operators have between five and 19 employees and Level 3 Cabling Service Operators are organisations with between two and four employees. Details of weightings against criteria are available at Appendix A.

3.4 Provision of information

The provision of misleading information to the ACA or the CIC may result in the Cabling Service Operator's code signatory status being revoked by the ACA.

4 CODE RULES

NOTE: Code Rules apply to Code signatories as well as non-signatories.

4.1 Cabling qualifications

4.1.1 Subject to clause 4.1.2, Cabling Service Operators must ensure each Cabler who performs Cabling Work for, or on behalf of the Cabling Service Operator, possesses a current cabling Licence or cabling Registration. These details must be maintained by the Cabling Service Operator in a register and made available upon request to the ACA.

4.1.2 An individual who is not a registered Cabler may perform Cabling Work only if the individual is Directly Supervised at all times while performing Cabling Work by a Cabler. Details of the supervising Cabler must be maintained by the Cabling Service Operator in a register and made available on request to the ACA.

4.2 Retention of cabling records

4.2.1 Cabling Service Operators must ensure that at the completion of each cabling installation the Cabler provides the client (customer or employer, whichever is appropriate) with a copy of a job sign-off form. For example, the TCA1 form or business invoice incorporating the TCA1 form declaration.

4.2.2 Cabling Service Operators must ensure that they or the relevant Cabler keeps a copy of the job sign-off form for at least 12 months.

NOTE: Not all cabling jobs require a job sign-off form. Jobs not requiring a job sign-off form include:

- replacement of sockets, detectors or minor cabling equipment for maintenance purposes;
- running, transposing and removing jumpers on distribution frames;
- marking, replacing and upgrading cabling records; and
- testing and transmission measurement activities.

4.2.3 In the handling of personal information, Code signatories must take into account their obligations under the National Privacy Principles as outlined in the *Privacy Act 1988* (Cth). Further information on the National Privacy Principles can be obtained from the Office of the Federal Privacy Commissioner or at www.privacy.gov.au

4.3 Compliance with applicable cabling rules and standards

4.3.1 Cabling Service Operators must ensure that each Cabler performs Cabling Work that complies with the regulatory requirements (CPRs) for installing and maintaining cabling product and customer equipment.

4.3.2 Cabling Service Operators must not direct, encourage, aid, abet or counsel Cablers to perform Cabling Work that does not comply with the CPRs.

4.3 Relationship with ACA

Cabling Service Operators must provide assistance and reasonable co-operation to the ACA and its inspectors, as well as auditors authorised by the ACA.

5 GUIDELINES

NOTE: To apply for Code Signatory (Guideline) status, a Cabling Service Operator must have in place systems that ensure compliance with the Code Rules at Part 4 of this Code as well as be able to demonstrate the existence of quality systems sufficient for the allocation of 100 points under the Schedule set out in Appendix A.

Cabling Service Operators may select any combination from the following criteria to accrue the requisite points to become a Code Signatory (Guidelines).

5.1 Guideline 1 - Quality systems

Cabling Service Operators must have in place documented systems to ensure that the installation and maintenance of telecommunications cabling is in accordance with all applicable requirements, product instructions, statutory conditions and best industry practices and workmanship. This may consist of the following:

5.1.1 *Accreditation*

Cabling Service Operators choosing this criteria must have satisfied the requirements of recognised third party certification for quality systems management. For example, the Australian/New Zealand Standard (AS/NZS) Quality Management Systems and ISO 9001:2000 certification.

OR

5.1.2(i) *Documented quality systems*

Cabling Service Operators choosing this criteria must have documented systems and controls established internally to ensure compliance with cabling regulatory requirements, procedures and compliance with applicable standards and rules; **and**

5.1.2(ii) *Internal Audit*

Cabling Service Operators choosing this criteria shall conduct internal audits at planned intervals to ensure that the quality management system is effectively implemented and maintained. Records of internal audit processes shall be maintained and easily retrieved.

5.2 Guideline 2 - Cabler Skills Maintenance Program

- 5.2.1 The objective of this element is to establish the commitment of the Cabling Service Operator to the maintenance of skills in its work force through a program of continuing education by participation in structured training programs. This can be demonstrated by a documented company policy and program identifying the employee participation, competencies sought and the outcomes achieved.
- 5.2.2 With reference to technical training, the recognised streams are training by a RTO, Vendor Accreditation Program and training by a Specialist Education Provider.
- 5.2.3 Subscription to both the *Communications Cabling Manual* and a recognised cabling trade publication is recognised for Level 3 businesses.

5.3 Guideline 3 – Cabling Work Documentation

- 5.3.1 The objective of this element is to demonstrate that the Cabling Service Operator has established information systems that are indicators of quality systems, and that the Cabling Service Operator has the information available to effectively monitor all aspects of the service delivery process.
- 5.3.2 Such documentation includes signed work reports, fault test reports and work inspection reports with appropriate authorisation.

5.4 Guideline 4 - Third Party References

- 5.4.1 In some instances, Cabling Service Operators may not have the infrastructure to create the documentation trail that is sufficient to be evidence of quality systems, yet they have other systems that ensure delivery of a quality outcome. Evidence provided by a suitable third party is acceptable for the purposes of the Code. A suitable third party could be, for example, a consulting engineer or an ACA auditor.

5.5 Guideline 5 – Industry Association Affiliation

- 5.5.1 The objective of this element is to ensure the Cabling Service Operator has access to the professional skills essential for operating and improving their business. Such skills and services include business management skills, legal, human resource management, engineering and marketing.¹

¹ An organisation that has access to these services 'in-house' is deemed to meet this requirement. For example, Telstra Corporation and Optus Networks Pty Limited.

6 CODE ADMINISTRATION

6.1 A Complaint may be lodged in relation to the performance by Cabling Service Operators of any mandatory obligations in this Code as outlined in Part 4 'Code Rules'. A Complaint may be lodged by any person including but not limited to consumers, cabling industry representatives or Industry Associations.

6.2 A Complaint may be made in relation to the performance of a Cabling Service Operator whether or not the Cabling Service Operator is a Code signatory.

6.3 Written Complaints relating to Cabling Service Operator's that are Code signatories

6.3.1 Where a Complainant wishes to make a Complaint in relation to a Cabling Service Operator's compliance with Part 4 of this Code, the Complainant must lodge the relevant Complaint with the Cabling Service Operator against whom their Complaint lies.

6.3.2 Within 5 working days of the receipt of the Complaint, the Cabling Service Operator shall contact the Complainant in writing or by telephone and advise the Complainant of the proposed resolution.

6.3.3 In contacting the Complainant, the Cabling Service Operator may advise the Complainant that additional time is required to propose a resolution to the Complaint. In such circumstances, the Cabling Service Operator must advise the Complainant that a resolution will be proposed within a certain time period.

6.3.4 If a resolution is proposed, the Cabling Service Operator must advise the Complainant of the time that the Cabling Service Operator believes is required to carry out the resolution.

6.3.5 The Cabling Service Operator must carry out the resolution within the time estimate given pursuant to clause 6.3.4.

6.3.6 If the Complainant is:

- not contacted within the time allowed by clause 6.3.1;
- dissatisfied with the resolution proposed in clause 6.3.2;
- dissatisfied with the additional time that the Cabling Service Operator claims is required under clause 6.3.3;
- dissatisfied with the estimate of time given under clause 6.3.4; or
- not satisfied that the Complaint has been resolved within the time estimated or to the satisfaction of the Complainant

the Complainant may request the Cabling Service Operator refer the Complaint to the ACA.

6.3.7 Upon receiving an oral or written request by the Complainant pursuant to clause 6.3.6, the Cabling Service Operator must advise the ACA within 2 working days of the nature of the Complaint and the steps taken to resolve the Complaint.

6.3.8 The ACA must notify the Complainant that the Complaint has been escalated as soon as possible and notify the Complainant in writing of the proposed resolution within 10 working days of receipt of the notification from the Cabling Service Operator.

6.4 Written Complaints relating to Cabling Service Operators that are not Code signatories

6.4.1 Where a Complainant wishes to make a Complaint in relation to the performance of a Cabling Service Operator that is not a Code signatory against any of the mandatory obligations in this Code under Part 4 of this Code, the Complainant should contact the ACA in the first instance.

6.4.2 The ACA will acknowledge the Complaint and advise of when a resolution will be forwarded, or respond with a resolution to the Complaint in the first instance to the Complainant in writing or by telephone within 5 working days of receipt of the Complaint.

6.5 Compliance Monitoring

Upon registration of the Code by the ACA, it will become possible for the ACA to use its powers in relation to Industry Codes to warn or direct any Cabling Service Operator, whether a signatory or not, to comply with the mandatory elements of the Code under Part 4. The ACA will monitor industry's performance against the Code and may require any Cabling Service Operator whose compliance appears to be inadequate to address any problems or difficulties.

7 CODE REVIEW

- 7.1 Review of this Code will be conducted by the CIC 12 months after registration and every two years subsequently.
- 7.2 However, a code review can be instigated by any member of the CIC or the ACA at any time. Where a review of the Code is requested by a member of the CIC outside of the timeframes by a member of the CIC specified in clause 7.1, the request for a review will be put to a vote by the CIC and the result will determine whether the review will proceed.
- 7.3 Subject to the ACA's powers pursuant to section 122A of the Act, failure to conduct a review of the Code will not affect the validity of the Code.

APPENDIX A

PART 5 – CRITERIA AND WEIGHTING

	Levels		
	1	2	3
1. Quality Systems			
1.1 Accreditation or	40	40	-
1.2.1 Documented Quality Systems	20	20	40
1.2.2 Internal Audit	20	20	-
Maximum this section	40	40	40
2. Cabler Skills Maintenance Program			
2.1 Training by an RTO	-	10	20
2.2 Vendor 1 Accreditation Title	10	10	20
Vendor Audit	10	20	20
2.2(b) Vendor 2 Accreditation Title	10	10	-
Vendor Audit	10	20	-
2.3 Specialist Education Provider Training	10	10	10
2.4 Subscription to both the <i>Communications Cabling Manual</i> and a recognised cabling trade publication.	-	-	5
Maximum points this section	40	40	50
3. Cabling Work Documentation			
3.1 Cabler accreditations	5	5	5
3.2 Cabler work reports	10	10	10
3.3 Installation fault test reports	10	10	5
3.4 Other	5	5	5
Maximum points this section	30	30	25
4. Third Party References			
4.1 Customer satisfaction			5
4.2 Technical competence			5
4.3 Contractual performance			5
Maximum this section	-	-	15
5. Affiliation with an Industry Association ^	20	20	20
Total (possible)	130	130	150
Minimum Points Required to achieve Code Signatory (Guidelines) status	100	100	100

- Level 1:** 20 or more cablers
Level 2: 5 – 19 cablers
Level 3: 2-4 cablers

^ An organisation that has access to these services ‘in-house’ is deemed to meet this requirement. For example, Telstra Corporation and Optus Networks Pty Limited.