



ACIF: Leading a changing industry

ATUG Conference March 2006

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Objectives



- highlight ACIF's forward-looking agenda
- overview of current and planned initiatives

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Maturing view of 'industry self-regulation'



- **Original:** industry self-regulation is demonstrated by industry writing rules and enforcement of the rules
- **Mature:** industry self-governance is demonstrated through responsible industry behaviours and accountability

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Tackling NGN Issues



- **VOIP:** pro-actively tackling the consumer information issues and the operational issues
- **NGN:** vision and framework for industry transition to NGN

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Industry and cross-industry collaboration



- close collaboration with communications industry bodies
- learning from other industries - banking, utilities

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Consumer participation



- consumers participate in Code development at ACIF
- moving forward to enhanced consumer participation

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ACIF Strategic Direction



- identifying and resolving industry issues
- forward-looking
- beyond the concept of regulation
- engage in industry policy and advocacy

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Conclusion



- ACIF champions world's best practice in industry self-governance and accountability
- ACIF identifies emerging issues and works collaboratively to resolve them

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