

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY CODE

DR C536:2020

EMERGENCY CALL SERVICE REQUIREMENTS

DRAFT FOR PUBLIC COMMENT

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DR C536:2020 Emergency Call Service Requirements Industry Code

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INTRODUCTORY STATEMENT

This is the introductory Statement for the **Emergency Call Services Requirements** Industry Code (C536:2020) (the Code).

The Code is designed to:

- ensure all end users of an Emergency Telephone Service (ETS) have access to the Emergency Call Service (ECS) in case of emergencies or where a response is required from an Emergency Service Organisation (ESO);
- ensure the operational effectiveness of the *Telecommunications (Emergency Call Service) Determination 2019 (the Determination)*;
- ensure that the obligations of Carriers and Carriage Service Providers (CSPs), in relation to the ECS, are clearly documented and understood;
- promote public understanding and appropriate use of the ECS (e.g. via www.triplezero.gov.au); and
- ensure effective communications of information between relevant parties where technical issues affect the operation of the ECS.

In 2011 changes were made to:

- reflect obligations in the *Telecommunications (Emergency Call Service) Determination 2009* ;
- add obligations, including in relation to:
 - o promoting awareness of a number of matters related to Calling Card Services;
 - o the communication by Carriers of operational difficulties;
 - o the employment of network strategies to ensure protection of calls to 000 and 112; and
 - o the inclusion of 000 and 112 in the Emergency Calling Code (ECC) field of Identity Modules;
- include a new section providing background and education on the manner in which the ECS operates; and
- enhance obligations on providers to provide updated ECS contact details to Communications Alliance.

In 2015 the following amendments were made:

- removal of Customer information clauses relating to emergency services obligations for prepaid calling cards, with these clauses being moved to *Prepaid Calling Card Industry Guideline (G640:2015)*; and
- ECS reporting requirements amended to remove the mandatory reporting obligation.

The 2020 revision of the Code was undertaken to ensure alignment with changes made to the Determination and as part of the Codes scheduled review.

In 2020 changes were made to:

- reflect obligations in the Determination;
- align definitions with the Determination;
- align processes with Emergency Call Service Protections Requirements Guideline (G644:2020) and the Triple Zero Disruption Protocol;
- the title of section 3 to allow for easier readability;
- change arrangements in cases of significant network outage;
- update the obligations for contact points to ensure consistency across stakeholders;
- the information provided in the Appendices to ensure it is up to date and relevant.

Alexander R Osborne

Chair

WC86: Emergency Call Services Requirements Working Committee.

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1 INTRODUCTION AND REGISTRATION WITH THE ACMA

1.1 Introduction

- 1.1.1 Section 112 of the [Telecommunications Act 1997](#) (Cth) (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations representing sections of the telecommunications industry develop industry codes relating to the telecommunications activities of participants in those sections of the industry.
- 1.1.2 The development of the Code has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry, a consumer organisation and the ECPs.
- 1.1.3 The Code should be read in the context of other relevant codes, guidelines and documents, including the Emergency Call Service Protection Requirements Industry Guideline (G644:2020) and the Prepaid Calling Card Industry Guideline (G640:2015).
- 1.1.4 The Code should be read in conjunction with related legislation, including:
 - (a) the Telecommunications Act 1997 (Cth) (the Act);
 - (b) the Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth) (the TCPSS Act);
 - (c) the Telecommunications (Emergency Call Service) Determination 2019 (the Determination); and
 - (d) the Telecommunications (Relay Service Provision for the National Relay Service - Section of the Telecommunications Industry) Determination 2015.
- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Carrier or CSPs by statute, the Carrier or CSP will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Compliance with this Code does not guarantee compliance with any legislation. The Code is not a substitute for legal advice.
- 1.1.7 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

1.2 Registration by ACMA

- 1.2.1 The 2020 amendments to the Code are to be submitted to the Australian Communications and Media Authority (the ACMA) for registration pursuant to section 117 of the Act.

1.3 Scope

1.3.1 The Code applies to the following sections of the telecommunications industry under section 110 of the Act and section 147 of the TCPSS Act:

- (a) Carriers; and
- (b) Carriage Service Providers (CSPs).
- (c) Emergency Call Persons (ECPs).

1.3.2 The Code deals with the following telecommunications activities as defined in section 109 of the Act:

- (a) carrying on business as a Carrier; or
- (b) carrying on business as a CSP; or
- (c) supplying goods or service(s) for use in connection with the supply of an ETS.

1.3.3 This Code regulates the obligations of:

- (a) Carriers, CSPs and ECPs to:
 - (i) Customers, by ensuring they have access to and information about the ECS;
 - (ii) ESOs, through provision of information and assistance as required; and
 - (iii) ECPs, with respect to carriage of Emergency Calls to the ECP, or where appropriate, from the ECP to ESOs;
 - (iv) provide certain information to the ACMA.

1.3.4 The Code does not apply to private payphone operators.

1.4 Objectives

The objectives of the Code are:

- (a) to ensure all end users of an ETS have access to the ECS in case of emergencies or where a response is required from an ESO;
- (b) to ensure the operational effectiveness of the Determination;
- (c) to ensure that significant obligations of Carriers and CSPs, in relation to the ECS, are clearly documented and understood;
- (d) to promote public understanding and appropriate use of the ECS (e.g. via www.triplezero.gov.au); and
- (e) to ensure effective communications of information between relevant parties where technical issues affect the operation of the ECS.

1.5 Code review

The Code will be reviewed after 5 years of the Code being registered by the ACMA and every 5 years subsequently, or earlier in the event of significant developments that impact on the Code or a chapter within the Code.

1.6 Powers of the Telecommunications Industry Ombudsman to handle complaints under the Code

The Code does not confer powers or functions on the Telecommunications Industry Ombudsman under section 114 of the Act.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Code:

3GPP

means 3rd Generation Partnership Project

ACMA

means Australian Communications and Media Authority

AS

means Australian Standard

CA

means Communications Alliance

CLI

means Calling Line Identification

CSP

means Carriage Service Provider

DoS

means Denial of Service

DDoS

means Distributed Denial of Service

ECC

means Emergency Calling Code

ECP

means Emergency Call Person

ECS

means Emergency Call Service

ESN

means Emergency Service Number

ESO

means Emergency Service Organisation

ETS

means Emergency Telephone Service

GSM

means Global System for Mobile Communications

IPND

means Integrated Public Number Database

MoLI

means Mobile Location Information

NRS

means National Relay Service

NRSP

means National Relay Service Provider

PIN

means Personal Identification Number

PMTS

means Public Mobile Telecommunications Service

STS

means Standard Telephone Service

TTY

means Telephone Typewriter

VoIP

means Voice over IP

2.2 Definitions

For the purposes of the Code:

Access

has the meaning given by section 18 of the Act.

Act

means the *Telecommunications Act 1997 (Cth)*.

Australia

has the meaning given by section 7 of the Act.

Business Day

means any day from Monday to Friday (inclusive) excluding any day that is gazetted as a public holiday, for the relevant jurisdiction, in a Commonwealth, State or Territory gazette.

Calling Line Identification

means the data generated by a Telecommunications Network which relates to the Public Number of the A-Party.

Carriage Service

has the meaning given by section 7 of the Act.

Carriage Service Provider

has the meaning given by section 87 of the Act.

Carrier

has the meaning given by section 7 of the Act.

Customer

means the person who is contracted to a CSP for the supply of a Carriage Service in association with a Public Number.

Denial of Service

means an action that makes access to the ECP unavailable to its intended users.

Denial of Service Attack

has the meaning given by the Determination.

Determination

means the *Telecommunications (Emergency Call Service) Determination 2019*.

Distributed Denial of Service

means an action via multiple pathways into the ECP that makes access to the ECP unavailable to its intended users. The pathways can be from multiple sources within multiple Carriers, or multiple sources within a single Carrier.

ECP Network

means the network utilised by the Emergency Call Person for 000 and 112 and the Emergency Call Person for 106.

ECP Network Provider

means the Carrier or CSP that provides the ECP Network.

NOTE: At the time of publication, the current ECP Network Provider is Telstra.

Emergency Call

has the meaning given by the Determination.

Emergency Call Person

has the meaning given by section 7 of the Act.

Emergency Call Person for 000 and 112

means the ECP who is the recognised person who operates an ECS for the Emergency Service Numbers 000 and 112.

NOTE: At the commencement of the current Determination, the ECP for 000 and 112 was Telstra.

Emergency Call Person for 106

means the ECP who is the recognised person who operates an ECS for the Emergency Service Number 106.

NOTE: At the commencement of the current Determination, the ECP for 106 was Concentrix Services Pty Ltd (ACN 166 171 991).

Emergency Call Service

has the meaning given by section 7 of the Act.

Emergency Service Number

has the meaning given by section 3.24 of the *Telecommunications Numbering Plan 2015*.

NOTE: The Numbering Plan specifies that 000 is the primary ESN and 106 and 112 are secondary ESNs.

Emergency Service Organisation

has the meaning given by section 147 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Emergency Telephone Service

has the meaning given by the Determination.

Fixed Local Service

has the meaning given by the Determination.

NOTE: The definition of a Fixed Local Service in the Determination may include some VoIP services.

Identity Module

has the meaning given by AS/CA S042.1:2018.

Integrated Public Number Database

has the meaning given by section 1.3 of the *Telecommunications Integrated Public Number Database Scheme 2017*.

Most Precise Location Information Available

Has the meaning given by section 6 of the Determination.

National Relay Service

has the meaning given by subsection 95(1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

NOTE: The NRS is designed to provide access to a Standard Telephone Service (STS) to people who are deaf or have a hearing or speech impairment. Further information is available on the Accesshub website – www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub or by contacting the NRS Helpdesk.

Non-Genuine Call

has the meaning given by section 6 of the Determination.

NRS Provider

has the meaning given by section 94 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

NOTE: The NRS Provider is responsible for providing the service which answers calls with a text (TTY) component to the text (TTY) ESN and relays calls, with relevant associated information, to the requested ESO.

Public Mobile Telecommunications Service

has the meaning given by section 7 of the Act.

Public Number

has the meaning given by the *Telecommunications Numbering Plan 2015*.

Public Payphone

means a payphone managed by a Carrier or CSP located in a Public Place. It excludes payphones leased from a Carrier or CSP.

Public Place

has the meaning given by section 6 of the Determination.

Satellite Service

has the meaning given by section 6 of the Determination.

Significant Network Outage

has the meaning given by section 6 of the Determination.

Standard Telephone Service

has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth)*.

Telephone Typewriter

means a telecommunications device used by people who are deaf, hearing-impaired or speech-impaired that can be used to call ESOs from a STS via the NRS by calling 106.

Triple Zero

means the ECS for calls to 000 and 112.

2.3 Interpretations

In the Code, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3 GENERAL PRINCIPLES

3.1 How the Emergency Call Service Operates

Emergency Service Numbers (ESNs) in Australia are specified in the *Telecommunications Numbering Plan 2015*.

- 3.1.1 Australia's primary ESN is 000, which can be accessed from an ETS anywhere in Australia.
- 3.1.2 There are also two secondary ESNs:
 - (a) 106, which is an ESN for the delivery of Emergency Calls to the NRSP; and
 - (b) 112, which is an international ESN available on a range of mobile devices.
- 3.1.3 When a caller makes an Emergency Call for assistance, the Emergency Call is first answered by the ECP. For Emergency Calls from a Fixed Local service, the ECP operator receives on their screen the Calling Line Identification (CLI), standardised location information from the Carriers & CSPs as per CA G557:2019 requirements and, sourced from the Integrated Public Number Database (IPND), the service address, which may be the location or address of the service from which the Emergency Call is being made.

3.2 Caller Location for calls to Emergency Service Numbers

- 3.2.1 For Emergency Calls from an ETS where the address may not reflect the location of the caller (i.e. mobile or VoIP services) the ECP operator receives on their screen the CLI associated with the Emergency Call and standardised location information from the Carriers & CSPs as per CA G557:2019 requirements. The service or Customer address information is then passed to the relevant ESO (Police, Fire or Ambulance) by a data link along with the Emergency Call.
- 3.2.2 For services other than a Fixed Local service, the ECP operator and ESOs are dependent upon the caller providing details of their location for accurate connection of the Emergency Call as well as standardised location information from the Carriers & CSPs as per CA G557:2019 requirements. For these Emergency Calls, the ECP operator will ask two questions of the caller:
 - (a) Do you require Police, Fire or Ambulance? and
 - (b) In which State/Territory and Town is the emergency?Verification of State/Territory is necessary as there are many instances of multiple localities with the same name in different States and Territories within Australia. Due to this, the ECP must verify the State/Territory to ensure connection to the correct ESO.

- 3.2.3 CLI and address details are very important to the ESO call-taker when managing the Emergency Call. The address details received are displayed on the operating screen in front of the ESO operator taking the Emergency Call. In many cases all the location details available to the ESO of the caller are superimposed on the ESO location mapping and tasking screens.

NOTE: Further Location Information for Emergency Calls can be found in CA G557:2019.

3.3 Timely Provision of Information

In emergency situations, human behaviour is not always as logical and controlled as at normal times. Therefore, ESOs need to be able to confirm details about the emergency and the emergency caller.

There are some occasions when emergency callers hang up on the ESO or get disconnected before all details have been acquired including their exact location and nature of the emergency. This information is required to ensure the most appropriate response team is tasked. The CLI (sourced from the Carrier or CSP), service address information (derived from the IPND) and standardised location information (sourced from the Carrier or CSP as per CA G557:2019 requirements) may be used by the ESO call-taker to call back in order to re-establish contact with the emergency caller.

In emergencies, time is of the essence. Accurate timely data is essential in order to task ESO response teams as rapidly as possible and with all relevant detail.

The key to this process is obtaining accurate and up-to-date information from the emergency caller. Any difficulties with accessing relevant information can quickly extend response times, resulting in delays in help being sent. This can be life threatening.

4 CODE RULES

4.1 General rules

- 4.1.1 Carriers and CSPs providing access to a Fixed Local Service must terminate Emergency Calls to 112 made on their networks on a recorded message advising the number is not available.
- 4.1.2 Carriers and CSPs must make every effort to identify potential calls associated with a cyber attack (e.g. Denial of Service Attack) and have processes in place to detect, investigate and eliminate (i.e. remove or block) Non-Genuine Calls to the ECP centres as soon as practicable.
- 4.1.3 Carriers and CSPs must employ network management strategies to ensure the protection of Emergency Calls to the ECP where mass calling of Non-Genuine Calls to the ECS is identified by the ECP.
- 4.1.4 Carriers must send the international CLI to the ECP for 000 and 112 for Emergency Calls from inbound international roamers.

NOTE: Refer to section 3, G644:2020 for the Denial of Service management process.

4.2 Arrangements among Carriers and Carriage Service Providers

- 4.2.1 Carriers and CSPs must cooperate to resolve complaints or investigations relating to a matter or matters raised by an Emergency Call.

NOTE: In cooperating, it is expected that an acknowledgment of email request is received within 24 hours and a response within 48 hours.

4.3 Data Fill of Identity Modules

- 4.3.1 Carriers and CSPs must ensure that new Identity Modules supplied by Carriers and CSPs to their Customers are correctly programmed with the ESN 000 in the ECC field of the Identity Module.

NOTE: This complements the handset requirements specified in section 5.2 of AS/CA S042.1:2018 Requirements for connection to an air interface of a Telecommunications Network (Standard)-Part 1: General.

4.4 Not Introducing Delays to Emergency Calls

- 4.4.1 In meeting its obligations under section 21 of the Determination, a CSP must not introduce delays during carriage of an Emergency Call under normal network conditions, including through the use of any:
- (a) advertising;
 - (b) call answering;
 - (c) recorded messages; or
 - (d) interactive voice response systems.

4.5 Publicity and Customer Information

- 4.5.1 Carriers and CSPs providing an ETS must take reasonable and appropriate steps to inform and promote awareness to their Customers, and members of the public of the following matters:
- (a) the ESN(s);
 - (b) the availability and coverage of the ESN(s);
 - (c) that Emergency Calls can be made without charge to the caller where the service is:
 - (i) active;
 - (ii) suspended;
 - (iii) disconnected (only applicable to a PMTS); or
 - (iv) out of credit for a prepaid service.
 - (d) the ESOs to which the ESN(s) provide Access;
 - (e) that the ECS should only be used when seeking a response from an ESO in a life threatening and/or time critical event;

NOTES: 1. Carriers and CSPs are encouraged to refer Customers to www.triplezero.gov.au for more information on the circumstances under which a person should make a call to 000 and 106.
2. Further information for people who are hearing or speech impaired is also available on the Accesshub website -- www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub
3. Carriers and CSPs can meet this obligation by providing information on their public websites.
4. The ESOs have appointed a Triple Zero Awareness Working Group to be responsible for Triple Zero awareness initiatives as a means for consistent messaging across all States and Territories.

- (f) the disclosure of information to ESOs and ECPs regardless of calling number display blocking, including CLI, name of Customer and, where available, service location.

NOTE: Carriers and CSPs are encouraged to use the logos in Appendix B to promote the ESNs in appropriate circumstances. Permission to use the emergency service logos (000 and 106) must be obtained from Emergency Management Australia. Appendix A contains an outline of the functionality of ESNs.

- 4.5.2 Carriers and CSPs providing Public Payphones generally accessible to the public must ensure that information is prominently displayed adjacent to or on the Payphone or on the Payphone display, which covers the following matters:
- (a) the ESN(s) to which the Payphone gives access;
 - (b) that Emergency Calls can be made without charge to the caller;
 - (c) the ESOs to which the ESN(s) provide Access; and
 - (d) the disclosure of information to ESOs including Public Payphone identification number and service location.
- 4.5.3 Where information referred to in clause 4.5.2 is removed or obscured, the Carrier or CSP must replace it as soon as reasonably practicable after becoming aware that it has been removed or obscured.

NOTE: Carriers and CSPs are encouraged to use the logos featured in Appendix B to promote the ESNs in appropriate circumstances. Permission to use the emergency service logos (000 and 106) must be obtained from Emergency Management Australia.

4.6 Communication of operational difficulties

- 4.6.1 A Carrier or CSP, after becoming aware of a Significant Network Outage in its network, must provide the ACMA via email on or before the next Business Day with a copy of the notifications which the Carrier or CSP sent to the ECP for 000 and 112 and to the ECP for 106 under section 27(2) (a) of the Determination.

NOTE: 1. Carriers and CSPs should make information available to the community on the status of its networks in instances where its networks have been seriously disrupted and there is a direct impact on the ECS
2. A Carrier or CSP, on becoming aware of a Significant Network Outage that affects its ability to provide effective delivery of Emergency Calls, should refer to the Determination, G644:2020 and to IGN018:2020 for ACMA contact details.

DRAFTING NOTE: Comment is invited on a proposal to delete and replace NOTE 1 above from the voluntary '*Carriers and CSPs should make information available...*' text, to a new Code clause mandating that '*Carriers and CSPs must make information available to the community on a 24 x 7 basis when they become aware of a Significant Network Outage in their network(s) which impacts access to the ECS*'.

4.7 Contact Points

- 4.7.1 Each Carrier, CSP, ECP for 000 and 112 and the ECP for 106 must appoint one organisational element, to be the single point of contact for assistance requested by ESOs.
- 4.7.2 The nominated contact point provided under clause 4.7.1 must:
- (a) be available 24 hours a day, 7 days per week;
 - (b) be supplied to Communications Alliance and kept up to date;
 - (c) be answered without unreasonable delay.
- 4.7.3 Each Carrier, CSP, ECP for 000 and 112 and the ECP for 106 must supply to Communications Alliance and keep up to date details of an escalation contact that is available 24 hours a day, 7 days a week.

NOTE: Communications Alliance will maintain an industry list with the contact information for emergency call service communications and will periodically engage those nominated contact points to ensure that the list is accurate.

- 4.7.4 Each Carrier, CSP, ECP for 000 and 112 and the ECP for 106 must notify Communications Alliance, in writing, within 24 hours of changes to the information previously provided under clauses 4.7.1 and 4.7.3.

NOTE: On receiving the notification Communications Alliance will endeavour to confirm receipt in writing of the notification within 2 Business Days.

5 REFERENCES

Publication	Title
Australian/CA Standards	
AS/CA S042.1:2018	Requirements for connection to an air interface of a Telecommunications Network (Standard) – Part 1: General
Industry Codes and Guidelines	
G557:2019	Location Information for Emergency Calls
G640:2015	Prepaid Calling Card
G644:2020	Emergency Call Service Protections Requirements
IGN018:2020	Emergency Call Service Requirements -Escalated Welfare Check Contacts
3GPP Specifications	
3GPP TS 22.101	Service aspects; Service principles http://www.3gpp.org/ftp/specs/html-info/22101.htm
ETSI Technical Reports	
ETSI TR 121 905	Universal Mobile Telecommunications System (UMTS);Vocabulary for 3GPP Specification http://www.3gpp.org/ftp/Specs/html-info/21905.htm
Legislation and Determinations	
<u>Telecommunications Act 1997 (Cth)</u>	
<u>Telecommunications (Consumer Protection and Service Standards) Act 1999</u>	
<u>Telecommunications (Emergency Call Service) Determination 2019</u>	
<u>Telecommunications Integrated Public Number Database Scheme 2017</u>	
<u>Telecommunications Numbering Plan 2015 (Cth)</u>	
<u>Telecommunications (Relay Service Provision for the National Relay Service - Section of the Telecommunications Industry) Determination 2015</u>	

APPENDIX

A CALLING EMERGENCY SERVICES

A1 - 000 and 112

000 is Australia's primary ESN and should be used in urgent life-threatening or time critical situations to contact Police, Fire or Ambulance services. 000 can be accessed from a phone at a fixed location, as well as from a mobile phone.

All mobile phones sold in Australia are required to meet the Australian Standard AS/CA S042.1:2018. This means that you will be able to call 000 as long as your mobile phone has sufficient battery power to make a call and is within the coverage area of any Australian mobile network (provided that the mobile network is operational and has not been disrupted by a natural disaster, outage, congestion or cyber attack).

Compliance with AS/CA S042.1:2018 also means that mobile phones sold in Australia will allow you to make an Emergency Call to 000 without having to unlock the keypad or enter a PIN.

You will be able to call 000 regardless of whether your mobile service is prepaid or postpaid. If your mobile service is prepaid, you do not require credit to call 000. Even if the mobile account is inactive, disconnected, blocked, suspended or if there is no Identity Module in the mobile phone, you will still be able to call 000.

NOTE: It is a criminal offence to make Non- Genuine calls (excluding accidental or misdials) to 000 / 112 or 106 from any type of phone service in Australia.

There are special arrangements in place under the global 3GPP mobile Standards to ensure that even when you are out of your Carrier's mobile network coverage but in another Carrier's mobile network coverage area, your Emergency Call will be carried on the other Carrier's mobile network.

Calling 112 from a mobile phone

112 is a globally recognised ESN for mobile phones and Australia's secondary ESN that can also be dialled from mobile phones in Australia and around the world—with all the same functionality and arrangements as 000. Mobile phones sold in Australia since 2002 recognise 000 as the ESN in Australia. If you are using a mobile phone purchased overseas or if you are an international mobile roamer visiting Australia, you can call either 000 or 112.

It is important to remember that your phone will always need sufficient battery power and will need to be within the coverage area of a mobile network to make an Emergency Call. If you are going to be in a remote location with limited mobile network coverage, you may not be able to call 000 or 112 and should consider alternatives such as a mobile Satellite Service or emergency position indicating radio beacon (EPIRB).

Be aware that in some cases mobile network coverage may be disrupted by local disasters, such as fire, flood, loss of power or the mobile network may be suffering from congestion or cyber attack.

If there is no coverage available from any mobile network, you will not be able to reach the ECS via a mobile phone, regardless of whether you dial 112 or 000, unless you have a mobile satellite phone and associated mobile Satellite Service.

For satellite phones (GMPCS - Global Mobile Personal Communications by Satellite) the Customer must confirm the access codes with their Carrier or CSP as sometimes emergency access is only available by the use of special codes or features.

If Customers have any doubt about their mobile phone, it is recommended that they contact their Carrier or CSP for information regarding the use (making of an Emergency Call) of their specific mobile phone on their Carrier's or CSP's network.

A2 -106

106 is a text-based emergency number for people who are deaf, or who have a hearing or speech impairment and provides access to contact Police, Fire or Ambulance services 24 hours a day, 7 days a week. You can only use 106 from a teletypewriter (TTY) which is a special text-based device or a computer with internet access. You can find out more about accessing emergency services via the National Relay Service [here](#).

How 106 Works

The NRS user calls 106. This is a free call.

The NRS user will be asked to advise which emergency service they wish to be connected to – Police, Fire or Ambulance.

The NRS user will respond by typing PPP for Police, FFF for Fire and AAA for Ambulance. Under normal operating circumstances a user of the 'speak and read' service via 106 can verbally request Police, Fire or Ambulance.

The NRS relay officer will call the requested service and stay on line to relay the NRS user's conversation with the emergency service.

A3 – Location information is important

For Emergency Calls from a phone at a fixed location, the ECS automatically uses the calling phone number (CLI) to find the service address of the phone service and the Most Precise Location Information Available for the service. This is then used to select the correct ESO based on the caller's location. The ECP then automatically forwards the information to the ESO for use in circumstances where the caller is either unable to provide the location or is unsure of the location or where verification of location is required.

A similar process applies to Emergency Calls that originate from mobile phones, however mobile networks provide additional standardised location information as per CA G557:2019 requirements to identify the emergency callers location based upon network and mobile phone's Global Positioning System (GPS) data (where available). The technology is unable to always provide the caller's exact location to a sufficient degree of accuracy to avoid all ambiguity. Therefore, the caller should be very clear when providing the ECP operator with location details and include both the State and Town / Suburb information. This reduces the possibility of confusion as there are many locations (i.e. suburbs, towns, etc.) that either have the same name or sound very similar; e.g. Burwood (Brisbane, Sydney and

Melbourne), Coolangatta (QLD and NSW). This advice must also be followed when providing verbal details to the ESO operator as the ESOs themselves cannot rely solely on the electronic information sent to them by the ECPs as its accuracy is not always sufficient to allow despatch of assistance based on the network provided standardised location information as per CA G557:2019 requirements.

NOTE: Calls to the ECS from outside Australia (e.g. calls from offshore call centres, calls trunked via switching centres outside Australia) may or may not be allowed to progress to the ECP as they might be out of jurisdiction. While mobile calls to 000 do provide some network provided standardised location information as per CA G557:2019 requirements to the ECP operator automatically, this does not always provide a precise location so it helps if the caller can provide those details.

If the callers have a smartphone, the Emergency + App can help the callers determine their location which they can provide to the ESO.

The Emergency + App is available from the Windows, Google Play and Apple App stores for free. The App uses a smartphone's GPS capability to provide the caller with their location information which they can then give to the ESO if needed. The App also provides information about when to call 000, the contact numbers for the State Emergency Service (SES) and Police Assistance Line (PAL). It is important to note, the Emergency+ App still requires the callers to be in mobile network coverage, and have location services activated on their mobile phone, in order to use GPS details

A4 EMERGENCY SERVICE NUMBERS

Many countries have a single ESN that allows an emergency caller to contact the local ESOs for assistance in life threatening and time critical situations. The ESN may differ from country to country. It is typically a three digit number so that it can be easily remembered and accessed quickly. Some countries have a different ESN for each of the different emergency services. These emergency numbers often differ only by the last digit. Inside the European Union, 112 is the common ESN. Other ESNs used around the world today include 911, 999, 110, 08, 118 and 119 (these numbers may terminate on a Recorded Voice Announcement (RVA) if used in Australia).

Most mobile phones have the ESNs 112, 000, 110, 118, 119, 999 and 911 pre-programmed into the mobile phone's firmware (refer to 3GPP TS 22.101).

The mobile phone's firmware can contain additional country specific ESNs such as 110, 118, 119, 999 and 911 that can be used even when roaming abroad.

APPENDIX

B EMERGENCY SERVICE LOGOS (000 AND 106)

B1 Logos

The following logos have been reproduced with permission from Emergency Management Australia.



FIGURE 1
Emergency Service Logos (000 and 106)

B2 Permission to use logos

Permission to use the logos must be obtained from:
Emergency Management Australia
Department of Home Affairs
Edmund Barton Building, 47 Kings Ave Barton ACT 2600

Telephone 0434 987 726
Email: PSC_EMA@homeaffairs.gov.au
<mailto:TripleZero@fire.nsw.gov.au>
<https://www.triplezero.gov.au>

PARTICIPANTS

The Working Committee responsible for the revisions made to this Code consisted of the following organisations and their representatives:

Organisation	Membership	Representative
TPG Telecom	Chair (Non-voting)	Alexander R. Osborne
Australian Communications Consumer Action Network	Voting	Wayne Hawkins
Australian Communications Consumer Action Network	Non-voting	Meredith Lea
Australian Communications and Media Authority	Non-voting	Andrew Westmorland
Australian Mobile Telecommunications Association	Voting	Lisa Brown
Concentrix	Voting	Richard Snelling
nbn	Voting	Peter Bull
Optus	Voting	Sanjeev Mangar
Optus	Non-voting	Lachlan Cameron
Telstra	Voting	Jane Elkington
Telstra	Voting	Michael Ryan
TPG Telecom	Voting	Dan Lloyd
Vocus	Voting	Leanne O'Donnell

The Working Committee was chaired by Alexander Osborne of TPG Telecom. Craig Purdon of Communications Alliance provided project management support.

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Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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