

Response to the Bean Review WC125 Emergency Calling - Network and Mobile Phone Testing



Terms of Reference

WC125 Emergency Calling - Network and Mobile Phone Testing is:

to consider the recommendations arising from the Final Report of the Review into the Optus Outage of 8 November 2023 (the Bean Review), in order to perform an area of work requested by the Government to develop an Industry Code or Codes, in accordance with Part 6 of the Telecommunications Act 1997 (the Act), to address Recommendations 3 and 4 of the Bean Review.

WC125 in carrying out the specific Code development and the terms below is to observe the following guidelines, as appropriate:

- to ensure that the Code(s) to be registered with the ACMA comply with Part 6 of the Telecommunications Act 1997 including the identification of:
 - the sections of the industry that are to be covered by the Code (s), as per s.110 of the Act; and
 - the telecommunications activities to be covered by the Code (s) as per s.109 of the Act.

In developing the Code (s), the working committee shall consider the following:

Recommendation 3 from the Bean Review

To ensure (to the extent possible) continuous access to Triple Zero, carriers must conduct 6-monthly end-to-end testing of all aspects of the Triple Zero ecosystem within and across networks. The end-to-end detection testing should include

- *Network functionality and capability during outages of various types*
- *Behaviour of all known devices in different circumstances (*
- *Interoperability of all parts of the ecosystem (from originating carrier, to ECP, to ESO answering point) during outages*
- *Any identified deficiencies must be reported to the ACMA and be accompanied by a remediation plan with timetable.*

- Consider any current testing arrangements in place which can be built upon to meet testing requirements across the network ecosystem;
- Consider the testing requirements developed by UTS (presented to the Dept by UTS, and this recommendation does not cover all known handsets), noting the scope is currently only for mobile handsets;
- Identify areas where testing of the ecosystem is outside of a Carrier / CSPs control;

- Consider arrangements which could be considered if any gaps in the testing of a network ecosystem are identified;
- Develop / agree definitions for outages or failures which are consistent across Carriers / CSPs;
- Consider whether any proposed obligations be included in a new Code or if an existing instrument can be utilised (existing Code addressing emergency requirements).

Recommendation 4 from the Bean Review

If this testing does not include devices supplied by the customer (i.e. 'Bring your own device') then information should be provided to those customers warning that those devices may not have been tested in emergency scenarios.

The Government understands that carriers are unable to test every possible device and device configuration due to the prevalence of customer supplied devices. In these circumstances it is appropriate for carriers and carriage service providers to advise customers of the potential limitations of these devices.

- Consider any current testing arrangements in place which can be utilised to assist customers to recognise if their device may not meet their Carrier / CSPs minimum device configurations;
- Consider if this recommendation can be incorporated into any obligations developed to meet Recommendation 3;

Deliverables

- New Code (s) addressing the recommendations above; or
- Revision of a suitable Code designed to include obligations to address the above recommendations; and
- Any Guidelines or accompanying documents which may be required to address the above recommendations.