

# Terms of Reference for WC69 Priority Assistance

April 2017

## Scope

The **Priority Assistance** Working Committee 69 has been established to perform an area of work identified by the Operations Reference Panel.

Specifically, the working committee will:

- (a) Revise the existing Industry Code C609:2007 Priority Assistance for Life Threatening Medical Conditions and replace it with a Guideline;
- (b) Insert a new clause in section 4: This new clause should provide for emergency medical requests from customers who have not yet registered for priority assistance;
- (c) Insert a new clause in section 5: This new clause should provide for a supplier to make to an underlying carrier a request for emergency medical response;
- (d) Investigate the delivery of Priority Assistance by multiple RSPs over a common underlying network; and
- (e) Review all definitions and terminology to ensure the role of **nbn** co as a fixed network provider is encompassed and acknowledged.

Including consideration of the following issues:

- (i) the increase in the availability of mobile phone services resulting in a possible reduction of the reliance of PA customers on fixed phone services;
- (ii) Connection and fault rectification issues relating to priority assistance;
- (iii) Notification of priority assistance and the rejection of applications;
- (iv) Credit management issues and priority assistance; and
- (v) Dispute resolution processes for priority assistance disputes.