

**COMMUNICATIONS  
ALLIANCE LTD**



INDUSTRY GUIDELINE

G557.7:2023

Location Information for Emergency Calls

Part 7: International Emergency Assistance Call  
Monitoring Centres

**G557.7:2023 Location Information for Emergency Calls  
Part 7: International Emergency Assistance Call Monitoring  
Centres Guideline**

First published as G557.7:2023

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## **INTRODUCTORY STATEMENT**

The Location Information for Emergency Calls Part 7: **International Emergency Assistance Call Monitoring Centres** Industry Guideline (G557.7:2023) specifies the requirements for International Originated Emergency Assistance Calls originating from International Emergency Assistance Call Monitoring Centres e.g. for eCall.

James Duck

Chair

**Emergency Call Monitoring Centres Working Committee**

DECEMBER 2023

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# 1 GENERAL

## 1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* (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 Guideline has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry.
- 1.1.3 The Guideline should be read in the context of other relevant codes, guidelines and documents.
- 1.1.4 The Guideline should be read in conjunction with related legislation, including:
  - (a) the *Telecommunications Act 1997* (the Act); and
  - (b) *The Telecommunications (Emergency Call Service) Determination 2019* (the Determination).
- 1.1.5 If there is a conflict between the requirements of the Guideline and any requirements imposed on a supplier by statute, the supplier will not be in breach of the Guideline by complying with the requirements of the statute.
- 1.1.6 Compliance with this Guideline does not guarantee compliance with any legislation. The Guideline is not a substitute for legal advice.
- 1.1.7 Statements in boxed text are a guide to interpretation only and not binding as Guideline rules.

## 1.2 Scope

- 1.2.1 The Guideline applies to the following sections of the telecommunications industry under section 110 of the Act.
  - (a) Carriers; and
  - (b) Carriage Service Providers (CSPs).
- 1.2.2 The Guideline deals with the following telecommunications activities as defined in section 109 of the Act:
  - (c) carrying on business as a Carrier; or
  - (d) carrying on business activities as a CSP.

- 1.2.3 This Guideline only applies to International Originated Emergency Assistance Calls to an International Originated Emergency Assistance Call Transit (IOEACT) CSP.
- 1.2.4 This Guideline does not apply to any other Inbound International Calls to 000 ESN.
- 1.2.5 The Guideline does not apply to the handling of calls to Emergency Service Number (ESN) 106.
- 1.2.6 This Guideline does not apply to calls that use a Voice over the Internet Protocol (VoIP) service that is a public mobile telecommunications service but operates independently of a Mobile Carrier's voice core network (e.g. 'over the top' of an underlying mobile data service).

### **1.3 Objectives**

- 1.3.1 The objectives of the Guideline are to set out how:
  - (a) An International Emergency Assistance Call Monitoring Centre may initiate an International Originated Emergency Assistance Call to an IOEACT CSP; and
  - (b) An IOEACT CSP transfers the received International Originated Emergency Assistance Call with the Standardised Mobile Service Area (SMSA) and ABC codes allocated for International Originated Emergency Assistance Calls to the Relevant Termination Point.

### **1.4 Guideline review**

The Guideline will be reviewed after 5 years, or earlier in the event of significant developments that affect the Guideline or a chapter within the Guideline.

## 2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

### 2.1 Acronyms

For the purposes of the Guideline:

**CSP**

means Carriage Service Provider.

**ECP**

means Emergency Call Person.

**ESN**

means Emergency Service Number.

**IOEACT**

means International Originated Emergency Assistance Call Transit.

**SMSA**

means Standardised Mobile Service Area.

### 2.2 Definitions

For the purposes of the Code:

**Act**

means the *Telecommunications Act 1997 (Cth)*.

**Australian Number**

means a Number allocated by the Australian Communications and Media Authority e.g., numbers for use with a digital mobile service, geographic numbers, etc.

**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**

has the meaning given by the C566 Number Management – Use of Numbers by Customers industry code.

**Determination**

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

**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**

has the meaning given by the Determination.

**Emergency Call Service**

has the meaning given by section 7 of the Act.

**Emergency Service Number**

has the meaning given by the Determination.

**Emergency Service Organisation**

has the meaning given by the Determination.

**International Emergency Assistance Call Monitoring Centre**

means a call centre outside of Australia that provides an International Originated Emergency Assistance Call service to initiate a request for emergency assistance on behalf of a person in Australia via an International Originated Emergency Assistance Call Transit CSP.

*NOTES:*

*1. For example, an international call centre operating on behalf of a multinational company (e.g. a vehicle manufacturer) that initiates a request for emergency assistance following a vehicle emergency, or a mobile phone user out of terrestrial coverage sending an SOS message via satellite.*

*2. An International Emergency Assistance Call Monitoring Centre is an example of the more general term "third party service provider" used by the European Emergency Network Association.*

**International Originated Emergency Assistance Call**

means an emergency request for assistance originating from outside of Australia.

**International Originated Emergency Assistance Call Transit CSP**

means a CSP that provides an Australian communications entry point for an International Emergency Assistance Call Monitoring Centre to receive an International Originated Emergency Assistance Call and transfers that call to the Relevant Termination Point as an Emergency Call after performing appropriate Number translation(s).



**Issued**

has the meaning given by the C566 Number Management – Use of Numbers by Customers industry code.

**Listed Carriage Service**

has the meaning given by section 16 of the Act.

**Number**

means a public number as specified in the *Telecommunications Numbering Plan 2015* that has been Issued to a CSP or a Customer to be used in conjunction with the supply of a Listed Carriage Service.

*NOTE: For avoidance of doubt, a Number that can be Issued to a Customer is a:*

- (a) calling card number (i.e., 18 9);*
- (b) freephone number (i.e., 18x)*
- (c) geographic number (i.e., 02x, 03x, 07x, 08x);*
- (d) International number (i.e. a number Issued by a CSP operating within Australia for use within Australia);*
- (e) local rate number (i.e., 13 and 1300);*
- (f) mobile number (i.e., 04x);*
- (g) premium rate number (i.e., 19x); or*
- (h) satellite number (i.e., 014x).*

**Relevant Termination Point**

has the meaning as given by the Determination.

**Transit CSP**

means a CSP that connects with the ECP for 000 and 112 and IOAECT CSPs to pass call traffic between them.

**Triple Zero**

means the Emergency Call Service for calls to 000 and 112.

**2.3 Interpretations**

In the Guideline, 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 BACKGROUND

#### 3.1 Call Cases

- 3.1.1 An attempt to call 000 ESN from outside Australia is usually blocked by the recipient Transit CSP and will not be transferred to the Relevant Termination Point.
- 3.1.2 There is a growing number of International Emergency Assistance Call Monitoring Centres which have valid call cases to initiate an International Originated Emergency Assistance Call to request emergency assistance on behalf of a person in Australia.
- 3.1.3 Possible call cases for an International Emergency Assistance Call Monitoring Centre include:
  - (a) Building security/alarm monitoring service provider e.g. detection of a break-in, activation of a smoke alarm, chemical plant hazard alarm.
  - (b) eCall (telematics) e.g. an alert or request for emergency assistance for a road accident generated either manually by vehicle passengers or automatically via activation of in-vehicle sensors.
  - (c) Text based emergency communication e.g. SOS message via satellite communications when a mobile phone user is out of terrestrial coverage for an Emergency Call.
  - (d) Health monitoring service provider e.g. alert from a motion sensor, personal alarm, or other integrated device used by people living independently.
- 3.1.4 An International Emergency Call Monitoring Centre is expected to have a commercial arrangement with an IOEACT CSP to ensure routing of an International Originated Emergency Assistance Call to the Relevant Termination Point.

### 3.2 SMSA and ABC Codes

Refer to Table 1 for the list of Standardised Mobile Service Area (SMSA) and ABC codes allocated for International Originated Emergency Assistance Calls.

**TABLE 1**  
**SMSA and ABC codes for International Originated  
Emergency Assistance Calls**

<b>SMSA Name/ Collection Area</b>	<b>State / Territory</b>	<b>ABC code</b>
International Unknown	UNK	970
International ACT	ACT	971
International NSW	NSW	972
International VIC	VIC	973
International TAS	TAS	974
International NT	NT	975
UNALLOCATED	UNA	976
International QLD	QLD	977
International SA	SA	978
International WA	WA	979

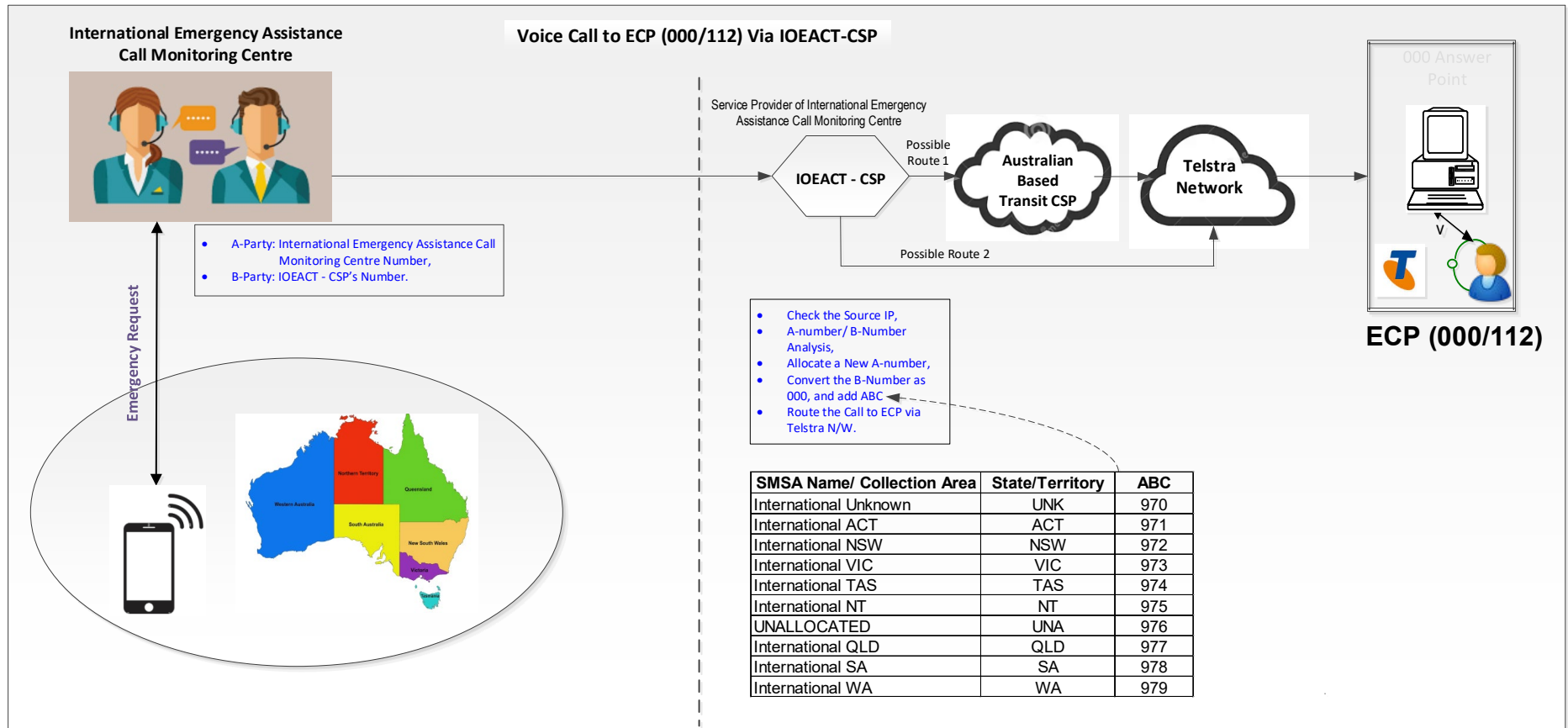
### 3.3 Recommended call flow

- 3.3.1 Refer to Figure 1 for an illustration of the call flow of an International Originated Emergency Assistance Call from an International Emergency Assistance Call Monitoring Centre to the ECP for 000 and 112.
- 3.3.2 An allocated Australian Number will be assigned by the IOEACT CSP for use as the B-Party Australian Number by an International Emergency Assistance Call Monitoring Centre.
- 3.3.3 An International Emergency Assistance Call Monitoring Centre requesting emergency assistance on behalf of a person in Australia will initiate an International Originated Emergency Assistance Call to the B-Party Australian Number assigned by the IOEACT CSP in Clause 3.3.2.
- 3.3.4 The IOEACT CSP will:
- (a) Perform A-Party number authentication;
  - (b) Perform B-Party number translation to the 000 ESN;
  - (c) Append the appropriate ABC code to 000 (i.e. 00097x) in the signalling information associated with the Emergency Call (consistent with Table 1); and

(d) Route the Emergency Call to the Relevant Termination Point.

3.3.5 The Transit CSP should not alter the signalling information provided with a call to 000 ESN e.g. the 'ABC' or SMSA code G557.2 or from Table 1.

3.3.6 For example, when a Transit CSP receives a call to 000 ESN from an IOEACT CSP, the Transit CSP should not alter the 'ABC' code from G557.2 provided by the IOEACT CSP e.g. when the Transit CSP subsequently hands over that call across an ECP point of interconnection.



**FIGURE 1**

**Call flow to the ECP for 000 and 112 via an IOEACT CSP for an International Originated Emergency Assistance Call from an International Emergency Assistance Call Monitoring Centre**

## 4 REFERENCES

<b>Publication</b>	<b>Title</b>
<b>Industry Codes</b>	
C566:2023	Number Management – Use of Numbers by Customers <a href="https://commsalliance.com.au/Documents/all/codes/c566">https://commsalliance.com.au/Documents/all/codes/c566</a>
<b>Industry Guidelines</b>	
G557:2023	Location Information for Emergency Calls <a href="https://commsalliance.com.au/Documents/all/guidelines/g557">https://commsalliance.com.au/Documents/all/guidelines/g557</a>
<b>Legislation and Regulatory Instruments</b>	
<i>Telecommunications Act 1997</i> <a href="https://www.legislation.gov.au/Series/C2004A05145">https://www.legislation.gov.au/Series/C2004A05145</a>	
<i>Telecommunications (Emergency Call Service) Determination 2019</i> <a href="https://www.legislation.gov.au/Series/F2019L01509">https://www.legislation.gov.au/Series/F2019L01509</a>	
<i>Telecommunications Numbering Plan 2015</i> <a href="https://www.legislation.gov.au/Series/F2015L00319">https://www.legislation.gov.au/Series/F2015L00319</a>	

## **PARTICIPANTS**

The Working Committee that developed the Guideline consisted of the following organisations and their representatives:

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This Working Committee was chaired by James Duck of Communications Alliance who also provided project management support.



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.



**Published by:  
COMMUNICATIONS  
ALLIANCE LTD**

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