

Emergency Call Services Requirements Revision Working Committee – WC86



Terms of Reference

Objective of the **Emergency Call Services Requirements** (C536:2011) Industry Code (the 'Code') and the revision.

The objectives of this Code are:

- (a) to ensure all end users of an Emergency Telephone Service (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 (e.g. through Public Number directories) of the ECS, including appropriate use, and advise that the disclosure of personal information to ESOs will occur as part of the Emergency Call process, in accordance with section 51 of the Determination; and
- (e) to ensure effective communications of information between relevant parties where technical issues affect the operation of the ECS.

The objective of this revision is to address the areas detailed in the Working Committee's Terms of Reference to ensure

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The **WC86: Emergency Call Services Requirements** Working Committee is:

to consider potential amendments to the *Emergency Call Services (ECS) Determination 2009* and to document these as part of a submission to the ACMA (date of the ACMA ECS Determination review is yet to be advised);

to perform an area of work identified in the review of the G644:2011 **Emergency Call Service Protections Requirements** Guideline; and

the **Emergency Call Services Requirements** (C536:2011) Industry Code. This Committee in carrying out the specific Code revision and the terms below is to observe the following guidelines, as appropriate:

- to ensure that the Code to be registered with the ACMA complies 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, as per s.110 of the Act; and

- the telecommunications activities to be covered by the Code, as per s.109 of the Act.

In revising the Code, the working committee shall consider the following:

- Introductory Statement – update to align with and clarify the necessary changes to the Code.
- editorial changes that update existing references such as organisation names and contacts.
- Impacts to sections of the Code resulting from a new ECS Determination being implemented by the ACMA.
- technology changes and the effects of Denial of Service (DoS) and Distributed Denial of Service (DDoS) on processes within the Code.

Deliverables

- Draft submission on addressing changes to the ECS Determination 2009;
- **Emergency Call Services Protections Requirements** Guideline (G644:201X); and
- a revised edition of the **Emergency Call Services Requirements** Industry Code (C536:201X) and

Terms of Reference Exclusions

Issues related to: