

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY GUIDELINE

G557.4:2014

MOBILE LOCATION INFORMATION (MoLI)
PROCESSES FOR EMERGENCY CALLING AND
RESCUE COORDINATION

G557.4:2014 Mobile Location Information (MoLI) Processes for Emergency Calling and Rescue Coordination Industry Guideline

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INTRODUCTORY STATEMENT

The **Mobile Location Information (MoLI) Processes for Emergency Calling and Rescue Coordination** Guideline (G557.4:2014) replaces the **Mobile Location Information (MoLI) Processes for Emergency Calling and Rescue Coordination** Guideline (G643:2012).

Both G557.4:2014 is, and G643:2012 was, designed to:

- Gather in one place information on Mobile Carrier processes for interaction with Emergency Service Organisations (ESOs) and the Australian Maritime Safety Authority (AMSA) about the location of mobile Customer Equipment used to make an Emergency Call; and
- Inform the ESOs and the AMSA about these processes.

The purpose of the change is to:

- renumber the Guideline as part of gathering several documents on location information for emergency calling under the one designation (i.e. G557). There has been no substantial change to the content of the document.

James Duck
Chair

Push MoLI Revision Working Committee

March 2014

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1 GENERAL

1.1 Introduction

- 1.1.1 Section 52 of the *Telecommunications (Emergency Call Service) Determination 2009* (the Determination) sets out an obligation for a Carrier, Carriage Service Provider (CSP) or Emergency Call Person to give information to an Emergency Service Organisation (ESO) about an Emergency Call.
- 1.1.2 The *Telecommunications (Emergency Call Service) Determination Amendment No.1 2011* (the Amendment) introduced a section 52A of the Determination that obliges a Mobile Carrier to give an ESO “*the most precise mobile location information available about the location of the customer equipment*” from which an Emergency Call originated.
- 1.1.3 Sections 286, 287 and 288 of the *Telecommunications Act 1997* (the Act) allow the disclosure of information in certain circumstances, including:
- (a) where there is a threat to a person's life or health; or
 - (b) for the preservation of human life at sea.
- 1.1.4 The development of the Guideline has been facilitated by Communications Alliance through a group comprised of representatives from mobile network operators in the telecommunications industry.
- 1.1.5 The Guideline should be read in the context of other relevant industry codes, guidelines and documents.
- 1.1.6 The Guideline should be read in conjunction with related legislation and regulatory instruments, including:
- (a) the Act;
 - (b) the Determination; and
 - (c) the Amendment.
- 1.1.7 If there is a conflict between the requirements of the Guideline and any requirements imposed on a Carrier or CSP by legislation, the Carrier or CSP will not be in breach of the Guideline by complying with the requirements of the legislation.
- 1.1.8 Compliance with this Guideline does not guarantee compliance with any legislation. The Guideline is not a substitute for legal advice.
- 1.1.9 Statements in boxed text are a guide to interpretation only and not binding as Guideline rules.

1.2 Scope

- 1.2.1 The Guideline describes the proposed processes which will be used by Mobile Carriers to provide the location information of an Active Mobile Customer Equipment (CE):
- (a) to an ESO in response to an authorised request from that ESO about an Emergency Call; or
 - (b) to the Australian Maritime Safety Authority (AMSA) in response to an authorised request from AMSA about the location of a mobile CE under section 286, 287 or 288 of the Act to facilitate the coordination by the Rescue Coordination Centre Australia (RCCA) of a maritime or aviation search and rescue operation.
- 1.2.2 The Guideline applies to the Carriers section of the telecommunications industry under section 110 of the Act.
- 1.2.3 The Guideline deals with the telecommunications activity "*carrying on business as a Carrier*" as defined in section 109 of the Act.

1.3 Objectives

The objectives of the Guideline are:

- (a) to set out industry process(es) for Mobile Carriers to handle location queries from ESOs in relation to Emergency Calls from Active Mobile CE;
- (b) to set out industry process(es) for Mobile Carriers to handle location queries from the AMSA in respect of an Active Mobile CE under section 286, 287 or 288 of the Act; and
- (c) to include designated contact point(s) and telephone number(s) for such location queries.

1.4 Guideline review

The Guideline will be reviewed after 5 years of the Guideline being published and every 5 years subsequently, or earlier in the event of significant developments that impact on the Guideline.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Guideline:

AMSA

means Australian Maritime Safety Authority.

CAD

means Computer Aided Despatch.

CE

means Customer Equipment.

CSP

means Carriage Service Provider.

ESO

means Emergency Service Organisation.

MoLI

means Mobile Location Information.

MSISDN

means Mobile Subscriber Integrated Services Digital Number.

RCCA

means Rescue Coordination Centre Australia.

TTCC

means Telstra Trace Control Centre.

VHA

means Vodafone Hutchison Australia.

2.2 Definitions

For the purposes of the Guideline:

Act

means the *Telecommunications Act 1997 (Cth)*.

Active Mobile CE

means a mobile CE that is turned on and has been correctly authenticated on a network used to supply a Public Mobile Telecommunications Service.

Amendment

means the *Telecommunications (Emergency Call Service) Determination Amendment No.1 2011*.

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 Equipment

has the meaning given by section 21 of the Act.

Determination

means the *Telecommunications (Emergency Call Service) Determination 2009*.

Emergency Call

has the meaning given by the Determination.

Emergency Call Person

has the meaning given by section 7 of the Act.

Emergency Service Organisation

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

Mobile Carrier

has the meaning given by section 52A of the Determination.

Public Mobile Telecommunications Service

has the meaning given by section 32 of the Act.

RCCA Emergency Contact Number

means a number for contacting the AMSA or the RCCA in an emergency.

NOTE: At the time of publication, the AMSA webpage <http://www.amsa.gov.au/emergency-contacts/> listed the following emergency contact numbers:
(a) 1800 641 792 (Maritime);
(b) 1800 815 257 (Aviation);

- | | |
|-----|--------------------------------|
| (c) | +612 6230 6811 (Maritime); and |
| (d) | +612 6230 6899 (Aviation). |

Triple Zero

has the meaning given by the “primary emergency service number” (i.e. 000), in section 3.24 of the *Telecommunications Numbering Plan 1997*.

Triple Zero Job Number (6 digits)

means the six digit job number provided with each Triple Zero call transferred to the ESO by the Emergency Call Person for Triple Zero.

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 OPTUS ESO/AMSA PROCESS

3.1 Introduction

At the time of publication, Optus is establishing direct connections between ESOs and Optus for online requests of Mobile Location Information (MoLI).

3.2 MoLI Request Contact Details

- 3.2.1 ESO or the AMSA to email an authorised request to the Optus network management centre at ESOMoLI.request@optus.net.au.
- 3.2.2 Refer to Appendix A for a sample form. This form will be set up as an email template (i.e. Optus email address, subject line and preconfigured form will be embedded in an email template). The email form will be completed and sent to Optus.
- 3.2.3 ESO Staff or the AMSA Staff call the Optus Network Management Centre (NMC) on **02 8085 6661** to advise that an email request has been sent.
- 3.2.4 The Optus network management centre will complete the request and email it back to the ESO or the AMSA.

NOTES:

- 1. Each ESO and the AMSA will need to supply to Optus a group email address for each communication centre.
- 2. Optus will not respond to MoLI requests from personal email addresses.

- 3.2.5 The Optus network management centre is the contact point for an ESO or the AMSA seeking additional clarification on a request e.g. an update.

3.3 Administrative Contact Details

- 3.3.1 Business hours and after hours email: NMCSWNDropbox@optus.net.au. Optus does not actively monitor this email address so if an urgent response is required then an email to this address must be accompanied by a phone call. This email address is for enquiries only. No mobile location information (MoLI) will be provided from this email address.
- 3.3.2 Business hours and after hours phone: **02 8085 6611**.
- 3.3.3 Business hours and after hours fax: **02 8085 6111**. Optus does not actively monitor this fax number so if an urgent response is required then a fax to this number must be accompanied by a phone call.

3.3.4 The Emergency Contact if unable to make contact on the above numbers is the Optus Network Management Centre, Incident Control Group:

(a) Phone: **02 8085 9949**.

(b) Mobile: **0403 399 259**.

4 TELSTRA ESO PROCESS

4.1 Purpose

The purpose of this section is to describe the proposed Interim Mobile CE Location process which will be used by Telstra to provide ESOs with the location information of a customer mobile CE (which has been used to make an Emergency Call to Triple Zero) on the Telstra network on a 24/7 basis.

4.2 Scope of the Telstra ESO process

4.2.1 This work process will only apply to a lawful request received in writing from an ESO to locate an Active Mobile CE on the Telstra Network under:

- (a) section 286 of the Act; or
- (b) section 52A of the Determination.

4.2.2 Telstra will provide upon the receipt of a lawful request for Mobile Location Information (MoLI) received in writing from an authorised requestor (i.e. ESO) the location information of the cell tower through which a customer mobile CE made an Emergency Call to Triple Zero.

4.2.3 Telstra will use a mobile positioning system process to provide the location information of the cell tower to the ESO. This system was developed to provide location information to meet Telstra's obligations under the *Handling of Life Threatening and Unwelcome Communications Industry Code (C525:2009)*.

4.3 Action

When a lawful request from an authorised ESO is received by telephone (and confirmed by FAX) or FAX to locate a customer mobile CE in a life threatening or time critical situation, the following actions will be carried out by Telstra.

4.4 Telstra mobile CE

Upon receiving a lawful request received in writing from an authorised ESO, Telstra will check the mobile CE's unique identifier (i.e. MSISDN, telephone or service number) to confirm that Telstra is the Carriage Service Provider (CSP) for that particular service number used to make the Emergency Call to Triple Zero.

4.5 Non-Telstra mobile CE

If the mobile service number has been ported to another CSP or the mobile service number belongs to another CSP, Telstra will not be able to determine the location of the mobile CE which was used to make the Emergency Call. Telstra will then advise the

requesting ESO that the CSP is not Telstra and as such a location request cannot be undertaken by Telstra.

4.6 Locating the mobile CE

- 4.6.1 Where Telstra is the CSP providing the mobile service it will use a mobile positioning system process to determine the location of the cell tower through which the Active Mobile CE made an Emergency Call. The geographic location information of the tower will then be provided to the requesting ESO by return fax.
- 4.6.2 The interim solution requires the location system to query a mobile CE for its current location and, as such, the degree of accuracy of the location information will be dependent on the capabilities of both the individual's mobile CE and the mobile network to which the mobile CE was connected. As a minimum, the interim solution will provide location information relating to latitude and longitude of the cell tower to which the Active Mobile CE is connected.
- 4.6.3 If the mobile positioning system process is unable to provide the current location of the mobile CE e.g. where the mobile CE is not active, Telstra will convey by fax that outcome to the requesting ESO.
- 4.6.4 Where the mobile CE is not active, the ESO may make a further written request to Telstra requesting Telstra to undertake a second check to ascertain the location of the mobile CE based on the most recent call data on the Telstra mobile network made from the mobile CE (which may take a longer period of time). Telstra will conduct the second check and where the check is successful; Telstra will advise the requesting ESO of the last known location information of the mobile CE.
- 4.6.5 Telstra will not attempt to locate another CSP's mobile CE roaming onto the Telstra Network as the default CLI, MSISDN, telephone or service number provided by the network does not enable a location search.

4.7 EXCEPTIONAL CIRCUMSTANCE REQUIREMENT

- 4.7.1 This process is to be used only in exceptional circumstances where an ESO has exhausted all other avenues in obtaining the location of the mobile CE used to make an Emergency Call to Triple Zero. Telstra is relying on the advice of the Australian Communications and Media Authority that mobile location information will only be required by ESOs in exceptional circumstances.
- 4.7.2 Telstra may not be able to provide the required level of access for all ESO requests should ESOs not meet this 'exceptional circumstance' requirement.

4.8 INFORMATION REQUIRED FROM ESO

- 4.8.1 To enable Telstra to determine the location information of the Active Mobile CE on its network, Telstra requires the authorised ESO to provide the following information concerning the mobile CE that was used to make an Emergency Call to Triple Zero:
- (a) Mobile Number Emergency Call was made from
 - (b) Emergency Call Date: ___ / ___ / ___ Time: ___:___ (24 hr)
 - (c) Computer Aided Despatch (CAD) Number
 - (d) Triple Zero Job Number (6 digits) (as provided by Triple Zero when initial call despatched to ESO).
- 4.8.2 The ESO officer making the request will also have to supply on the written request:
- (a) their name;
 - (b) rank designation; and
 - (c) contact details.
- 4.8.3 Refer to Appendix A for an example of the ESO Mobile CE Location Request Form.
- 4.8.4 This form must also be used by the ESO when requesting a second check on an inactive mobile CE.

4.9 CONTACT INFORMATION REQUIRED BY THE ESO

- 4.9.1 ESOs should note the Telstra Trace Control Centre (TTCC) numbers.
- 4.9.2 TTCC Telephone Number: 1300 361 674
- 4.9.3 TTCC FAX Number: (03) 9544 0271

4.10 PROCESS FLOWCHART

Refer to Figure 1.

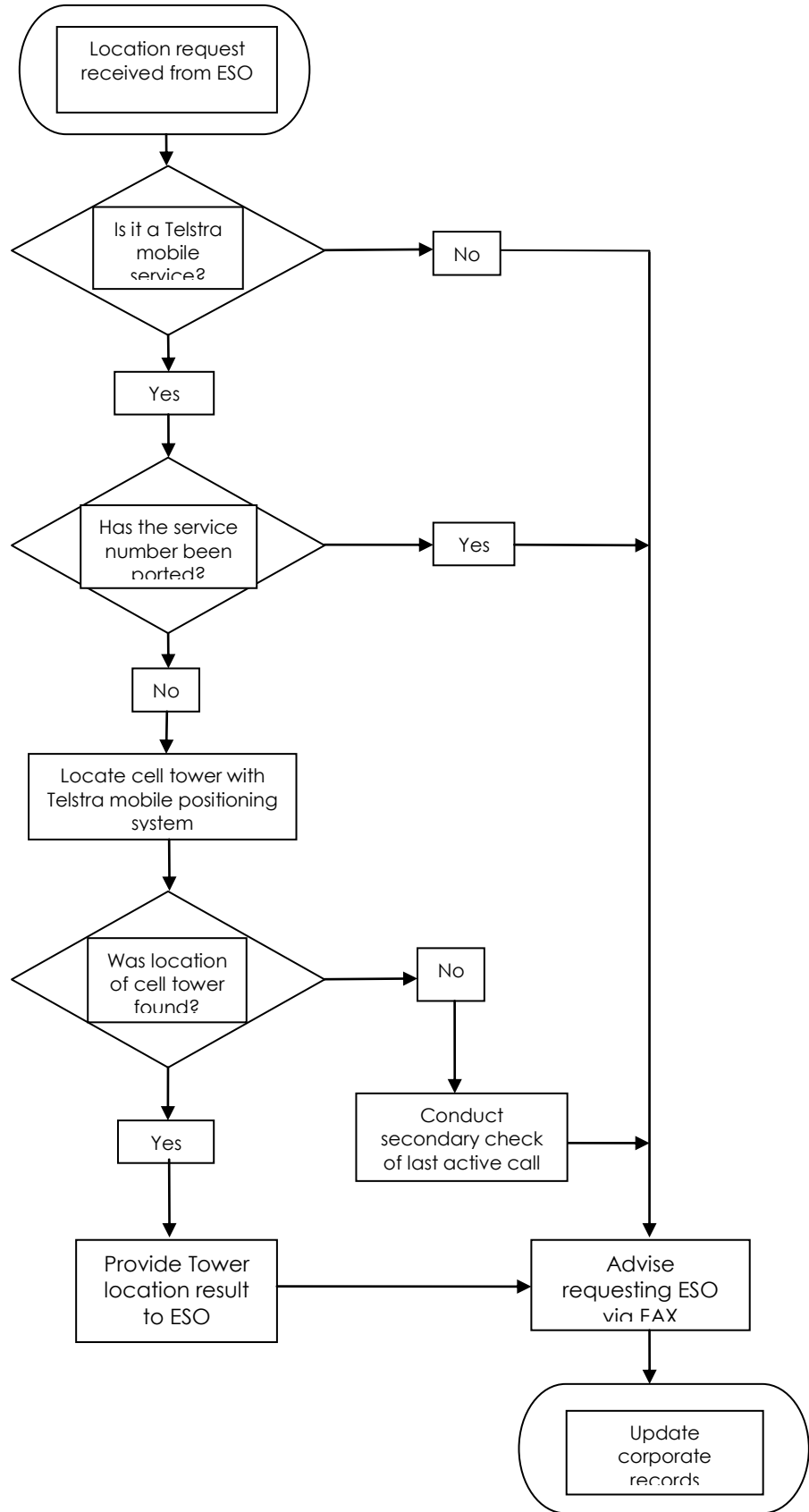


FIGURE 1
Telstra ESO Process

4.11 Telstra actions following receipt of ESO request

The Telstra actions following receipt of an ESO request are:

- (a) Action the authorised location request from the ESO;
- (b) Check that the mobile CE is a Telstra service;
- (c) Check to see if the mobile service has been ported;
- (d) If Telstra is not the CSP for the mobile CE, advise the ESO by FAX;
- (e) If Telstra is the CSP for the mobile CE, locate the Active Mobile CE on Telstra's network;
- (f) Provide the authorised ESO with the location request result by FAX;
- (g) Where requested conduct a secondary check based on the last active call record;
- (h) Send results of the secondary check to the ESO; and
- (i) Complete all corporate records for audit purposes.

5 TELSTRA AMSA PROCESS

5.1 Purpose

The purpose of this section is to describe the proposed Interim process to be used by Telstra in response to a lawful request by AMSA under the exemptions in section 286, 287 or 288 of the Act for location information of a customer mobile CE on the Telstra network on a 24/7 basis.

5.2 Scope of the Telstra AMSA process

5.2.1 This work process will only apply to a lawful request by AMSA to locate an Active Mobile CE on the Telstra Network under s 286, s 287 or s 288 of the Act.

5.2.2 Telstra will provide to AMSA, upon the receipt of a lawful request received in writing, the location information of the cell tower through which:

- (c) an Emergency Call to Triple Zero was made;
- (d) a call to an RCCA Emergency Contact Number was made; or
- (e) a recent call on the customer mobile CE was made or received.

5.2.3 Telstra will use a mobile positioning system process to provide the location information of the cell tower to AMSA. This system was developed to provide location information to meet Telstra's obligations under the *Handling of Life Threatening and Unwelcome Communications Industry Code* (C525:2009).

5.3 Action

When a lawful request from AMSA is received by telephone (and confirmed by FAX) or FAX to locate a customer mobile CE in a life threatening or time critical situation, the following actions will be carried out by Telstra.

5.4 Telstra mobile CE

Upon receiving a lawful request received in writing from AMSA, Telstra will check the mobile CE's unique identifier (i.e. MSISDN, telephone or service number) to confirm that Telstra is the Carriage Service Provider (CSP) for that particular service number.

5.5 Non-Telstra mobile CE

If the mobile service number has been ported to another CSP or the mobile service number belongs to another CSP, Telstra will not be able to determine the location of the mobile CE, Telstra will

then advise AMSA that the CSP is not Telstra and as such a location request cannot be undertaken by Telstra.

5.6 Locating the mobile CE

- 5.6.1 Where Telstra is the CSP providing the mobile service it will use a mobile positioning system process to determine the location of the cell tower through which the Active Mobile CE made an Emergency Call, a call to an RCCA Emergency Contact Number or a recent call made or received by the Active Mobile CE. The geographic location information of the tower will then be provided to AMSA by return fax.
- 5.6.2 The interim solution requires the location system to query a mobile CE for its current location and, as such, the degree of accuracy of the location information will be dependent on the capabilities of both the individual's mobile CE and the mobile network to which the mobile CE was connected. As a minimum, the interim solution will provide location information relating to latitude and longitude of the cell tower to which the Active Mobile CE is connected.
- 5.6.3 If the mobile positioning system process is unable to provide the current location of the mobile CE e.g. where the mobile CE is not active, Telstra will convey by fax that outcome to AMSA.
- 5.6.4 Where the mobile CE is not active, AMSA may make a further written request to Telstra requesting Telstra to undertake a second check to ascertain the location of the mobile CE based on the most recent call data on the Telstra mobile network made from the mobile CE (which may take a longer period of time). Telstra will conduct the second check and where the check is successful; Telstra will advise the requesting ESO or AMSA of the last known location information of the mobile CE.
- 5.6.5 Telstra will not attempt to locate another CSP's mobile CE roaming onto the Telstra Network as the default CLI, MSISDN, telephone or service number provided by the network does not enable a location search.

5.7 EXCEPTIONAL CIRCUMSTANCE REQUIREMENT

- 5.7.1 This process is to be used only in exceptional circumstances where AMSA has exhausted all other avenues in obtaining the location of the mobile CE.
- 5.7.2 Telstra may not be able to provide the required level of access for AMSA requests should AMSA not meet this 'exceptional circumstance' requirement.

5.8 INFORMATION REQUIRED FROM AMSA

- 5.8.1 To enable Telstra to determine the location information of the Active Mobile CE on its network, Telstra requires AMSA to provide the following information concerning the mobile CE:

- (a) Mobile Number; and
- (b) Incident Number.

5.8.2 If the Active Mobile CE was used to make an Emergency Call to Triple Zero, Telstra requires AMSA to provide the following additional information:

- (a) Call Date: ___ / ___ / ___ Time: ____:____ (24 hr).

5.8.3 If 5.8.1 and 5.8.2 do not apply and AMSA is aware of a recent call made or received to another number, AMSA is to provide the following additional information:

- (a) Call Date: ___ / ___ / ___ Time: ____:____ (24 hr).
- (b) Number called or number received: _____ .

5.8.4 The AMSA officer making the request will also have to supply on the written request:

- (a) their name;
- (b) rank designation; and
- (c) contact details.

5.8.5 Refer to Appendix B for an example of the AMSA Mobile CE Location Request Form.

5.8.6 This form must also be used by AMSA ESO when requesting a second check on an inactive mobile CE.

5.9 CONTACT INFORMATION REQUIRED BY AMSA

5.9.1 TTCC Telephone Number: 1300 361 674

5.9.2 TTCC FAX Number: (03) 9544 0271

5.10 PROCESS FLOWCHART

Refer to Figure 2.

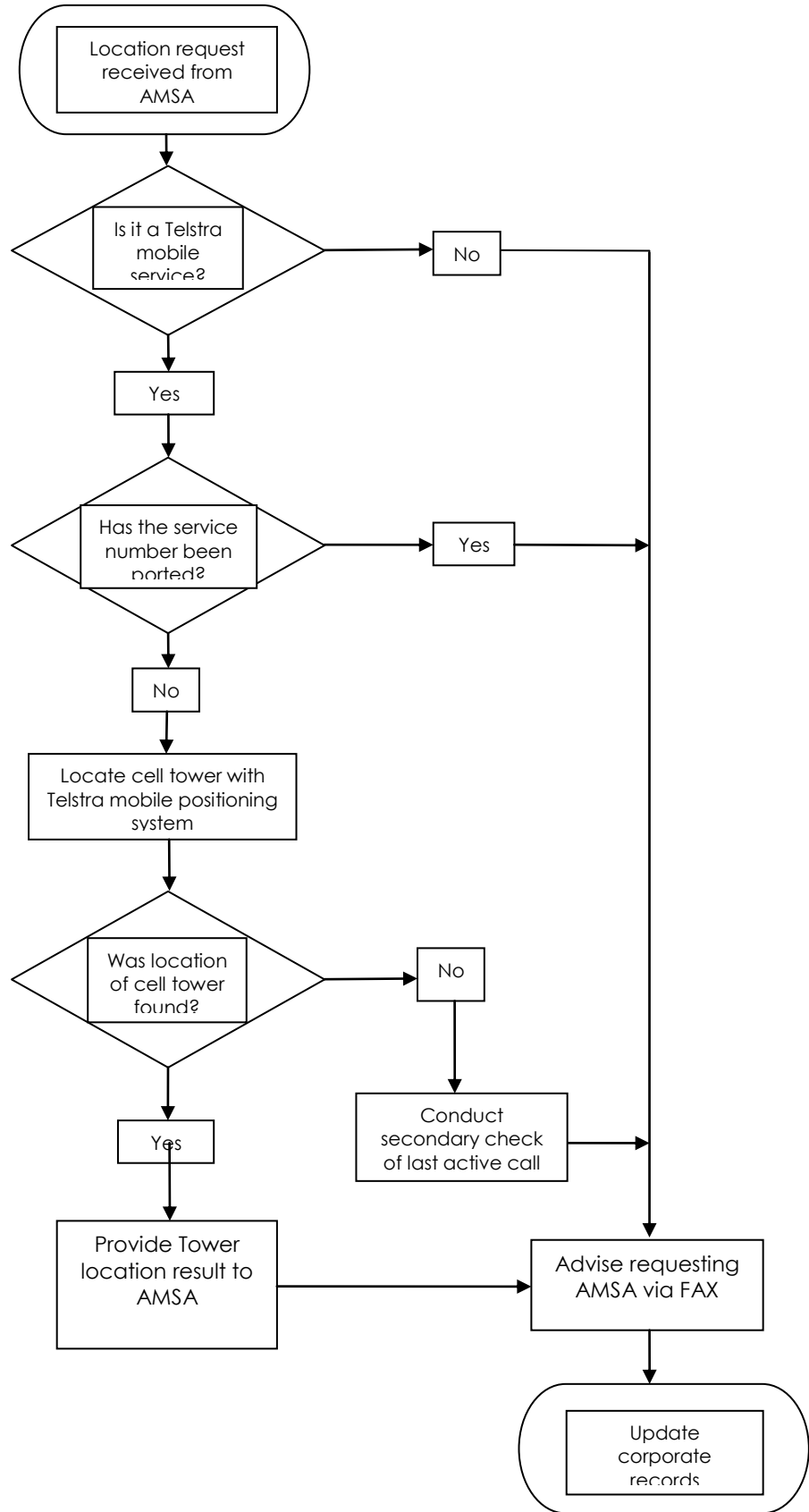


FIGURE 2
Telstra AMSA Process

5.11 Telstra actions following receipt of AMSA request

The Telstra actions following the receipt of an AMSA request are:

- (a) Action the authorised location request from AMSA;
- (b) Check that the mobile CE is a Telstra service;
- (c) Check to see if the mobile service has been ported;
- (d) If Telstra is not the CSP for the mobile CE, advise AMSA by FAX;
- (e) If Telstra is the CSP for the mobile CE, locate the Active Mobile CE on Telstra's network;
- (f) Provide the authorised AMSA officer with the location request result by FAX;
- (g) Where requested conduct a secondary check based on the last active call record;
- (h) Send results of the secondary check to AMSA; and
- (i) Complete all corporate records for audit purposes.

6 VODAFONE HUTCHISON AUSTRALIA PROCESS

6.1 Initial Roaming Check

- 6.1.1 The ESO or the AMSA is to contact the Vodafone Hutchison Australia (VHA) Network Operations Centre (NOC).
- 6.1.2 The VHA NOC will check whether the customer either is or was last known to be roaming on the Optus network.
- 6.1.3 If the VHA NOC reports that the customer is currently or was last known to be roaming on the Optus network then the VHA NOC will advise the ESO or the AMSA to contact the Optus NOC.

NOTE: Refer to section 3 for the process for an ESO or the AMSA to contact Optus.

- 6.1.4 If the VHA NOC reports that the customer is not roaming on the Optus network then the ESO or the AMSA continues with the process outlined below.

6.2 During Business Hours

- 6.2.1 The ESO or the AMSA is to contact VHA Agency Liaison on **02 8920 9233** with its request e.g. Subscriber Details/ Location Trace.
- 6.2.2 The ESO or the AMSA is to fax an authorised request to the VHA Agency Liaison team on **02 9412 8835**.
- 6.2.3 Refer to Appendix A for an example of the ESO Mobile CE Location Request Form.
- 6.2.4 For subscriber details VHA Agency Liaison will complete a subscriber request and fax it back to the ESO.
- 6.2.5 For Location Traces an ESO or the AMSA is to fax an authorised request through to VHA Agency Liaison which will then be forwarded to the VHA fault management team for actioning.

6.3 After Hours

- 6.3.1 The ESO is to contact the VHA fault management team on **02 8920 9233** with its request e.g. Subscriber Details/ Location Trace.
- 6.3.2 The ESO is to fax an authorised request to the VHA Fault Management Team on **02 9660 9637**.
- 6.3.3 Refer to Appendix A for an example of the ESO Mobile CE Location Request Form.
- 6.3.4 For subscriber details the VHA fault management team will complete a subscriber request and fax it back to the ESO.

- 6.3.5 For location traces an ESO or the AMSA is to fax an authorised request to the VHA fault management team on **02 660 9637** for actioning.

6.4 Contact Details

- 6.4.1 Business hours and after hours phone: **02 8920 9233**
- 6.4.2 Business hours fax: **02 9412 8835**
- 6.4.3 After hours fax: **02 9660 9637**
- 6.4.4 Emergency Contact Numbers if unable to make contact on the above numbers:
- (a) VHA fault management: **1800 993 030**
 - (b) VHA Agency liaison Manager: refer to the Life Threatening Communications industry contact list maintained by Communications Alliance for contact details.

NOTE: Industry contact lists typically are not publicly available and require the relevant access permission. Please contact Communications Alliance for more information.

7 REFERENCES

Publication	Title
Industry Codes	
C525:2010	Handling of Life Threatening and Unwelcome Communications http://commsalliance.com.au/Documents/all/codes/c525
Legislation	
	<i>Telecommunications Act 1997</i> http://www.comlaw.gov.au/Series/C2004A05145
	<i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> http://www.comlaw.gov.au/Series/C2004A00441
	<i>Telecommunications (Emergency Call Service) Determination 2009</i> http://www.comlaw.gov.au/Series/F2009L04720
	<i>Telecommunications (Emergency Call Service) Amendment Determination 2011 (No.1)</i> http://www.comlaw.gov.au/Details/F2011L00157
	<i>Telecommunications Numbering Plan 1997</i> http://www.comlaw.gov.au/Series/F2005B00940

APPENDIX

A ESO MOBILE CE LOCATION REQUEST

A1 Form Template

On the next page is a template of a form for an ESO to request mobile location information associated with an Emergency Call from a mobile CE.

The AMSA should use the same template of a form to request from Optus or VHA the mobile location information associated with a mobile CE where the request is under section 286, 287 or 288 of the Act.

Identification details of
Emergency Service Organisation (ESO)

ESO Logo here

Name of Carrier/CSP: _____

ESO to complete:

Please provide the following location information for the mobile Customer Equipment listed below

Emergency Calling Number (A Party)(10 digits): _____

Emergency Call: _____ Date: ___ / ___ / _____ Time: ___:___ (24 hr)

Computer Aided Despatch (CAD) No: _____

Triple Zero Job Number (6 digits): _____

ESO to complete:

I certify that this request is made for the purposes connected with a matter or matters raised in this Emergency Call and the information will only be disclosed or used in accordance with: **Section 286 Telecommunications Act 1997** and **Section 52A Telecommunications (Emergency Call Service) Determination 2009.**

Authorising Officer: _____
(Print Name) (Rank/Designation)

Authorising Officer Contact Details:

(Signature) (Contact number) ___/___/___ ___:___
(Date) (Time)

Carrier to complete the response:

Date: ___/___/___ Time: ___:___

Has the mobile Customer Equipment ported to another Carrier/CSP's network? Yes No

If yes, to which mobile Carrier? _____

Was Location request successful for the active call? Yes No

Was a secondary check based on the last active call required? Yes No

Cell Tower Location - Latitude: ____ . _____

Cell Tower Location - Longitude: ____ . _____

Attachments (MoLI map if available) or comments etc.: _____

Request Response: Date: ___ / ___ / ___ Time: ___:___ Seq No.: _____

Carrier Officer: _____
(Print Name) (Signature) (Contact number)

APPENDIX

B AMSA MOBILE CE LOCATION REQUEST FROM TELSTRA

B1 Form Template

On the next page is a template of a form for the AMSA to request from Telstra the mobile location information associated with a mobile CE where the request is under section 286, 287 or 288 of the Act.

NOTE: The AMSA should use the template of a form in Appendix A to request from Optus or VHA the mobile location information associated with a mobile CE.

Identification details of
Australian Maritime Safety Authority (AMSA)

AMSA Logo here

Name of Carrier/CSP: _____

AMSA to complete:

Please provide the following location information for the mobile Customer Equipment listed below

Calling Number (A Party)(10 digits): _____

If applicable:

Call to RCC Australia: Date: ___ / ___ / _____ Time: ___:___ (24 hr)

Emergency Call: Date: ___ / ___ / _____ Time: ___:___ (24 hr)

Recent or last known call:

Incident No: _____

AMSA to complete:

I certify that this request is made for the purposes connected with section 286, 287 or 288 of the **Telecommunications Act 1997** (the Act) and the information will only be disclosed or used in accordance with sections 286, 287 or 288 of the Act.

Authorising Officer: _____
(Print Name) (Rank/Designation)

Authorising Officer Contact Details:

_____/_____/_____:_____
(Signature) (Contact number) (Date) (Time)

Carrier to complete the response:

Date: ___/___/____ Time: ___:___

Has the mobile Customer Equipment ported to another Carrier/CSP's network? Yes No

If yes, to which mobile Carrier? _____

Was Location request successful for the active call? Yes No

Was a secondary check based on the last active call required? Yes No

Cell Tower Location - Latitude: _____

Cell Tower Location - Longitude: _____

Attachments (MoLI map if available) or comments etc.: _____

Request Response: Date: ___ / ___ / _____ Time: ___:___ Seq No.: _____

Carrier Officer: _____
(Print Name) (Signature) (Contact number)

APPENDIX

C LIST OF EMERGENCY SERVICE ORGANISATIONS

Section 52A of the Determination obliges Mobile Carriers to supply an ESO with MoLI in relation to an Emergency Call.

Section 147(11) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* defines an ESO as:

- (a) a police force or service; or
- (b) a fire service; or
- (c) an ambulance service; or
- (d) a service specified in the numbering plan for the purposes of this paragraph; or
- (e) a service for despatching a force or service referred to in paragraph (a), (b), (c) or (d).

At the time of publication of this Guideline there was no additional service specified in the numbering plan for the purpose of the definition of an ESO, so the list of ESOs in Australia for the purpose of the Determination is understood to be that in Table 1.

TABLE 1
National, State and Territory Emergency Service Organisations

Jurisdiction	Emergency Service Organisation	Website
Federal	Australian Federal Police	http://www.afp.gov.au/
ACT	A.C.T. Emergency Service Agency	http://www.esa.act.gov.au/ESAWebsite/content_esa/home_page/esa_home_page.html
ACT	A.C.T. Fire	http://www.esa.act.gov.au/ESAWebsite/content_actfb/actfb_home_page/fire_brigade_home_page.html
ACT	A.C.T. Rural Fire Service	http://www.esa.act.gov.au/ESAWebsite/content_rfs/rfs_home_page/rfs_home_page.html
ACT	A.C.T. Ambulance	http://www.esa.act.gov.au/ESAWebsite/content_actas/home_page/ambulance_home_page.html
NSW	NSW Police Force	http://www.police.nsw.gov.au/
NSW	Fire and Rescue NSW	http://www.fire.nsw.gov.au/
NSW	NSW Rural Fire Service	http://www.rfs.nsw.gov.au/
NSW	Ambulance Service of NSW	http://www.ambulance.nsw.gov.au/
NT	Northern Territory Police, Fire and Emergency Services	http://www.nt.gov.au/pfes/
NT	St John Ambulance NT	http://www.stjohnnt.com.au/
QLD	Queensland Police Service	http://www.police.qld.gov.au/
QLD	Queensland Fire and Rescue Service	http://www.fire.qld.gov.au/
QLD	Queensland Ambulance Service	http://www.ambulance.qld.gov.au/
SA	South Australia Police	http://www.police.sa.gov.au/
SA	South Australian Metropolitan Fire Service	http://www.mfs.sa.gov.au/
SA	South Australian Country Fire Service	http://www.cfs.sa.gov.au/
SA	SA Ambulance Service	http://www.saambulance.com.au/

TAS	Tasmania Police	http://www.police.tas.gov.au/
TAS	Tasmania Fire Service	http://www.fire.tas.gov.au/
TAS	Ambulance Tasmania	http://www.dhhs.tas.gov.au/ambulance
VIC	Victoria Police	http://www.police.vic.gov.au/
VIC	Metropolitan Fire and Emergency Services Board (MFB)	http://www.mfb.vic.gov.au/
VIC	CFA (Country Fire Authority)	http://www.cfa.vic.gov.au/
VIC	Ambulance Victoria	http://www.ambulance.vic.gov.au/
VIC	Emergency Service Telecommunications Authority	http://www.esta.vic.gov.au/
WA	Western Australia Police	http://www.police.wa.gov.au/
WA	Fire and Emergency Services Authority of Western Australia	http://internet.fesa.wa.gov.au/
WA	St John Ambulance Western Australia	http://www.ambulance.net.au/

PARTICIPANTS

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

Organisation	Membership	Representative
Optus	Voting	Sam Mangar
Optus	Non-voting	Terry Gillespie
Optus	Non-voting	Michael Elsegood
Telstra	Voting	Jane Elkington
Telstra	Non-voting	Kandiah Arulventhan
Telstra	Non-voting	Michael Ryan
Vodafone Hutchison Australia	Voting	Alexander R. Osborne
Vodafone Hutchison Australia	Non-voting	Andrew Billiris
Vodafone Hutchison Australia	Non-voting	Jon Fripp

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

Communications Alliance was formed in 2006 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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