

**COMMUNICATIONS
ALLIANCE LTD**



**INDUSTRY GUIDANCE NOTE IGN 020
EMERGENCY CALL SERVICE REQUIREMENTS -
TRIPLE ZERO TEST CALL PROCEDURES**

EMERGENCY CALL SERVICE REQUIREMENTS – TRIPLE ZERO TEST CALL PROCEDURES

Industry Guidance Note IGN 020

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VERSION HISTORY

This document constitutes: **Version 2 of Industry Guidance Note IGN 020**

Date	Version	Comments/Changes
10/02/2021	1	First release
20/11/2023	2	Second release – update ESAP contact details

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1 BACKGROUND

The Emergency Call Service Requirements Code (C536:2020) is designed to:

- ensure all End Users of an Emergency Telephone Service (ETS) have access to the Emergency Call Service (ECS) in case of emergencies or where a response is required from an Emergency Service Organisation (ESO);
- ensure the operational effectiveness of the *Telecommunications (Emergency Call Service) Determination 2019* (the Determination);
- ensure that the obligations of Carriers and Carriage Service Providers (CSPs), in relation to the ECS, are clearly documented and understood;
- promote public understanding and appropriate use of the ECS (e.g. via www.triplezero.gov.au); and
- ensure effective communications of information between relevant parties where technical issues affect the operation of the ECS.

2 OBJECTIVE OF THIS GUIDANCE NOTE

This Guidance Note is intended for Carriers and Carriage Service Providers (C/CSPs) and accompanies the Code to help facilitate the procedure to be followed by C/CSPs and their wholesale / enterprise customers for the testing of calls to 000/112 after a network / switch upgrade or the implementation of a new PABX system.

PABX suppliers and testers can use the same process as C/CSPs outlined below.

3 000/112 TEST CALL PROCEDURES

3.1 Procedure for Making Test Calls to Emergency Codes 000/112

- Technical staff of a C/CSP making individual test calls after a network/switch upgrade will use the following scripted wording:

"This is xxxxx technician with a Triple Zero test call; please confirm the CLI displayed is OXXXXXX?"

If the test call is from a mobile carrier or a nomadic service the agent can confirm the Mobile Location Information (MoLI) code or if need be can read back the MoLI code displayed.

If at any stage of the call you believe the information given is incorrect, do not quiz the agent. Just discontinue the call with the agent and email or phone (during business hours) Adam Arulkadacham (contact details below) requesting the information displayed to the agent.

Test Calls Case Scenario 1; More than 50 Test Calls within 24 hours period:

- A C/CSP must notify the Telstra Emergency Service Answer Point (ESAP) on esap@team.telstra.com when they propose to make more than 50 test calls to the 000 Service within a 24 hour period.

Test Calls Case Scenario 2; Less than 50 Test Calls within 24 hours period:

- The ESAP has no requirement to receive notification from a C/CSP when the number of test calls to 000 in a 24-hour period is no more than 50.

Note:

For further information, assistance or to obtain the call details of your test call including CLI, Address, MoLI and AML.

email the ESAP team - esap@team.telstra.com
or during business hours contact Adam Arulkadacham on +61 427 403 551.

Adam Arulkadacham
Emergency Service Answer Point
Telstra Corporation Limited

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.



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COMMUNICATIONS
ALLIANCE LTD**

**Level 12
75 Miller Street
North Sydney
NSW 2060 Australia**

**Correspondence
PO Box 444
Milsons Point
NSW 1565**

**T 61 2 9959 9111
F 61 2 9954 6136
TTY 61 2 9923 1911
E info@commsalliance.com.au
www.commsalliance.com.au
ABN 56 078 026 507**

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