



## **Telecommunications (Emergency Call Service) Amendment Determination 2020 (No. 1)**

---

The Australian Communications and Media Authority makes the following determination under subsection 147(1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Dated: 5 March 2020

Nerida O'Loughlin  
[signed]  
Member

Linda Caruso  
[signed]  
~~Member~~/General Manager

Australian Communications and Media Authority

---

## **1 Name**

This is the *Telecommunications (Emergency Call Service) Amendment Determination 2020 (No. 1)*.

## **2 Commencement**

This instrument commences at the start of the day after the day it is registered on the Federal Register of Legislation.

Note: The Federal Register of Legislation may be accessed free of charge at [www.legislation.gov.au](http://www.legislation.gov.au).

## **3 Authority**

This instrument is made under subsection 147(1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

## **4 Amendments**

The instrument that is specified in Schedule 1 is amended as set out in the applicable items in that Schedule.

---

## Schedule 1—Amendments

### *Telecommunications (Emergency Call Service) Determination 2019* *[F2019L01509]*

#### **1 Section 5 (note at the end)**

Omit “have mechanisms in place to”.

#### **2 Section 6 (definition of *information agreement*)**

Repeal the definition.

#### **3 Section 6 (definition of *new information agreement*)**

Repeal the definition.

#### **4 Subsection 31(9)**

Repeal the subsection.

#### **5 Section 38**

Repeal the section, substitute:

#### **38 Requirement to use common system and provide assistance**

- (1) An emergency call person must, as far as practicable, use the common system to:
  - (a) answer an emergency call made to the emergency call service operated by the person; and
  - (b) transfer the emergency call to the appropriate emergency service organisation.
- (2) The emergency call person for 000 and 112 must:
  - (a) share access to the common system with the emergency call person for 106 for use in relation to calls made to the emergency service number 106; and
  - (b) give the emergency call person for 106 such assistance as is required to ensure that:
    - (i) the emergency call person for 106 has access to the most precise location information available when a call-taker receives a call made to the emergency service number 106;
    - (ii) the call-taker is able to give that information to the appropriate emergency service organisation in the course of relaying the call to the organisation; and
    - (iii) if, after the emergency service organisation has dealt with the call, the organisation asks the emergency call person for 106 to give it information about the call (including the name of the carriage service provider who supplied the emergency telephone service on which the call was made), the emergency call person for 106 is able to give the information to the organisation.

#### **6 Subsection 50(9)**

Repeal the subsection.

---

## 7 Section 53

Repeal the section, substitute:

### 53 Access to IPND by emergency call person for 000 and 112

The emergency call person for 000 and 112 must take all reasonable steps to ensure that:

- (a) the IPND Manager gives it access to all the information in the IPND that it requires to respond to an emergency call, as soon as practicable after the call is received; and
- (b) the IPND Manager will inform it of a revision or correction to the customer location information in the IPND within 24 hours of the IPND Manager being notified of such a revision or correction.

## 8 Division 3.5

Repeal the Division, substitute:

### Division 3.5      Communication and welfare checks

#### 55 Communication and welfare checks – disruption to the emergency call service

- (1) This section applies to the emergency call person for 000 and 112 if there has been a disruption to the emergency call service operated by the person.
- (2) The emergency call person must, as soon as possible after the disruption occurs, conduct a welfare check on an end-user who has made a call to the emergency service number 000 or 112 which has been carried to the relevant termination point, but has not been carried to the relevant answering point, for the call, unless the call:
  - (a) has been made using a public payphone;
  - (b) is a Caller No Response Call; or
  - (c) has a default CLI.
- (3) If the emergency call person reasonably believes that a carrier, carriage service provider or emergency service organisation is affected by the disruption, the emergency call person must, as soon as practicable after the disruption occurs, inform the carrier, provider or organisation of the disruption.
- (4) If the emergency call person reasonably believes that the disruption is likely to materially and adversely affect its ability to provide the emergency call service, the emergency call person must, as soon as practicable after the disruption occurs, inform:
  - (a) members of the public whose ability to access the emergency call service is affected by the disruption;
  - (b) the ACMA;
  - (c) the Department;
  - (d) the Home Affairs Department,of the disruption.

## 9 Section 59

Omit “described in the information agreement or new information agreement”.

---