

Tracking implementation of recommendations of the *Investigation Report into the Triple Zero Service Disruptions of 4 & 26 May 2018*

Tracking Date: Updated 26 November 2018

- = On target/tracking to plan
- = Minor delays/issues or risk
- = Significant delays/risks/cost implications
- = Completed
- = Not yet commenced

Recommendations	Progress	Timeframe for implementation	Owner	Actions taken to date	Next steps
<p><u>Recommendation 1:</u> That communications from the Emergency Call Person (ECP) to Emergency Service Organisations (ESOs), public safety agencies, telecommunications carriers, carriage service providers, media, other government stakeholders and Ministers are improved through the development of Triple Zero Disruption Protocols.</p> <p>Development of these protocols should be led by the ECP, and approved by members of NECWG-A/NZ and the Department of Communications and the Arts (DoCA) Triple Zero Coordination Committee.</p> <hr/> <p><u>Recommendation 2:</u> That Telstra finalise its review of its network alarm systems and take action to ensure that “loss of communications” alarms are actively identified for rectification.</p>	<p>s 47C and s 47G</p>				

Recommendations	Progress	Timeframe for implementation	Owner	Actions taken to date	Next steps					
	s 47C and s 47G									
<p><u>Recommendation 3:</u></p> <p>That Telstra and ESOs (through NECWG-A/NZ) identify procedures and trigger points for reporting and investigation of the reasons for overflow calls (or observed routing difficulties) to ensure that the reasons for overflow are correctly identified and understood by all impacted parties.</p>										
<p><u>Recommendation 4:</u></p> <p>That the ECP, ESOs and telecommunications carriers investigate capabilities for timely identification and capture of all telephone numbers that have attempted to call Triple Zero during a service disruption, and for the</p>										

Recommendations	Progress	Timeframe for implementation	Owner	Actions taken to date	Next steps
<p>Triple Zero Disruption Protocols to set out the arrangements for those callers to be contacted to ensure their welfare. Call back processes may be undertaken by either the ECP, ESOs, telecommunications carriers or carriage service providers, or a combination of these parties depending on the severity and type of incident experienced.</p>	s 47C and s 47G				
<p>Recommendation 5:</p> <p>The ECP for Triple Zero should work with DoCA, ESOs and industry to investigate the feasibility of improving network redundancy arrangements, including options for:</p> <ul style="list-style-type: none"> > an optional Session Initiation Protocol (SIP) interface for the direct provision of calls to ECP call centres by telecommunications carriers that prefer to implement and utilise SIP arrangements; and > multi-carrier redundancy for the carriage of calls and data from ECP call centres to ESOs (to avoid reliance on a single network for outbound calls). 					
<p>Recommendation 6:</p> <p>The ECP for Triple Zero should work with DoCA and ESOs on options to provide live dashboard reporting for ESOs that:</p> <ul style="list-style-type: none"> > communicates the status of the ECP network, systems and service provision; 					

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<ul style="list-style-type: none"> > identifies and describes any disruptions or service incidents; and > provides estimated rectification timeframes. <p>DoCA should consider the merits of making live dashboard reporting available to public safety agencies.</p>	s 47C and s 47G				
<p><u>Recommendation 7:</u></p> <p>The ECP for Triple Zero to work with the Triple Zero Coordination Committee to investigate providing alternative contact numbers to facilitate calls to ESOs that can be utilised in the event of a disruption to Triple Zero services. These numbers should only be publicised in the event of a disruption to the Triple Zero service.</p>					

Recommendations	Progress	Timeframe for implementation	Owner	Actions taken to date	Next steps
<p><u>Recommendation 8:</u></p> <p>State and Territory ESOs and their respective government agencies should review their current business continuity and disaster recovery arrangements to ensure there are adequate processes in place to manage incidents within each jurisdiction, including the management of media messaging and communications to the public during a disruption to the Triple Zero service (that is coordinated with the processes set out in the Triple Zero Disruption Protocols).</p>	s 47C and s 47G				
<p><u>Recommendation 9:</u></p> <p>That the ACMA review the <i>Telecommunications (Emergency Call Service) Determination 2009</i> to ensure that the Determination:</p> <ul style="list-style-type: none"> > provides adequate protections to the Australian community; > takes into account market and technology changes; > imposes clear and consistent obligations across the ECS supply chain; > includes a requirement for timely and effective communication across the ECS supply chain when there is a disruption to emergency services. <p>As part of the review, the ACMA considers whether any parts of the C536:2011 Emergency Call Service Requirements Industry Code and the G644:2011 Emergency Call Service Requirements Guideline should now be included in the Determination.</p>					

Recommendations	Progress	Timeframe for implementation	Owner	Actions taken to date	Next steps
<p><u>Recommendation 10:</u></p> <p>That the Communications Alliance review the C536:2011 Emergency Call Service Requirements Industry Code and the G644:2011 Emergency Call Service Requirements Guideline (which provides guidance in the event of a DoS attack to the Triple Zero service) to ensure the code and guideline:</p> <ul style="list-style-type: none"> > provide adequate protections to the Australian community; > take into account market and technology changes; > impose clear and consistent obligations or guidance across the ECS supply chain. 	s 47C and s 47G				
<p><u>Recommendation 11:</u></p> <p>DoCA should review the terms of reference for the Triple Zero Coordination Committee to ensure the committee has a proactive role in identifying and resolving gaps and risks to end-to-end service delivery for the Triple Zero Emergency Call Service and establish a clear work program to address these.</p>					

From: s 22
Sent: Friday, 23 November 2018 3:56 PM
To: s 22
Subject: Fw: Correspondence from NECWG-A/NZ Chair, Chris Beatson [DLM=For-Official-Use-Only]
Attachments: NECWG ANZ response to DoCA letter November 2018.pdf

Good Afternoon s 22

Please see below correspondence forwarded to Mr Mrdak.

Have a great weekend.

Cheers, s 22



NSW Police Force - PoliceLink Command



s 22

PO Box 3427, TUGGERAH NSW 2259



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----- Forwarded by s 22 NSWPolice on 23/11/2018 15:52 -----

From: s 22
To: mike.mrdak@communications.gov.au
Date: 23/11/2018 15:52
Subject: Correspondence from NECWG-A/NZ Chair, Chris Beatson [DLM=For-Official-Use-Only]

Good Afternoon Mr Mrdak,

Please find enclosed correspondence from Chris Beatson, Chair of the National Emergency Communications Working Group - Australia / New Zealand (NECWG-A/NZ) in relation to AML.

Mr Beatson is happy to discuss further if required.

Cheers, s 22



NSW Police Force - PoliceLink Command



s 22

PO Box 3427, TUGGERAH NSW 2259



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Mr Mike Mrdak
Secretary
Department of Communications and the Arts
GPO Box 2154
Canberra ACT 260



Dear Mr Mrdak,

Advanced Mobile Location for the Triple Zero Emergency Call Service (PDR ID: EC18001327)

Thank you for your letter of 20 November 2018 highlighting a number of the recommendations outlined in your recent *Investigation Report into the Triple Zero Service disruption on 4 & 26 May 2018* (October 2018) and your intended improvements to Advanced Mobile Location (AML) capabilities in Australia.

The members of The National Emergency Communications Working Group – Australia/New Zealand (NECWG-A/NZ) are confident that this capability will deliver benefits to the community, Emergency Services Organisations (ESOs) and Government, and look forward to the introduction. They are appreciative of the role that the Department of Communications and the Arts (DoCA) can play in advancing this capability.

NECWG-A/NZ met in Hobart in November 2018 and have discussed the recommendations outlined in your report, particularly recommendations 1, 3 and 8 highlighted in your letter. The Department of Communications and the Arts was represented by s 22 Liaison and Emergency Services and Consumer Safeguards.

Our response to these is outlined on the following pages of this document.

On behalf of NECWG-A/NZ thank you again for your efforts and support of emergency communications for Australians.

I would be keen to discuss NECWG-A/NZ's position on AML and the pending introduction if required. Please feel free to contact me on s 22

Regards,

Chris Beatson
Chair, NECWG-A/NZ

Director, PoliceLink
NSW Police Force

22 November 2018

From: Silleri, Kathleen
Sent: Friday, 21 December 2018 12:51 PM
To: s 22
Subject: FW: Update on AML and the new Working Committees [SEC=UNCLASSIFIED]
Attachments: Communications Alliance update on Advanced Mobile Location activity 20181221.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

UNCLASSIFIED

fyi

From: John Stanton [s 22] <[redacted]@commsalliance.com.au>
Sent: Friday, 21 December 2018 12:40 PM
To: Mrdak, Mike <Mike.Mrdak@communications.gov.au>
Cc: Silleri, Kathleen <Kathleen.Silleri@communications.gov.au>; [s 22] <[redacted]@communications.gov.au>; [s 22] <[redacted]@communications.gov.au>; [s 22] <[redacted]@communications.gov.au>
Subject: Update on AML and the new Working Committees

Hi Mike

An update in the attached – hope you will enjoy a safe and happy festive season!

Warm Regards

John Stanton

CEO | Communications Alliance Ltd | Level 12/75 Miller St | North Sydney NSW 2060

P: [s 22] <[redacted]@communications.gov.au> | www.commsalliance.com.au



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21 December 2018



Mr Mike Mrdak AO

Secretary of the Department of Communications and the Arts
GPO Box 2154
Canberra ACT 2601

Dear Mike,

RE: Communications Alliance update on Advanced Mobile Location activity

Thank you for your letter of 20 November on 'Review of the Emergency Call Service Code of Practice and Guidelines'. I am writing to update you on the progress by Communications Alliance on Advanced Mobile Location (AML).

Communications Alliance has convened an AML Working Group of representatives from the three largest mobile carriers. The working group has been drafting a guideline for an inter carrier interface on AML. This is proposed as a new Part 6 of the G557:2014 *Location Information for Emergency Calls guideline*.

Work is also ongoing on a planned amendment of the AS/CA S042.1:2018 *Requirements for connection to an air interface of a Telecommunications Network - Part 1: General Standard* to include AML on mobile devices. Telstra has been updating the AML Working Group on its ongoing interaction, in its role as the Emergency Call Person for 000, with Apple and Google, as the managers of the two major operating systems for mobile devices i.e. iOS and Android.

Communications Alliance is now establishing two new Working Committees; one on each of the AML related activities i.e. for an AML inter carrier interface and AML for mobile devices. The terms of reference for the new Working Committees are available from the Communications Alliance website.

If the Department of Communications and the Arts (department) would like more information on the Working Committees then the relevant Communications Alliance contact is s 22

s 22 He can be contacted on s 22

Best wishes for the end of year festive season. I look forward to continuing in 2019 the productive interaction between the Department and Communications Alliance.

Yours sincerely,

s 22

John Stanton
Chief Executive Officer

cc: Kath Silleri, Assistant Secretary, Consumer Safeguards, DoCA

cc: s 22 Office of Senator Fifield, Minister for Communications and the Arts

From: Silleri, Kathleen
Sent: Wednesday, 19 December 2018 4:29 PM
To: s 22
Subject: FW: Optus | Triple Zero Calls - Implementation of Advanced Mobile Location (AML) capabilities by end of 2019 [SEC=UNCLASSIFIED]
Attachments: 181219 AML Implementation Letter to Mike Mrdak.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

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fyi

From: Mrdak, Mike
Sent: Wednesday, 19 December 2018 4:27 PM
To: Windeyer, Richard <Richard.Windeyer@communications.gov.au>; Silleri, Kathleen <Kathleen.Silleri@communications.gov.au>; Madsen, Andrew <Andrew.Madsen@communications.gov.au>
Subject: FW: Optus | Triple Zero Calls - Implementation of Advanced Mobile Location (AML) capabilities by end of 2019 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Kath – for consideration

thanks
mike

From: s 22 <[REDACTED]@optus.com.au>
Sent: Wednesday, 19 December 2018 4:23 PM
To: Mrdak, Mike <Mike.Mrdak@communications.gov.au>
Subject: Optus | Triple Zero Calls - Implementation of Advanced Mobile Location (AML) capabilities by end of 2019

Dear Mr Mrdak,

Attached find letter from Mr Andrew Sheridan in relation to the above matter.

Kind regards

s 22

to Andrew Sheridan, VP, Regulatory & Public Affairs

1 Lyonpark Road
Macquarie Park
NSW 2113 Australia

s 22 <[REDACTED]@optus.com.au>

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19 December 2018

Mr Mike Mrdak AO
Secretary
Department of Communications and the Arts
GPO Box 2154
Canberra ACT 2601

Via email: mike.mrdak@communications.gov.au

Dear Mr ~~Mrdak~~ *Mike*

Re: Advanced Mobile Location (AML) for the Triple Zero Emergency Call Service

I refer to your 20 November 2018 correspondence to Mr Allen Lew, Chief Executive Officer, Optus requesting Optus' cooperation to implement Advanced Mobile Location (AML) by the end of 2019, as announced by the Minister for Communications and the Arts on 22 October 2018.

Mr Lew has asked me to respond on his behalf.

I can advise that Optus is supportive of the request to implement AML capability for the triple zero emergency call service by the end of 2019, and is in the process of securing budget for the significant investment required to deliver this new capability.

However, I note that there are a number of factors outside of Optus' control that may impact meeting this commitment. That is:

- An AML technical solution, that includes consideration of standards and security issues, is not yet finalised, with no deadline set. Optus is participating in discussions with industry, the ECP via Communications Alliance with input from Apple and Google.
- While some planning can occur in parallel, final development and testing phases cannot progress until the ECP has successfully implemented its Internet Protocol (IP) upgrade.

Also, the ECP has advised Optus, and as I understand also advised representatives of your Department, that delays in finalising the AML technical solution and the ECP IP upgrade will likely delay the implementation of AML until early 2020.

Optus takes its responsibility to enable emergency call services seriously. We will continue to engage in industry discussions to progress a technical solution and ensure the benefits of AML are available as soon as practicable.

Please contact me or s 22 Regulatory Compliance and Safeguards,
s 22 optus.com.au s 22 if you need further clarification on Optus' position.

Yours sincerely

s 22

Andrew Sheridan
Vice President Regulatory and Public Affairs