

Submitted by S Small

Submission number: 239000

Department of Communications' Review of the national Triple Zero (000) operator 2014.

Question 1: Community expectations

Yes it should be very available, and I believe it's current service standard is good but I haven't used it ever

Question 2: Challenges facing the Triple Zero service

I don't understand this

Question 3: Other ways of requesting emergency assistance

Yes, mobile app to get an instant response. Whatever channel you use would need to be very fast/instant.

Question 4: Improving information

I don't understand

Question 5: The role of the national Triple Zero operator

Speed, reliability, quality of service/customer service, ease of use and to deliver multiple innovative ways to use the service

Question 6: The role of telecommunications providers

N/A

Question 7: The role of innovators

A powerful/instant mobile app that let's you submit emergency requests, see updates on your request, like how far away police are, etc

Question 8: Cooperation and decision-making

I don't know/understand

Other comments

Return to: Submissions received for the triple zero review

(http://www.communications.gov.au/telephone_services/emergency_call_services/Submissions_received_for_triple_zero_review)
page