



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

Telecommunications (Consumer Protection and Service Standards) Act 1999

The AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY makes this Determination under subsection 147 (1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Dated 21 January 2011

Richard Bean

[signed]

Member

Brendan Byrne

[signed]

Member/General Manager

Australian Communications and Media Authority

1 Name of Determination

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

2 Commencement

This Determination commences on the later of:

- (a) 20 April 2011; or
- (b) the day after it is registered.

3 Amendment of the *Telecommunications (Emergency Call Service) Determination 2009*

Schedule 1 amends the *Telecommunications (Emergency Call Service) Determination 2009*.

Schedule 1 Amendment

(section 3)

[1] After section 52

insert

Section 52A Most precise mobile location information available

- (1) This section applies to carriers that own or operate a controlled network or controlled facility used to supply a public mobile telecommunications service (the *mobile carrier*).
- (2) If an emergency service organisation asks a mobile carrier to provide location information about an emergency call:
 - (a) that originated from customer equipment connected to the mobile carrier's controlled network or controlled facility at the time the emergency call was made;
 - (b) that has been transferred to the emergency service organisation; and
 - (c) where the emergency service organisation is unable to identify the location of the callerthe mobile carrier must give the emergency service organisation the most precise mobile location information available about the location of the customer equipment from which the emergency call originated, as soon as possible after the request is received.

Note: Circumstances in which the most precise mobile location information may not be available to a mobile carrier include instances where the customer equipment used to make the call does not provide a unique customer identifying number.

- (3) If the emergency call did not originate from customer equipment connected to the mobile carrier's controlled network or controlled facility, the mobile carrier must notify the emergency service organisation immediately, and take all reasonable steps to assist the emergency service organisation in identifying the owner or operator of the controlled network or controlled facility to which the customer equipment, from which the emergency call originated, was connected.
- (4) A mobile carrier must ensure that:
 - (a) emergency service organisations are able to make a request for location information from the mobile carrier at all times;
 - (b) emergency service organisations are provided with a designated contact and telephone number to which requests for location information can be made, or a specified process to be followed when such requests are made; and
 - (c) all requests received are processed without delay.

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- (5) In this section:
- most precise mobile location information available*** means the most precise location information that the mobile carrier has available, about the geographic or physical location of the customer equipment from which the emergency call originated:
- (a) at the time the emergency call was made; or
 - (b) where the emergency service organisation requests location information for a later time, at that time; and
 - (c) which includes, at a minimum, the reception or coverage area of the radio cell from which the emergency call originates.

Note

1. All legislative instruments and compilations are registered on the Federal Register of Legislative Instruments kept under the *Legislative Instruments Act 2003*. See <http://www.frli.gov.au>.