

MS16-004728



**Australian Government**  
**Department of Communications and the Arts**

**SUBJECT: EMERGENCY CALL PERSON UPGRADE WORKS**  
**TIMING: ROUTINE – FOR INFORMATION**

**KEY ISSUES:**

1. Telstra is the Emergency Call Person (ECP). In this role, it receives emergency calls to 000 (and 112). Telstra redirects those calls to the relevant Emergency Service Organisation (ESO) and provides available location data information to the relevant ESO. Telstra’s obligations as ECP are set out in both regulation and a contract with the Department (the TUSOP Agreement).
2. The Department is permitted, under the TUSOP Agreement, to put the ECP services out to tender. You agreed that the Department could commence this tender process (MS16-001745 refers). A Request for Expressions of Interest has been issued and responses are currently being considered by the Department. Our expectation is that the Department will be able to move to a select tender process for shortlisted entities early in 2017.
3. The process put in place by the Department would allow the appointment of an ECP to be made by mid-2017. If Telstra was not appointed as the ECP, a transition process to the new ECP would be expected to take approximately 12 months (though the exact amount of time would need to be confirmed)

s 47G and s 47C



<b>RECOMMENDATION:</b>	
That you note the information provided and the talking points in the Background section of this submission.	Noted/Please discuss.  <p style="text-align: right;"><b>MITCH FIFIELD</b> ...../...../2017</p>

*Kath Silleri*

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Contact Nos: [Redacted] s 22  
 Date: 4 January 2017

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## BACKGROUND

s 47G and s 47C

### *Talking points*

**Q:** *Does Telstra need approval from the Government or ACMA to proceed with the proposed upgrade works?*

**A:** Telstra has a regulatory obligation to advise ACMA and other key stakeholders of its proposal to carry out these upgrade works. But it is not required to obtain any ACMA or Government approval. Telstra therefore has made an independent decision to undertake these works.

Telstra must, at all times, ensure it meets its existing regulatory and contractual obligations to provide the Emergency Call Person services.

s 47G and s 47C

**Q:** *How do these works impact on the tender process for the appointment of a new Emergency Call Person that your Department has recently commenced?*

**A:** The carrying out of the works will have no impact on the current Emergency Call Person tender process. Telstra must continue to perform its regulatory and contractual obligations as the Emergency Call Person during the period the tender process is underway.