



## Review of the national Triple Zero (000) operator

### Terms of reference

1. The Department of Communications shall review and make recommendations on the future of the national Triple Zero (000) operator (also referred to as the 'Emergency Call Person') with particular reference to the following:
  - a. The role and objectives of the national operator.
  - b. The national operator's existing business processes and architecture.
  - c. The existing funding and delivery model for the emergency call service.
  - d. The financial and regulatory responsibilities of emergency service organisations, the telecommunications industry and other stakeholders.
  - e. The changing telecommunications environment, including alternative ways to request emergency assistance and improvements to mobile phone location information.
  - f. The needs and expectations of the community in relation to the national operator.
  - g. The operational requirements of emergency service organisations in relation to the national operator.
  - h. Funding and delivery models to drive the efficiency, effectiveness and adaptability of the emergency call service, with reference to overseas examples.
  - i. Limitations of the existing national operator model and ways in which they can be addressed.
  - j. How free and open access to an authoritative geocoding capability would enhance the delivery of Triple Zero (000) services.
2. In conducting the review, the Department shall have regard to the following:
  - a. The tender of the national Triple Zero (000) operator by the Telecommunications Universal Service Management Agency, required to be issued by 23 June 2016 under the Commonwealth's contract with Telstra concerning the delivery of certain public interest services.
  - b. The review of the *Telecommunications Universal Service Management Agency Act 2012* and related legislation, required by 1 January 2018 under section 123 of the *Telecommunications Universal Service Management Agency Act 2012*.
  - c. Work being led by the New South Wales Police Force to develop an Emergency Communications Services (Triple Zero) Policy, Framework and Standards to Address Current and Future Community Expectations.
3. The Department shall consult consumers, state and territory emergency service organisations, the national Triple Zero (000) operator, the telecommunications industry and other relevant government and non-government parties.
4. The Department shall report to the Minister for Communications by March 2015.