

# Submitted by Alan

Submission number: 240789

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

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## **Question 1: Community expectations**

### **Question 2: Challenges facing the Triple Zero service**

I work for an emergency services organisation. I have the following recommendations in relation to Triple Zero: That when a call is made from a simless mobile phone, the IMEI number of the phone making the call is sent to the emergency service call taker immediately, to allow blacklisting or other vetting. That when a call is made from a simless mobile phone, the last phone number attached to that IMEI number is sent to the emergency service, as well as the last known CLI details for that phone number. That a centralised number be provided to VOIP providers and/or customers, to allow them to divert/make calls to the Triple Zero call centre, even if CLI information is not available. This could be done through the creation of a 13 number or similar (130 000 perhaps?). The majority of VOIP providers do not allow Triple Zero access. This is creating vulnerability in relation to people who adopt VOIP services as their ONLY telecommunication service and may be unforeseen by some people who do not consider the future need to call Triple Zero.

### **Question 3: Other ways of requesting emergency assistance**

### **Question 4: Improving information**

### **Question 5: The role of the national Triple Zero operator**

### **Question 6: The role of telecommunications providers**

### **Question 7: The role of innovators**

### **Question 8: Cooperation and decision-making**

### **Other comments**

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