

Telecommunications Carriers' Forum

Revised Project Scope: To Develop a Code for Calls to Emergency Services

Date Submitted:
8 Dec 2010

A. Issue Identification

The original project scope provides that, following the development of the Emergency Service Calling Code (the Code), the working party would continue as a forum for discussion on issues relating to emergency services.

The Code has now been finalised, a new Emergency Services Calling Advisory Board (ESCAB) has been established and, through implementing the Code, service providers have a greater understanding of the issues. This sets out the working party's ongoing scope.

B. Background

At the time that the Code was agreed, it was recognised that Officials would over time seek enhancements to the current system. Any enhancements would be built in to a revised Code.

ESCAB, comprising senior Officials and industry representatives, has been established as a policy development, escalation and priority setting body for the working party. The working party will continue as the forum for considering operational matters relating to the 111 service.

Telecom meets quarterly with emergency service providers (ESPs) and Officials to discuss ICAP operational matters and reports set out in the Telecom/Crown MOU. Any industry/system issues will be referred to the working party for consideration.

C. Project Scope

The Working Party will be the primary body where the operational and practical implications of ESCAB policies are considered, with the goal of providing advice to the ESCAB regarding the deliverability and operationalisation of different initiatives. The working party is therefore responsible for:

1. working with ESPs and Officials to develop a roadmap of likely future technology and emergency services system development,
2. providing industry feedback, as requested by ESCAB, on the Government review of the emergency services calling system,
3. consider proposals and operational issues relating to the 111 system and enhancements to the Code (these will be prioritised and referred to the working party by the ESCAB),
4. exchanging information on Code compliance and, where necessary, develop guidelines or supporting material to help service providers in their compliance with the Code,
5. providing industry feedback on ESP issues/proposals.

Any proposals will be considered using the agreed Process *[see separate paper]*.

The working party may develop additional material to clarify or help service providers comply with the Code, but not create any new obligations. Any additional service provider obligations will be implemented through amendment to the Code.

D. Deliverables

The deliverables from this project are:

1. A technology and system roadmap;
2. Ad hoc reports relating to specific proposals;
3. Proposed amendments to the Code as required;
4. Supporting guidelines or collateral to the Code.

E. Working Party Membership

	Name	Organisation	Email
Project Leader:	Nick Haywood	Telecom	Nick.Haywood@telecom.co.nz
Working Party Members:	Nick Haywood	Telecom	Nick.Haywood@telecom.co.nz
	John Wilson	TelstraClear	John.Wilson@team.telstraclear.co.nz
	Andrew Cushen	Vodafone	Andrew.cushen@vodafone.com
	Brett Thomson	WorldxChange	BThomson@wxc.co.nz
	Alan Jamieson	Chairman of Officials working party	ajamieson@ava.co.nz
	Kester Gordon	Ministry of Economic Development	Kester.gordon@med.govt.nz
	Jonathan Plant	Representing ESPs	Jonathan.Plant@police.govt.nz

ESPs are functional members of the working party, i.e. they will contribute to the activity of the working party and play a full part in discussing and agreeing outcomes.

F. Proposed Project Timeline

Ongoing. Specific deliverables to be set by ESCAB.

G. Resources

The TCF budget includes an allowance of up to [\$20,000] for this workstream.

H. Recommendation

That the TCF Board:

- 1) **Approve** this project scope.