

Telecommunications Carriers' Forum

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

Date Submitted:
21 August 2007

A. Issue Identification

It is anticipated that there is a need for an industry code of practice in relation to standards for calls to emergency services to agreed handover points to assist in providing the general public with the reassurance of a responsible industry approach to emergency services.

The code of practice would be a non regulated industry developed code of practice for calls to Emergency Services setting the minimum standards to apply to Carriers and Service Providers.

B. Background

At the TCF Board Strategy Day in November 2006 the Minister, under the heading "Priority work streams for the TCF going forward", invited the Board to consider developing a code of practice for emergency services:

"There are also reserve regulation powers in the Amendment Bill to set out minimum requirements for emergency services. The TCF may like to consider developing a code of practice for emergency services (VOIP and analogue) in order to support the following five things:

- Consistent availability of services
- Uniformity in access numbering and dialling
- Caller Line Identification - Number and Location
- Service quality and reliability levels
- Call routing protocols."¹

The MED provided an outline on 23 July 2007 of the areas they would like to the code to cover.²

¹ <http://www.beehive.govt.nz/ViewDocument.aspx?DocumentID=27927>

² <http://www.tcf.org.nz/news/66222a42-7758-41fe-9187-4f62ef4ec347.html?PathId=62117364-1a7d-41dc-a142-7ae8f2ca064a>

C. Project Scope

The emergency service's code would be a non-regulated code.

Prior to developing the code, the working party will prepare the report set out under section 7.1.4 of the TCF Handbook.

The results of this first part of the Working Party's activity will inform the shape of the second part, which is to draft the code, including the relevant standards or information requirements, and to set out how the standards/information requirements will be used.

This project therefore has two parts:

1. Prepare the report required under section 7.1.4 of the TCF Handbook. This report will:
 - a) undertake a stock take of current expectation and capabilities for calls to emergency services, including consulting with emergency services to identify what happens currently and what they would like to see happening;
 - b) consider the outline provided by the MED on 23 July 2007 and the TCF's proposed approach to each of the issues in that outline;
 - c) recommend what the industry believes is appropriate to deliver for calls to emergency services and how this is best achieved. This could include, for example, the development of an industry code and consumer education;
 - d) include a recommendation from the Working Party as to what further work should be undertaken;
 - e) if the working party recommends further work be undertaken, propose the timeline to apply.
2. If approved by the Board following the delivery of this report; Development of a code of practice for calls to emergency services.

This code would:

- a) be technology neutral;
- b) represent a minimum standard for the industry for calls to emergency services;
- c) promote end user confidence in the industry;
- d) achieve a balance between technical capabilities and viability, and end user interests;
- e) set out the principles that Carriers and Service Providers must comply with for calls emergency services and clearly define the handover points;
- f) provide guidelines for Carriers and Service Providers to ensure compliance with their legal obligations and the obligations of the Code.

D. Deliverables

The deliverables from this project are:

1. A report containing any information that the Working Party considers would assist the Board's decision on whether to develop a draft code, including a problem definition, background information and scoping of the issues of sufficient detail that the Board is able clearly to ascertain the anticipated utility of the proposed code in question the issues to be considered proposed approach;
2. Subject to the outcome of (1), a non-regulated Emergency Services Code; and
3. Provide an ongoing forum for discussion on issues related to emergency services.

E. Working Party Membership

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Project Leader:	Nick Haywood	Telecom	Nick.Haywood@telecom.co.nz
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	TBA	Ministry of Economic Development	
	TBA	Police	

F. Proposed Project Timeline

The working party will prepare the report referred to in Part D (1) of this project scope by 7 December 2007. If that report recommends further work be undertaken, the report will set out the proposed timeline to apply.

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.