

Identifying and managing mobile phones that can't access 000 emergency call service

Under new rules, telcos must identify and block services to mobile phones that are unable to contact Triple Zero (000) and give information to the customer about low or no-cost alternative mobile phones.

The new rules require telcos to:

- **IDENTIFY** mobile phones unable to access Triple Zero and **NOTIFY** the owners.
- **Not supply carriage services to mobiles that can't access the emergency call service.**
- **Give information and assistance to customers to access alternative low cost or no-cost mobile phones.**
- **Update payment assistance policies** to set out arrangements for financial hardship customers to receive assistance to obtain a low cost or no-cost mobile phone.



Action telcos must take under the new rules

New customers:

- For a new customer using a mobile phone, the telco must identify whether that mobile is configured to be able to access Triple Zero both on its own network and via emergency 'camp-on' to another network if their own network is not available.
- If the telco identifies the phone is affected, it must notify the customer, and must not supply a service to that affected phone.

Existing customers:

Between 28 October and 1 November (Optus and Telstra 3G network shutdowns)

- If an existing customer uses a mobile phone between these dates, the telco must identify whether that mobile phone can access Triple Zero on its own network and via emergency 'camp-on' to another network if their own network is not available.
- If the phone cannot, the telco must notify the customer, and must not supply a service to that phone.

- Telcos can rely on notifications provided to customers before 28 October.

Existing customers: from 2 November onwards (after Optus and Telstra 3G network shutdowns)

- If an existing customer uses a mobile phone on the providers network, the telco must use best endeavours to promptly identify if that phone cannot access Triple Zero (for example, via industry testing).
- If the telco becomes aware that the phone is affected, the telco must:
 - Notify the customer within 5 business days of identifying the phone that their phone is not configured to access Triple Zero and that services to that phone will stop in 28 to 35 days from the date of that notification.
 - Send a further 2 separate notifications advising them of the above.
 - Stop supplying a carriage service to that phone between 28 and 35 days from the date of the first notification.

These arrangements give customers time to replace their mobile phone.

Carriers to assist carriage service providers

Carriers are required to do everything reasonably necessary to enable a CSP to comply with the CSP's obligations under the new Part 4 of the Telecommunications (Emergency Call Service) Determination 2019.

Find out more

- Read the [Amendment Determination](#).
- Read the [explanatory statement](#).
- See ACMA's [financial hardship advice](#).