

INDUSTRY GUIDELINE

G557.1:2025

Location Information for Emergency Calls

Part 1: General

November 2025



G557.1:2025 LOCATION INFORMATION FOR EMERGENCY CALLS

PART 1: GENERAL

Disclaimers

1. Notwithstanding anything contained in this Industry Guideline:
 - a. The Australian Telecommunications Alliance disclaims responsibility (including where the Australian Telecommunications Alliance or any of its officers, employees, agents or contractors has been negligent) for any direct or indirect loss, damage, claim, or liability any person may incur as a result of any:
 - i. reliance on or compliance with this Industry Guideline;
 - ii. inaccuracy or inappropriateness of this Industry Guideline; or
 - iii. inconsistency of this Industry Guideline with any law; and
 - b. The Australian Telecommunications Alliance disclaims responsibility (including where the Australian Telecommunications Alliance or any of its officers, employees, agents or contractors has been negligent) for ensuring compliance by any person with this Industry Guideline.
2. The above disclaimers will not apply to the extent they are inconsistent with any relevant legislation.

Copyright

© The Australian Telecommunications Alliance Ltd 2025

This document is copyright and must not be used except as permitted below or under the *Copyright Act 1968*. You may reproduce and publish this document in whole or in part for your or your organisation's own personal or internal compliance, educational or non-commercial purposes. You must not alter or amend this document in any way. You must not reproduce or publish this document for commercial gain without the prior written consent of the Australian Telecommunications Alliance. Organisations wishing to reproduce or publish this document for commercial gain (i.e. for distribution to subscribers to an information service) should apply to the Australian Telecommunications Alliance by contacting the Australian Telecommunications Alliance Commercial Manager at info@austelco.org.au. If you publish any part of this document for any purpose, you must also publish this copyright notice as part of that publication.

INTRODUCTORY STATEMENT

The **Location Information for Emergency Calls** Guideline (G557:2025) replaces the **Location Information for Emergency Calls** Guideline (G557:2023).

The purpose of the changes are to:

- Make an editorial update to Part 1;
- Update contact information in Part 4.

G557 consists of the following parts under the general title **Location Information for Emergency Calls**:

- *Part 1: General (this document);*
- *Part 2: Standardised Mobile Service Area and Location Indicator Register;*
- *Part 3: Location Independent Communications Service Location Indicator for Emergency Services Signalling;*
- *Part 4: Mobile Location Information (MOLI) Processes For Emergency Calling And Rescue Coordination;*
- *Part 5: Push Mobile Location Information (MoLI) Interface To Emergency Call Person Platform (ECP);*
- *Part 6: Advanced Mobile Location (AML); and*
- *Part 7: International Emergency Assistance Call Monitoring Centres.*

The **Location Information for Emergency Calls** Guideline (G557:2023) is designed to:

- group together a number of existing Guidelines and Specifications of location information for Emergency Calls.

James Duck

Chair

MoLI Process Revision Working Committee

November 2025

PUBLICATION HISTORY

First published as G557.1:2014
Second edition as G557.1:2021
Third edition as G557.1:2023
This edition as G557.1:2025

TABLE OF CONTENTS

1. GENERAL	5
<hr/>	
1.1 Introduction	5
1.2 Regulatory Arrangements	5
1.3 Scope	5
1.4 Objectives	6
1.5 Guideline Review	6
2. ACRONYMS, DEFINITIONS AND INTERPRETATIONS	7
<hr/>	
2.1 Acronyms	7
2.2 Definitions	7
2.3 Interpretations	8
3. INDEX INFORMATION	9
<hr/>	
3.1 Introduction	9
3.2 The Parts of G557	9
3.3 The use and interpretation of location information	10
4. REFERENCES	11
5. PARTICIPANTS	12
<hr/>	

1. GENERAL

1.1 INTRODUCTION

- 1.1.1 The development of the Guideline has been facilitated by Communications Alliance through a Working Committee comprised of representatives from the telecommunications industry.
- 1.1.2 The Guideline should be read in the context of other relevant Industry Codes, Standards and Guidelines and documents.
- 1.1.3 The Guideline should be read in conjunction with related legislation and regulatory arrangements, including:
 - a. the *Telecommunications Act 1997 (Cth)* (the Act);
 - b. Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth) (TCPSS); and
 - c. the *Telecommunications (Emergency Call Service) Determination 2019* (the Determination); and
 - d. the *Telecommunications Numbering Plan 2025*.
- 1.1.4 If there is a conflict between the requirements of the Guideline and any requirements imposed on a Carrier or CSP by statute, the Carrier or CSP will not be in breach of the Guideline by complying with the requirements of the statute.
- 1.1.5 Compliance with this Guideline does not guarantee compliance with any legislation. The Guideline is not a substitute for legal advice.
- 1.1.6 Statements in boxed text are a guide to interpretation only and not binding as Specification rules.

1.2 REGULATORY ARRANGEMENTS

The Guideline is referenced by the Australian Communications and Media Authority (ACMA) under the Determination.

1.3 SCOPE

- 1.3.1 The Guideline applies to the following sections of the telecommunications industry as defined in section 110 of the Act:
 - a. Carriers; and
 - b. Carriage Service Providers (CSPs).
- 1.3.2 The Guideline applies to the Emergency Call Person (ECP) for 000 and 112.
- 1.3.3 It deals with the following telecommunications activities as defined in section 109 of the Act:
 - a. carrying on business as a Carrier; or
 - b. carrying on business activities as a CSP; or
 - c. supplying Goods or Service(s) for use in connection with the supply of a Listed Carriage Service.

- 1.3.4 It deals with the provision of Emergency Call services, a telecommunications activity as defined in Part 8 of the TCPSS.
- 1.3.5 This Part of the Guideline is an Index for the subsequent parts of G557.

1.4 OBJECTIVES

The objectives of the Guideline are:

- a. to define the Standardised Mobile Service Areas (SMSAs) and their corresponding 3 digit 'ABC' codes for use in the signalling of caller location for Emergency Calls;
- b. to specify the industry procedures for the transfer of correct caller location information from CSPs supplying a Location Independent Communications Service (LICS) and their respective Transit Service Deliverers to the ECP for Emergency Calls;
- c. to describe the “Pull” processes to be used by Mobile Carriers to provide the Mobile Location Information (MoLI) of an Active Mobile Customer Equipment (CE) to an Emergency Service Organisation (ESO) or the Australian Maritime Safety Authority in response to an authorised request about an Emergency Call;
- d. to define an interface for the transfer of Push MoLI between a Mobile Carrier and the ECP for 000 and 112 originating from a CE that communicates with the Base Transceiver Station (BTS) of a Mobile Carrier while the Emergency Call is in progress; and
- e. to specify the arrangements for the transfer of an AML short message between Mobile Carriers and the ECP for 000 and 112 when received from CE in accordance with AS/CA S042.1 and associated with Emergency Calls to 000 and 112.
- f. to specify the requirements for International Originated Emergency Assistance Calls originating from International Emergency Assistance Call Monitoring Centres e.g. for eCall.

1.5 GUIDELINE REVIEW

The Guideline will be reviewed after 5 years of the Guideline being published and every 5 years subsequently, or earlier in the event of significant developments that affect the Guideline or a chapter within the Guideline.

2. ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 ACRONYMS

2.1.1 For the purposes of the Guideline:

ACMA - the Australian Communications and Media Authority.

BTS - Base Transceiver Station.

CE - Customer Equipment.

CSP - Carriage Service Provider.

ECP - Emergency Call Person.

ESO - Emergency Service Organisation.

LICS - Location Independent Communications Service.

MoLI - Mobile Location Information.

PMTS - Public Mobile Telecommunications Service.

SMSA - Standardised Mobile Service Area.

2.2 DEFINITIONS

2.2.1 For the purposes of the Guideline:

Act - means the *Telecommunications Act 1997 (Cth)*.

Active Mobile CE - means a mobile CE that is turned on and has been correctly authenticated on a network used to supply a Public Mobile Telecommunications Service (PMTS).

Carriage Service Provider - has the meaning given by section 87 of the Act.

Carrier - has the meaning given by section 7 of the Act.

Customer Equipment - has the meaning given by section 21 of the Act.

Determination - means the *Telecommunications (Emergency Call Service) Determination 2019*.

Emergency Call - has the meaning given by the Determination.

International Emergency Assistance Call Monitoring Centre - has the meaning given by Part 7 of G557.

International Originated Emergency Assistance Call - has the meaning given by Part 7 of G557.

Emergency Call Person - has the meaning given by section 7 of the Act.

Emergency Call Person for 000 and 112 - has the meaning given by the Determination.

Emergency Service Organisation - has the meaning given by section 147 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Location Independent Communications Service - has the meaning given by the *Telecommunications Numbering Plan 2025*.

Mobile Location Information - means information that is available about the approximate location of the CE of an end user on a PMTS.

Mobile Carrier - means a Carrier that owns or operates a controlled network or controlled facility used to supply a PMTS.

Public Mobile Telecommunications Service - has the meaning given by section 32 of the Act.

Push MoLI - has the meaning given by Part 5 of G557.

Transit Service Deliverer - means a service deliverer contracted through an interconnection agreement to provide a transit service between service deliverers.

2.3 INTERPRETATIONS

2.3.1 In the Guideline, unless the contrary appears:

- a. headings are for convenience only and do not affect interpretation;
- b. a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- c. words in the singular includes the plural and vice versa;
- d. words importing persons include a body whether corporate, politic or otherwise;
- e. where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- f. mentioning anything after include, includes or including does not limit what else might be included;
- g. words and expressions which are not defined have the meanings given to them in the Act; and
- h. a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3. INDEX INFORMATION

3.1 INTRODUCTION

G557 consists of the following parts under the general title Location Information for Emergency Calls:

- a. Part 1: **General** (this document);
- b. Part 2: **Standardised Mobile Service Area and Location Indicator Register**;
- c. Part 3: **Location Independent Communications Service Location Indicator for Emergency Services Signalling**;
- d. Part 4: **Mobile Location Information (MOLI) Processes For Emergency Calling And Rescue Coordination**;
- e. Part 5: **Push Mobile Location Information (MoLI) Interface To Emergency Call Person Platform (ECPP)**;
- f. Part 6: **Advanced Mobile Location (AML)**; and
- g. Part 7: **International Emergency Assistance Call Monitoring Centres**.

3.2 THE PARTS OF G557

- 3.2.1 Part 2 is a pack of 5 compressed files that define the SMSAs for use in the signalling of caller location and 2 spreadsheets containing the SMSAs and their corresponding 3 digit 'ABC' codes for caller location. These spreadsheets have been updated to add new SMSAs and their corresponding 3 digit 'ABC' codes from Part 7. The 5 compressed files were prepared in MapInfo™ and you will need relevant software to be able to read/view the files. For those unable to view map files there are also some spreadsheets with summary information available from the G557 webpage (refer to the list of References for a link).
- 3.2.2 Part 3 specifies the industry procedures for the transfer of correct caller location information from CSPs supplying a LICS and their respective Transit Service Deliverers to the ECP for Emergency Calls.
- 3.2.3 Part 4 describes the “Pull” processes to be used by Mobile Carriers to provide the MoLI of an Active Mobile CE to an ESO or the Australian Maritime Safety Authority in response to an authorised request about an Emergency Call.
- 3.2.4 Part 5 defines an interface for the transfer of Push MoLI between a Mobile Carrier and the ECP for 000 and 112 originating from a CE that communicates with the BTS of a Mobile Carrier while the Emergency Call is in progress.
- 3.2.5 Part 6 specifies the arrangements for the transfer of an AML short message between Mobile Carriers and the ECP for 000 and 112 when received from CE in accordance with AS/CA S042.1:2020 and associated with calls in Australia to 000 and 112.
- 3.2.6 Part 7 specifies the requirements for International Originated Emergency Assistance Calls originating from International Emergency Assistance Call Monitoring Centres e.g. for eCall.

3.3 THE USE AND INTERPRETATION OF LOCATION INFORMATION

3.3.1 In these Guidelines and Specifications, unless the contrary appears:

- a. the location information is derived from information obtained from the CE or networks or facilities of a Carrier or CSP in the delivery of Emergency Calls to the ECP.
- b. the location information represents an estimate with limited accuracy by the CE or networks or facilities of a Carrier or CSP of the approximate geographic location with an area of uncertainty of the CE used by a caller to make an Emergency Call.
- c. the availability, accuracy and area of uncertainty of the location information provided by each network or facility of a Carrier or CSP is dependent on (but is not limited to) its design, age, construction, operation, equipment, network architecture or geographic configurations, number of cell towers and technologies.
- d. consideration must be given by the user of the location information that not all networks or facilities of a Carrier or CSP use the same geographic mapping methodologies, mathematical algorithms or the interpretation of international standards in order to estimate with limited accuracy a CE's approximate physical location with an area of uncertainty.
- e. users of this location information must not use, interpret or treat the provision of the location information as an "absolute" physical location of the CE but should instead use this location information in conjunction with all available location information (including the service address from the integrated public number database) and the information, where available, provided by the emergency caller.
- f. Under some circumstances AML location information provided under Part 6 may either not be available or is less precise than the SMSA information provided under Part 2 during AML's introduction period in Australia due to a variety of technical and operational factors.
- g. Depending on the specific Emergency Call scenario, one or more of the procedures described in the different parts of G557 may be applicable. In the specific case of PMTS originated Emergency Calls, SMSA Indicators (G557.2), Pull MoLI (G557.4), Push MoLI (G557.5) and AML (G557.6) may all apply.
- h. Where AML, Push MoLI and SMSA information is provided for an Emergency Call:
 - i. The AML information is expected to provide a more precise location than Push MoLI and SMSA information;
 - ii. The Push MoLI information is expected to provide a more precise location than SMSA information;
 - iii. The SMSA indicator provided may be used as a secondary point of reference; and
 - iv. If there is found to be inconsistency between the AML and Push MoLI and SMSA information, then it is recommended that the ECP for 000 and 112 and ESOs make use of all available location information, including that from the caller, to make an estimate of the caller location.
 - v. The ECP for 000 and 112 and/or ESO should report the Push MoLI location area inconsistency to the Mobile Carrier as a fault;
 - vi. The Mobile Carrier should review the reported inconsistency and where appropriate, apply correction to its underlying systems or databases.

4. REFERENCES

Publication	Title
Australian Standard	
AS/CA S042.1:2025	Requirements for connection to an air interface of a Telecommunications Network - Part 1: General https://www.austelco.org.au/publication/s042
Industry Guidelines	
G557:2025	Location Information for Emergency Calls https://www.austelco.org.au/publication/g557/
G557.1:2025	Part 1: General
G557.2:2023	Part 2: Standardised Mobile Service Area and Location Indicator Register
G557.3:2022	Part 3: Location Independent Communications Service Location Indicator for Emergency Services Signalling
G557.4:2025	Part 4: Mobile Location Information (MOLI) Processes For Emergency Calls And Rescue Coordination
G557.5:2025	Part 5: Push Mobile Location Information (MoLI) Interface To Emergency Call Person Platform (ECPP)
G557.6:2021	Part 6 Advanced Mobile Location (AML)
G557.7:2023	Part 7: International Emergency Call Monitoring Centres
Legislation	
Telecommunications Act 1997 https://www.legislation.gov.au/C2004A05145/latest/versions	
Telecommunications (Consumer Protection and Service Standards) Act 1999 https://www.legislation.gov.au/C2004A00441/latest/versions	
Telecommunications (Emergency Call Service) Determination 2019 https://www.legislation.gov.au/F2019L01509/latest/versions	
Telecommunications Numbering Plan 2025 https://www.legislation.gov.au/F2025L00409/asmade/text	

PARTICIPANTS

The Working Committee responsible for the development of this Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
Optus	Non-voting	James Dam
Optus	Voting	Monica Liem
Telstra	Non-voting	Kandiah Arulventhan
Telstra	Non-voting	Albert Chittenden
Telstra	Voting	Jane Elkington
Telstra	Non-voting	Karin Manning
TPG Telecom	Voting	Angus Clearie
TPG Telecom	Non-voting	Alexander R. Osborne

This Working Committee was chaired by James Duck of the Australian Telecommunications Alliance who also provided project management support.

