

8 October 2024

Via email: national.interests@acma.gov.au.

Attn: Cathy Rainsford

The Manager
National Interests Section
Australian Communications and Media Authority
PO 13112 Law Courts
Melbourne Victoria 8010

Re: Emergency Call Service Determination Proposed amendments to ensure mobile phones can access the Triple Zero (000) emergency call service

Dear Cathy,

Symbio Holdings Ltd (Symbio) appreciates the opportunity to comment on the proposal to ensure mobile phones can access the Triple Zero (000) emergency call service.

Symbio provides innovative communications platform solutions to enterprise and wholesale customers and global communication service providers. These solutions include:

- Telecommunications as a Service (TaaS) – Providing mobile services to retail telcos and managed service providers.
 - Enablement: Amongst the many services that Symbio offers to its customers is mobile enablement management service that provides MVNOs with Software as a Service product to allow activation, deactivation, billing and management of mobile services; thereby facilitating the needs of MVNOs who buy directly from MNOs but have no software capability in servicing mobile services to their clients.
 - Wholesale Mobile services: Symbio is a wholesaler of mobile network, our customers are traditionally MSPs, and small Telcos who on-sell the service via mobile plans. The mobile plans include calls, messaging and data inclusions.
- Unified Communications as a Service (UCaaS) – Providing Enterprise and Government communication solutions this can include SIM only plans.
- Symbio mobile services are provided on a business-to-business relationship.

Symbio supports the submission by Communications Alliance and are addressing some questions raised in the consultation paper specific to Symbio's business model here:

Section 63: Notification requirements and restriction on supply – new customers

Question 11: Should any groups of carriage service providers be exempt from the obligations? Or should there be different obligations on certain sub-sets of carriage service providers? If so, please explain.

Mobile enablement management service, is a software stack that provides MVNOs with a Software as a Service product to allow activation, deactivation, billing and management of mobile services; thereby facilitating the needs of MVNOs, for example supermarket chains who sell own brand mobile services or low end price-point market providers, these MVNOs buy directly from MNOs but outsource software capability in their provision of mobile services to their clients.

Symbio requests an exemption be applied to Enablement services, as it sits outside of both the carriage service provider supplying the carriage and also owning the end-user relationship, under this Enablement scenario there would be no knowledge of the mobile phone in use.

Section 65: Notification requirements and restrictions on supply when a mobile device can no longer access the emergency call service – existing customers

Symbio requests consideration for an exemption be applied to:

Mobile Enablement services, as stated, sit outside of both the carriage service provider supplying the carriage and also owning the end-user relationship, however while it is part of the provision of service it has no visibility of the mobile handset, this enablement scenario would have difficulty to provide notifications.

Customers who fall under SIM-Only and/or BYOD products.

User case: Symbio Enterprise supplies SIM Only plans to an organisation which then in turn provides these SIM cards to the end user who is bringing their own device. Symbio Enterprise has the relationship with the organisation (typically the IT Manager), we do not have any direct contact with the end user of the service. We also have some organisations that will purchase and supply the end user with a device. As an MNVO selling SIM Only solution we do not know which device the SIM Card has been connected to, further to this we do not know if it is a mobile device provided by the organisation or if it is a BYOD provided by the end user. Symbio Enterprise would require notification from the network provider (MNO), we would then need to forward this notification. This creates complications on who should receive any notification where a device does not support emergency calls. Our contractual obligation is to the organisation we supply the SIM Only services to.

Question 17: Should the Determination specify the acceptable forms of notification, or leave this undefined to provide flexibility to carriage service providers to determine appropriate methods of notification?

Symbio recommend that the Determination should leave forms of notification undefined however, Multiple CSPs having responsibilities in this area will lead to duplication of messaging, lack of clarity regarding responsibility and confusion for the end-user. Symbio suggests that when the MNO sees a handset issue, they can advise the end customer directly at a network level, for example via SMS messaging (similar to when roaming the connecting network sends an advising SMS) but the MNO must also copy this advice to the MVNO as the customer owner.

Section 66: Requirement to update payment assistance policy

The direction requires carriage service providers to include in their payment assistance policy at least one method by which customers in financial hardship can receive assistance to obtain a low-cost or no-cost mobile device that can access the emergency call service.

Question 18: Should any groups of carriage service providers be exempt from the obligations? Or should there be different obligations on certain sub-sets of carriage service providers? If yes, please explain.

Business to Business CSPs is a sub-set of provider which should be exempt from the obligation, as in this situation payment assistance would not be required or need to be included into policies.

Symbio is requesting exemption for CSPs solely providing mobile services to Wholesale, Business, Enterprise and Government organisations. The relationship is directly with the organisation and not with the end user.

Sim-only and BYOD providers should be exempt as they are not providing the mobile device.

User Case: Symbio Enterprise provide SIM Only services to Business, Enterprise and Government organisations. The relationship is directly with the organisation and not with the end user. Symbio Enterprise does not supply or sell mobile handsets to these organisations. We have user cases where the organisation itself will purchase and supply the end user with the mobile handset and other cases where the end user brings their own device (BYOD).

Symbio is happy to further provide examples to the ACMA team at a convenient time once they have reviewed responses.

Yours sincerely,

Confidential contact details:

[REDACTED]
[REDACTED]
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