

## **PREVENTION IS BETTER THAN CURE**

Emergency call service is crucial in the communication sector, as the availability of it can determine the outcome of a life-or-death situation.

All service providers need to consider the highest level of availability to cater to this service. The target is to achieve 99.999% availability, which needs to start from the design and planning stage. Therefore, to ensure that emergency service availability improves over time, service providers need to disclose their KPIs below:

- Design parameters to achieve the target 99.999% availability (which includes dimensioning, technology adoption, resiliency planning, redundancy planning, etc.)
- Operational availability and performance parameters (network availability by segments, outage MTTR, operational efficiency, etc.)
- Network monitoring tools (network KPIs need to be established from these tools and validated)
- Network Automation adoption, in which tasks are semi/fully automated) to enhance efficiency.
- Network Audits and simulation (3<sup>rd</sup> party checks and simulation to ensure that procedures are made known for execution during outages)

I hope this will give ACMA some insights into improving the emergency services and mitigating future outage risks.