



NSW Telecommunications Services Functional Area Supporting Plan (TELCOPLAN)

January 2018

**A Supporting Plan of the NSW
Emergency Management Plan**

NSW emergency management plans are updated regularly and accordingly printed plans may be out of date. The current plan is available at www.emergency.nsw.gov.au

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Authorisation

The NSW State Telecommunications Services Functional Area Supporting Plan has been prepared as a supporting plan to the NSW State Emergency Management Plan (EMPLAN). This plan provides for the coordination of emergency telecommunications support to sustain both critical public telecommunication services to the community and Government Radio Network operational communications to responders during emergencies.

The TELCOPLAN received out of session endorsement by the State Emergency Management Committee (SEMC) on 22 January 2018.

Section 1 - Introduction

General

Context

1. The availability of telecommunications services in New South Wales (NSW) is critical to the operation of the Public Safety and Emergency Services Organisations (ESO), government, the general community, business and industry—who all rely day-to-day on telecommunications services to:
 - conduct operational communications in support of the response to emergencies and to enforce the criminal law,
 - communicate within the business of government,
 - conduct business,
 - undertake financial transactions, and
 - facilitate family contact and social relationships.
2. In an emergency, telecommunications services constitute a critical service to the community, providing the means for the community to seek emergency assistance via Triple Zero and other emergency contact numbers, and for government to provide warnings to the community via the Emergency Alert service. Once the immediate danger has passed, the community rely on the telecommunications network for access to post emergency information.
3. Telecommunications services include the Government Radio Network (GRN) service which is used by emergency responders as well as agencies supporting a range of critical government services in NSW.
4. The Telecommunications Services Functional Area (TELCOFA) coordinates the response to significant and widespread telecommunications outages caused by natural hazards which may endanger the safety of the public or emergency responders.

Authority

5. This plan is the Telecommunications Services Functional Area Supporting Plan (TELCOPLAN) to the NSW State Emergency Management Plan (EMPLAN) developed under the State Emergency and Rescue Management Act, 1989 (SERM Act).
6. The EMPLAN identifies the TELCOFAC as having a primary role for coordinating the provision of telecommunications support and resources for emergency response and recovery operations.

Aim

7. This Supporting Plan sets out the NSW arrangements to coordinate emergency telecommunications support and resources required by the community, combat agencies and other essential services, in the event of an emergency.

Objectives

8. The objectives of this Supporting Plan are to:
 - outline the principles for telecommunications emergency management in NSW,
 - record the roles and responsibilities with respect to telecommunications emergency management in NSW, and
 - outline the arrangements for prevention, preparedness, response and recovery, in the context of telecommunications services.

Scope

9. The TELCOPLAN recognises that telecommunications carriers are responsible for the management of their networks, including their commercial imperative for maintaining service delivery.
10. This Supporting Plan seeks to support coordination of information and intelligence between the Participating and Supporting Organisations and the broader emergency management system in NSW.
11. The Supporting Plan seeks to facilitate ESO support to critical communications service restoration wherever possible, and to facilitate both telecommunications carriers' support and GRN Network Operations support to the emergency management system wherever possible.
12. This Supporting Plan does not address public and commercial broadcast media and the infrastructure which supports those services. Nor does this Supporting Plan address the issue of cyber-security. These industries and the management of hazards which impact on them are not telecommunications emergencies and fall outside the role of the NSW Telco Authority.
13. The TELCOFA performs a knowledge broker role and facilitates the exchange of operational information where it directly relates to prevention, preparedness, response and recovery of community telecommunications or the GRN.
14. The Supporting Plan recognises that a number of ESOs maintain discrete telecommunications networks, segments of which are telecommunications carrier provided services. This Supporting Plan does not address those private networks, which are the responsibility of the relevant organisation, other than where those network segments are affected by large scale, severe and significant interruptions caused by hazards which also affect the community.

15. This Supporting Plan covers the arrangements to deal with large scale, severe and significant disruptions to monitored, major telecommunications infrastructure resulting in the loss of telecommunications services to a widespread area. Monitored, major telecommunications infrastructure includes exchanges, core and backhaul infrastructure, Mobile Telephone Base Stations and GRN.
16. This Supporting Plan does not address the loss of unmonitored Local Access Network infrastructure. This plan does not address the loss of Customer Premises Equipment (CPE) connections which are service issues between the customer and the service provider.
17. This plan does not cover the continuity of value added services which rely on telecommunications networks such as social media, multimedia and, internet services.

Planning Assumptions

18. The planning assumptions for this Supporting Plan include:
 - a. ESO, Functional Areas and their service providers have business continuity plans to manage short-term and localised telecommunications services disruptions, and these plans are regularly practised and reviewed.
 - b. at a local level, telecommunications carriers plan for the restoration of their own infrastructure, networks and systems in accordance with existing business arrangements and requirements.
 - c. the resources that the Supporting Plan relies upon would be made available when required.
 - d. all member organisations have prepared, tested and maintain appropriate internal instructions and/or standing operating procedures required to facilitate the arrangements detailed in this plan.

Related Legislation and Plans

19. The SERM Act provides the legislative framework for the Telecommunications Services Functional Area to operate.
20. The arrangements in the Telecommunications Services Functional Area Supporting plan are relevant to a number of other plans (see Annex C).

Planning

21. Preparation and planning for the NSW Telecommunications Services Functional Area will be undertaken at State level only. Regional or Local Telecommunications Plans are not required. Representation at Regional and Local level will be determined by the TELCOFA.
22. The TELCOFA will support each of the four phases of an emergency operation, noting that these are not discrete and often overlap and occur in parallel.

Prevention Phase

23. The prevention phase includes those measures designed to minimise the consequences of emergencies. The TELCOFA role is to:
- a. implement and manage the GRN Site Risk Management System,
 - b. assist and support combat agencies and functional areas develop and implement prevention and response plans, and
 - c. participate in communications critical infrastructure protection programs.

Preparation Phase

24. This phase addresses the preparation, planning and skills training for the TELCOFA to mobilise their structures and resources to support response to and recovery from an emergency. Members of the TELCOFA are to:
- a. review, test and refine TELCOFA arrangements,
 - b. participate in and contribute to Combat Agency and Functional Area planning,
 - c. participate in telecommunications industry resilience planning.

Response Phase

25. This phase outlines the TELCOFA response to emergencies, in order to minimise the impacts to individuals, the community and property. The key actions include:
- a. Combat Agencies will provide hazard intelligence and information to the TELCOFA to enable telecommunications carriers and the GRN to plan for response.
 - b. Telecommunications carriers and the GRN will provide an initial assessment of the impact or the potential impact of an emergency on telecommunications carrier networks to the TELCOFA.
 - c. Coordinate the deployment of liaison staff to the relevant Combat Agency State Operation Centre(s), as required and where practical to do so.
 - d. Maintain the 24/7/365 TELCOFA Duty Officer role.
 - e. Participate in operations briefings.
 - f. Coordinate the timely deployment of telecommunications carrier, GRN and ESO resources to restore or augment critical telecommunications and GRN services.

Recovery Phase

26. The recovery phase includes restoring critical and significant telecommunications services to normal operations. The essential TELCOFA tasks include:
- a. With the assistance of the ESOs or other functional areas where required, facilitate telecommunications carrier and GRN access to damaged, major telecommunications infrastructure requiring a protracted effort to restore services.

- b. Participate in operations debriefs.
- c. Coordinate telecommunications and intelligence to and from the SERCON ongoing disruptions.

Section 2 – Roles and Responsibilities

Membership

Coordinating Authority

27. Telecommunications Emergency Management Unit – NSW Telco Authority

Combat Agencies

- NSW Police Force
- NSW Rural Fire Service
- NSW State Emergency Service
- Fire & Rescue NSW

Participating Organisations

- NSW Telco Authority – Government Radio Network

Supporting Organisations

- NBN Co
- SingTel Optus Pty Ltd
- Telstra Corporation
- Vodafone Hutchison Australia Pty Ltd

Functional Areas

- Energy and Utility Services Functional Area
- Engineering Services Functional Area
- Health Services Functional Area
- Public Information Services Functional Area
- Transport Services Functional Area

Section 2 – Roles and Responsibilities

28. This section describes the agreed roles and responsibilities of the TELCOFA member organisations. These roles and responsibilities do not discount flexibility for adjustment if circumstances arise.

Coordinating Agency

NSW Government Telecommunications Authority

29. The Managing Director of the NSW Telco Authority is appointed the State Emergency Management Committee member for Telecommunications by Cabinet. The role of the SEMC member for telecommunications is to manage the legislative, strategic and policy aspects of telecommunications emergency management. The Managing Director has the authority to commit the resources of the NSW Telco Authority which does not include the resources of the Supporting Organisations.
30. The Manager, Telecommunications Emergencies is appointed Telecommunications Services Functional Area Coordinator (TELCOFAC) by Cabinet. The role of the Manager Telecommunications Emergencies is to support the Managing Director and coordinate the operational aspects of telecommunications emergencies in all phases of emergency management. The Manager, Telecommunications Emergencies has the authority to commit the resources of the Telecommunications Emergency Management Unit (TEMU)
31. The role of the Telecommunications Emergency Management Unit is to support the Manager, Telecommunications Emergencies to coordinate functional area support and resources for emergency operations in all phases of emergency management.
32. The key tasks by phase for the Telecommunications Emergency Management Unit are:

Prevention Phase

- a. Develop, support and manage the GRN Site Risk Management System.
- b. Provide advice on and support the planning and implementation of GRN resilience measures and programs.
- c. Participate in telecommunications industry risk management studies.
- d. Develop and implement prevention and response plans, and
- e. Participate in critical infrastructure protection programs related to telecommunications.

Preparation Phase

- a. Maintain the Telecommunications Services Functional Area Supporting Plan.
- b. Chair the Telecommunications Services Functional Area Committee.
- c. Coordinate and manage the actions under parts 4 and 5 of this plan.

- d. Arrange emergency management training for identified Telco Authority staff.
- e. Maintain contact information for each participating and supporting organisation, and
- f. Plan, conduct and participate in emergency management exercises.

Response Phase

- a. Coordinate telecommunications advice and intelligence to and from the State Emergency Operations Controller (SEOC), Combat Agencies and other Functional Area Coordinators,
- b. Coordinate advice and intelligence to and from relevant Telecommunications Services Functional Area Supporting Organisations and the operators of the GRN,
- c. Coordinate, within the limits of resources, the deployment of liaison officer(s) to the SEOC and Combat Agency State Operations Centres,
- d. Coordinate, with the support and assistance of the Combat Agency, telecommunication carrier and GRN access to inoperable or damaged, critical telecommunications infrastructure in order to restore services, and
- e. With the endorsement of the SEOC, coordinate requests for the augmentation of telecommunications carrier or GRN networks during an emergency or major incident.

Recovery Phase

- f. Support telecommunication carriers in accessing damaged or destroyed telecommunications infrastructure requiring reconstruction over an extended period of time.
- g. Coordinate telecommunications advice and intelligence to and from the SERCON on ongoing disruptions to telecommunications services and reconnection times.

Participating Organisations

NSW Government Radio Network

33. The NSW Government Radio Network provides trunked two way radio services for NSW Government agencies including combat agencies. Relevant functions for the NSW Government Radio Network include:

Prevention Phase

- h. Participate in the GRN Site Risk Management System, and
- i. Participate in the development of prevention and response plans within the TELCOFA.

Preparation Phase

- j. Assist in the development and maintenance of the telecommunications emergency plans.
- k. Develop and maintain GRN operating procedures/plans for internal response in an emergency.
- l. Provide 24-hour contact information to the TELCOFAC and immediately advise of any changes to the contact information.
- m. Participate in emergency management exercises.

Response Phase

- n. Provide the initial assessment of impact or potential impact of an emergency on carrier telecommunications networks to TELCOFAC, including information on:
 - i. the cause of impacts,
 - ii. the location of the impact
 - iii. the geographic footprint of outages,
 - iv. the estimate of number of subscribers affected,
 - v. the estimated time to restore services for failed major telecommunications infrastructure.
- o. Request assistance to access critical GRN infrastructure which cannot be reached by normal means
- p. When available and appropriate, deploy GRN network augmentation infrastructure and services to support ESO operations in the hazard area.
- q. Advise energy restoration priorities for GRN infrastructure.

Recovery Phase

- r. As the GRN is an operational communications system there is not a community dimension to its operation. Repair and reconstruction of the GRN is a response phase activity. Recovery phase activities do not apply to the GRN.
- s. Provide ongoing assessment of impact or potential impact on telecommunication carrier networks if required.

Supporting Organisations

- 34. Supporting organisations “...have indicated a willingness to participate and provide specialist support resources” (emphasis added). “...the agreed roles, tasks and responsibilities of the Supporting Organisations should be recorded in Combat Agency or Functional Area Plans.¹”
- 35. The key Supporting Organisation tasks are:

¹ EMPlan paragraph 437

Prevention Phase

- a. Participate in risk management studies.
- b. Participate in the development of prevention and response plans within the TELCOFA.
- c. Participate in telecommunications critical infrastructure programs.

Preparation Phase

- a. Participate in Telecommunications Services Functional Area meetings.
- b. Assist in the development and maintenance of telecommunications emergency plans.
- c. Provide 24-hour contact information to the TELCOFAC and immediately advise of any changes to the contact information.
- d. Participate in telecommunications emergency management exercises.

Response Phase

- a. Provide information on significant telecommunication or GRN outages which materially affect community or responder safety, including information on:
 - i. the cause of and location of impacts,
 - ii. the geographic footprint of outages,
 - iii. the estimate of number of subscribers affected, and
 - iv. the estimated time to recovery for failed major telecommunications infrastructure.
- b. Request assistance to access critical telecommunications infrastructure which cannot be reached by normal means.
- c. When appropriate and available, deploy network augmentation infrastructure and services to support ESO operations in the hazard area.
- d. Advise energy restoration priorities for critical telecommunications or GRN infrastructure.
- e. Provide administrative and logistic support to its own personnel and equipment during responding to and recovering from an emergency,

Recovery Phase

- f. Collaborate with the Telecommunications Emergency Management Unit and other functional area members to facilitate access to damaged, major telecommunications infrastructure requiring reconstruction over an extended period of time

Combat Agencies

36. Under the SERM Act, a Combat Agency is the agency identified in EMPLAN as primarily responsible for controlling the response to a particular emergency. The Combat Agency may require assistance from the Telecommunications Services Functional Area in responding to an emergency.
37. Relevant tasks for the Combat Agencies include:
 - a. provide hazard information to the TELCOFA relevant to the emergency situation,
 - b. provide relevant training to TELCOFA members to assist in the development of response capabilities in an emergency,
 - c. provide liaison throughout an emergency to the TELCOFA,
 - d. participate in relevant NSW Telco Authority planning
 - e. participate in telecommunications emergency management exercises, and
 - f. provide a representative to the TELCOFA Sub Committee.

Section 3 – Coordination, Control and Communications

Control Structure

38. Control of an emergency, whether at Local, Regional or State level, is always vested with a Combat Agency or Emergency Operations Controller at the appropriate level.
39. The TELCOFA will support emergency response and recovery operations from a State level perspective.
40. The TELCOFA will report directly to the Combat Agency State Controller and/or the SEOCON during an emergency response operation.
41. The TELCOFA will coordinate with the SERCON or an appointed Recovery Coordinator on where major telecommunications infrastructure is damaged or destroyed requiring reconstruction over an extended period of time.

Coordination

42. The coordination of resources, intelligence and information exchange may be managed by the TELCOFAC or nominated staff of the TEMU. As the impact of an event is assessed and emergency operations commence, action to seek assistance from ESOs for the purpose of restoring critical telecommunications infrastructure may be initiated by the telecommunications carrier incident management team to the TELCOFAC Duty Officer.

43. Requests from Combat Agencies, ESOs and Local or Regional EOCs, or EOCONs for the augmentation of local telecommunications networks or the GRN during an emergency or major incident will be referred to the TELCOFA and will require endorsement by the SEOCN or delegate before TELCOFA will refer the request to the relevant telecommunication carrier or GRN management.

Activation

44. Activation of this plan may be in response to a request from any agency within the Telecommunications Services Functional Area Committee for support relating to potential or actual impacts on telecommunications networks. The aim of activation is to ensure a coordinated response to and recovery from a telecommunications related emergency.
45. During an emergency event where there is a significant impact on telecommunications the TELCOFA will:
 - a. notify the Managing Director of the NSW Telco Authority,
 - b. consult with the telecommunications carriers to determine the nature and geographic extent of the impact,
 - c. notify the SEOC Duty Officer that there is the potential for a significant telecommunications impact, the nature and geographic footprint, and
 - d. Notify appropriate the Participating and Supporting Organisations of the activation and the need for those organisations to identify and task liaison officers and other resources as appropriate.

Operations Centre

46. TELCOFA does not operate an operations centre.

Liaison

47. When requested to do so, the TELCOFAC will provide a LO to the SEOC or to the Combat Agency State Operations Centre to establish liaison between the SEOC or Combat Agency State Operations Centre and the participating and supporting organisations.

Stand-down and Debrief

48. The TELCOFAC will advise the SEOCN or State Operations Controller of the relevant Combat Agency of the intention to return to normal operations once routine operational activity is sufficient to manage the situation.
49. A debrief will be held as soon as possible after every mobilisation of the response arrangements under this plan, with the performance of this plan and procedures reviewed.

Communications

50. The TELCOFAC or nominated TELCOFAC Duty Officer is to maintain appropriate communications with the SEOC or the State Operations Centre of the relevant Combat Agency as well as the nominated emergency management contacts of the telecommunications carriers at all times.
51. The TELCOFAC, with the support of the NSW Telco Authority, will ensure the TELCOFAC Duty Officer role is staffed 24/7/365 as the first point of contact in the functional area.
52. The Managing Director of the NSW Telco Authority, will maintain appropriate communications by email and telephone with the Secretary, Department of Finance, Services and Innovation regarding the status of response activities of the TELCOFA.

Contact details

53. The TELCOFA maintains a list of contacts of all participating and supporting organisations, which is to include:
 - Name
 - Title/Role
 - Phone Numbers
 - Email

The list should provide cascading contacts in the event of a primary contact being unavailable

Section 4 – Admin, Finance and Training

Administration

54. The Coordinating Authority component of the TELCOFA, the Telecommunications Emergency Management Unit is a public sector business unit of the NSW Telco Authority. The NSW Telco Authority maintains and staffs the Coordinating Authority component of the Functional Area and provides policy and administrative support where appropriate

Finance

55. For those Participating or Supporting Organisations which are Government Agencies, expenditure of funds during an emergency response or recovery operation is met in the first instance from within their normal operating budgets. This includes the provision of public sector Liaison Officers and associated costs. Telecommunications carriers meet the cost of providing large scale emergency telecommunications equipment and services, for example network augmentation equipment during emergency response or recovery operations. As these scarce resources are owned by the telecommunications carrier and the costs associated with the deployment of such equipment is borne by the carrier, the

final decision to deploy such resources rests with the telecommunications carrier.
Telecommunications carriers also meet the cost of deploying carrier Liaison Officers.

Section 5 - Maintenance

Review

56. The Plan is to be reviewed:
- a. after activation of this plan
 - b. following an exercise designed to practise or test the plan,
 - c. when the roles or responsibilities of any Agency involved in the plan are changed,
 - d. at the direction of the State Emergency Operations Controller (SEOCN), or the SEMC,
 - e. at the request of NSW Telco Authority,
 - f. at the request of the TELCOFA Subcommittee,
 - g. every five years as a minimum.

Amendments

57. Agencies should submit suggested amendments to the TELCOFAC for consideration and endorsement by the TELCOFAC Committee.

Section 6 – Annexes

Annex A –Glossary

Customer Premises Equipment

means telecommunications equipment including terminal equipment located at subscribers premises and connected with a telecommunications carrier's equipment at the demarcation point. It includes telephones, routers, switches and private branch exchanges.

Control

means the overall direction of the activities, agencies or individuals concerned.

Coordination

means the bringing together of agencies and individuals to ensure effective emergency management, but does not include the control of agencies or individuals by direction.

EMPLAN

means the State Emergency Management Plan. The object of the EMPLAN is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies.

Emergency

means an emergency due to an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which:

- a. endangers, or threatens to endanger, the safety or health of persons or animals in the State; or
- b. destroys or damages, or threatens to destroy or damage, any property in the State, being an emergency which requires a significant and coordinated response.

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State. Accordingly, a reference in the Act to:

- a. threats or danger to property includes a reference to threats or danger to the environment, and
- b. the protection of property

includes a reference to the protection of the environment. (Source: SERM Act).

GRN Site Risk Management System

means the system used to manage risks, including emergency related risks, for GRN sites.

Liaison Officer (LO)

in this plan means a representative from an organisation who has the responsibility to ensure proper coordination and timely flow of information between the organisation they represent and another organisation. In the context of this plan a Liaison Officer either;

- a. Provides the communication link between the TELCOFAC and the State Emergency Operations Controller at the State Emergency Operations Centre;
- b. Provides the communication link between the TELCOFAC and a designated Combat Agency or EOCON responsible for controlling an emergency; or
- c. Provides the communication link to TELCOFAC from the participating or supporting organisation represented at a Combat Agency State Operations Centre.

Liaison Officers are to be capable of providing immediate advice on the capabilities and current status of the resources of the agency or organisation they represent.

Local Access Networks

Also known as "local loop" infrastructure, Local Access Networks means the copper wire, optic fibre and co-axial cable connections between each subscriber and a local network exchange. For the purposes of this document the definition of Local Access Networks does not include Mobile Telephone Base Stations.

Local Government Area

means a city, municipality or shire within the meaning of the *Local Government Act 1993* or combined local government areas as referred to in section 27 of the *State Emergency and Rescue Management Act, 1989*.

Participating Organisation

The Government Departments, statutory authorities, volunteer organisations and other agencies listed as Participating Organisations have either given formal notice to Agency Controllers or Functional Area Coordinators, or have acknowledged to the SEMC, that they are willing to participate in emergency response and recovery operations under the direction of the Controller of a Combat Agency, or Coordinator of a Functional Area, or an EOCON, and with levels of resources or support as appropriate to the emergency operation.

Recovery

means the process of returning an affected community to its normal level of functioning after an emergency. 'Initial' recovery limits this process to that necessary to restore essential services to the level where the continuing process can be managed by local authorities.

Response

means the process of combating an emergency and of providing immediate relief for persons affected by an emergency. The aim of response operations is to save lives, protect property and render an effected area safe.

Roadside Cabinet

means a cabinet containing local access network infrastructure which provides an aggregation point for local street level telecommunication services.

Sub Plan

means an action plan required for a specific hazard, critical task or special event. It is required when the arrangements necessary to deal with the hazard, critical task or special event differ from the general coordination arrangements set out in the main or supporting plans for the area.

Supporting Organisation

Supporting Organisations have indicated a willingness to participate and provide specialist support resources. Where such coordination arrangements are required for the conduct of emergency response and recovery operations, the agreed roles, tasks and responsibilities of the Supporting Organisations should be recorded in Combat Agency or Functional Area Plans.

Supporting Plan

means a plan prepared by an organisation, or a group or agencies, which describes the support which is to be provided to a controlling or coordinating body during an emergency. It is an action plan which describes how a single service or function is to be coordinated in order to fulfil the roles and responsibilities allocated.

Telecommunications Services

in this plan means resources and services provided by members of the functional area which are telecommunications carriers as well as the NSW Government Radio Network.

Telecommunications Services Functional Area Coordinator.

means the nominated coordinator of the Telecommunications Services Functional Area tasked to coordinate the provision of telecommunications support and resources for emergency response and recovery operations.

Unmonitored Local Access Infrastructure

means roadside cabinets, telecommunication pillars, telecommunication pits and other street telecommunications infrastructure which does not have the capability to provide telemetry and is not remotely monitored by the telecommunication carrier's Network Operations Control Centre.

Annex B - Table of Abbreviations and Acronyms

CPE	Customer Premises Equipment
EMPLAN	NSW State Emergency Management Plan
EOC	Emergency Operations Centre
LEOCON	Local Emergency Operations Controller
LO	Liaison Officer
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
TELCOFA	Telecommunications Services Functional Area
TELCOFAC	Telecommunications Services Functional Area Coordinator
TELCOPLAN	NSW Telecommunications Services Functional Area Supporting Plan

Annex C – Legislation and Plans

Legislation and plans relevant to the Telecommunications Plan are:

Legislation

- NSW State Emergency and Rescue Management Act 1989
- NSW Government Telecommunications Act 1991
- Commonwealth Telecommunications Act 1997

Key Plans

- NSW Emergency Management Plan (EMPLAN)
- Energy and Utility Services Functional Area Supporting Plan
- Engineering Services Functional Area Supporting Plan
- NSW State Bush Fire Plan
- NSW State Flood Plan
- NSW State Storm Plan
- Hawkesbury-Nepean Flood Emergency Sub Plan
- NSW State Recovery Plan
- Tsunami Emergency sub plan