

**Memorandum of Understanding (MoU)**  
**between**  
**Energy Networks Australia and Communications Alliance**

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**Commencement**

This MoU comes into effect on the day the second Party has signed the MoU.

**Parties**

Energy Networks Australia is the national industry body representing Australia's electricity transmission and distribution network service providers (NSPs). Energy Networks Australia also represents gas distribution networks.

Communications Alliance provides a unified voice for the Australian communications industry. It develops and maintains industry Codes, Standards and Guidelines used by the telecommunications industry to deliver services and advance the welfare of residential and business customers.

**Preamble**

Energy Networks Australia and Communications Alliance recognise that their members operate critical infrastructure, electricity networks and telecommunications networks respectively, which provide day-to-day essential services to Australian customers, but also supply vital services and connectivity during emergency events, such as, but not limited to, severe weather, bushfires, pandemics and other incidents (e.g. cyber threats).

For the purposes of this MoU, an emergency is an event that causes, or could potentially cause, a widespread disruption, or the risk of a widespread disruption, and requires a significant and coordinated response.

**Objectives**

The objectives of this MoU are to:

- improve the safety of communities by mitigating the risks of being isolated due to telecommunications and/or power outages during emergencies;
- improve the sustainability of both telecommunications and power supply services to communities affected by emergencies to support their recovery; and
- targets effective collaboration and coordination between telecommunications and electricity networks and infrastructure in preparing for and responding to emergencies at a local, regional and state level.

**Scope**

This MoU is between the Parties and covers the Parties and their member organisations.

It applies to arrangements that will facilitate cooperation during emergencies and aims at ensuring regular opportunities to share knowledge and coordinate actions to maintain the integrity and operations of the respective networks at the highest possible level in the given circumstances.

This MoU does not abrogate any obligations or responsibilities of either *Party* under any Federal/State/Territory legislation or regulation.

This MoU does not impact any roles and responsibilities parties may have in relevant jurisdictional emergency management plans and is intended to compliment participation in emergency management coordination groups at all levels.

## **Knowledge Sharing**

The Parties will meet bi-annually – or more frequently if circumstances dictate – with the meeting scope detailed by an agenda and a summary of outcomes recorded. The summary of outcomes will be made available by the Secretariat to relevant stakeholders.

These meetings will allow the discussion of any issues that mutually impact electricity networks and telecommunications networks. Table 1 provides a summary of the meeting schedule.

A scheduled meeting will precede the start of the typical Australian natural disaster season<sup>1</sup> to discuss:

- Preparations by member organisations for the natural disaster season;
- Specific areas for cooperation/assistance requests prior to the natural disaster season; and
- Currency of shared contact details and coordination arrangements.

Another meeting will follow the end of the Australian natural disaster season. This will allow the Parties and their members to share experiences and determine what worked well and what needs to be improved, as it pertains to industry cooperation, particularly during emergencies. This document will also be reviewed at on an annual basis to ensure it remains fit-for-purpose.

Further meetings will be scheduled as required. The Parties and their members will make themselves available for such meetings.

**Table 1: Meeting Schedule**

Financial Year		Meeting Topics
S1	Sept-Nov	Pre fire season preparation, post storm season knowledge sharing; refresh contact list;
S2	March-May	Post fire season knowledge sharing; pre storm season preparation, refresh contact list, review of MoU;

## **Secretariat**

The coordination and execution (meeting papers etc.) of the preparation/knowledge sharing meetings will alternate between the two Parties on an annual basis from the date of commencement.

## **Communications During Emergencies**

The Parties and their members will endeavour to ensure that they include each other when sharing information during emergencies.

During emergencies, members of each Party will ensure their nominated contacts listed in Appendix A are available to coordinate matters affecting power supply/telecommunications issues. Members of each Party will also be mindful that impacts of any incident may affect members of the other Party and will proactively seek engagement via the appropriate contact. If there is doubt on relevance, contact should still be made. This contact should be received positively, even if it is (later) deemed to be irrelevant. It should be noted that this MoU is intended

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<sup>1</sup> The Australian Bushfire Season runs from October to March

to support existing emergency management arrangements and it is critical that all members of the Parties continue to commit to participation in relevant jurisdictional coordination groups at all appropriate levels. This MoU should strengthen that participation and facilitate additional tailored, specific information sharing between members of the Parties.

Appendix A provides information on the relevant National and State/Territory entities for emergency response coordination and identifies the members of the Parties in each State/Territory.

Appendix B: Contact details for the members of the Parties.

Appendix C: Details the Communications Alliance G663:2020 Telecommunications – Emergency Communications Protocol.

Appendix D: List of telecommunications entities covered under relevant carriers.

### **Signatures**

#### Energy Networks Australia



Andrew Dillon  
Chief Executive Officer  
Energy Networks Australia

#### Communications Alliance



John Stanton  
Chief Executive Officer  
Communications Alliance

**APPENDIX A: Jurisdictional Response Coordination and Network Service Providers**

State	Jurisdictional Response Coordination entities	Carrier	Network Service Provider
National	Australian Cyber Security Centre Department of Infrastructure, Transport, Regional Development and Communications Department of Home Affairs Emergency Management Australia Crisis Coordination Centre Critical Infrastructure Centre	NBN Co Optus Telstra TPG Telecom	N.A.
QLD	QLD Disaster Management Committee State Disaster Coordination Centre (via the Department of Natural Resources, Mines and Energy) Department of Housing and Public Works		Energy Queensland Powerlink (TNSP)
NSW	NSW Telco Authority State Emergency Operations Centre (SEOC) NSW State Energy & Utility Services Functional Area Coordinator (EUSFAC) NSW Telecommunications Functional Area Coordinator (TELFAC)		Ausgrid Endeavour Energy Essential Energy TransGrid (TNSP)
ACT	Territory and Municipal Services Directorate Environment, Planning and Sustainable Development Directorate (EPSDD)		Evoenergy TransGrid (TNSP)
VIC	State Control Centre (SCC) Emergency Management Victoria Department of Jobs, Precincts and Resources (DJPR)		Ausnet (TNSP & DNSP) CitiPower-Powercor Jemena United Energy
TAS	Tasmanian Security and Emergency Management Group (TSEMG) State Emergency Management Committee		TasNetworks (TNSP & DNSP)
SA	DPC Security and Emergency Management Committee Department of Premier and Cabinet		ElectraNet (TNSP) SA Power Networks
WA	State Operations Centre State Emergency management Committee		Horizon Power Western Power (TNSP & DNSP)
NT	Northern Territory Emergency Service		Power and Water

APPENDIX B: Contact List

Contacts List removed in public version of the MoU for security reasons

## APPENDIX C: Communications Alliance G663:2020 Telecommunications – Emergency Communications Protocol

Accessible at: <https://www.commsalliance.com.au/Documents/all/guidelines/G663>

## APPENDIX D: List of telecommunications entities covered under relevant carriers.

Optus covers the following companies:

- Optus ADSL Pty Ltd (ACN 138 676 356)
- Optus Internet Pty Ltd (ACN 083 164 532)
- Optus Mobile Pty Ltd (ACN 054 365 696)
- Optus Networks Pty Ltd (ACN 008 570 330)
- Optus Satellite Pty Ltd (ACN 091 790 313)
- Optus Wholesale Pty Ltd (ACN 092 227 551)
- Uecomm Operations Pty Ltd (ACN 093 504 100)
- Virgin Mobile (Australia) Pty Ltd (ACN 092 726 442)

Telstra covers the following companies:

- Pacnet Internet (A) Pty Ltd (ACN 085 213 690)
- Pacnet Services (A) Pty Ltd (ACN 056 783 852)
- Telstra Corporation Ltd (ACN 051 775 556)

TPG Telecom covers the following companies:

- AAPT Limited (ACN 052 082 416)
- Chariot Pty Ltd (ACN 088 377 860)
- iiNet Limited (ACN 068 628 937)
- Internode Pty Ltd (ACN 052 008 581)
- TPG Internet Pty Ltd (ACN 068 383 737)
- Westnet Pty Ltd (ACN 086 416 908)
- Kogan Mobile Operations Pty Ltd (ACN 603 162 714)
- Kogan Mobile Pty Ltd (ACN 150 279 342)
- Lebara Australia Pty Ltd (ACN 132 846 738)
- Macquarie Telecom Carrier Services Pty Limited (ACN 082 931 020)
- Macquarie Telecom Group Limited (ACN 056 712 228)
- Macquarie Telecom Pty Limited (ACN 082 930 916)
- TPC Consolidated Limited (ACN 073 079 268)
- TPG Internet Pty Ltd (ACN 068 383 737) (For mobile services)
- Truephone Pty Ltd (ACN 156 361 867)
- Vodafone Australia Pty Limited (ACN 056 161 043)
- Vodafone Network Pty Limited (ACN 081 918 461)
- Vodafone Pty Limited (ACN 062 954 554)