



## EUROPEAN COMMISSION

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Telecommunications, Information Market and Exploitation of Research

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# SURVEY ON IMPLEMENTATION OF <112>

**Subject : Pan European emergency call number <112>.**

This document summarises the results of a survey on the implementation of the pan European emergency call number <112>.

The first part recaps on the context in which the survey took place and the methodology used. It also lays down main finding and recalls on the legal requirement at EU level associated with <112>.

## 1. GENERAL CONTEXT

Access to the emergency call number <112>, and more generally to other emergency phone services, are important issues for all European citizens. The <112> emergency number is a prime example of how EU telecom regulation impacts directly on the individual citizen. It is important that EU citizens are aware of, and have confidence in, the service offered when calling <112>. This implies that <112> service is both consistent and predictable throughout the Community. Recent discussions in the European Parliament have highlighted specific concerns about the implementation of <112> and the fact that it remains relatively unknown to the general public.

## 2. METHODOLOGY

This survey has been completed on the basis of information provided by national delegations in the context of the ONP-Committee. As a consequence it addresses primarily telecommunications aspects rather than issues related to civil protection. Additional data on civil protection issues associated with European emergency services will be available on the DG11 web site.

This information is expected to reflect the national situations as of 1/9/98.

While the results have been discussed within the Committee, no verification of the consistency and accuracy of the data has been done.

### **3. MAIN FINDINGS**

According to the results of this survey, <112> is now widely available in Europe. Several Member States have adopted it as the unique national emergency number and several major information campaigns have been funded with a view to develop its use both nationally and when travelling in the Community. In several Member States, calls are answered in several languages when necessary.

It seems clear that a critical mass for the effective use of <112> has or will be reached in the near future, making it necessary to provide high quality and consistency in the way the emergency number is perceived throughout the Community.

However further progress remains to be accomplished in particular with regards to:

- (1) Full availability of <112> in Greece and possibly in other part of the EU,
- (2) Access to <112> for consumers who have not paid their bills (soft disconnection) is not possible in a number of Member States (DK, FIN, GR, IR, SW).

In addition, it appears that significant number of detailed implementation issues, such as awareness campaigns, languages, access for disabled users, automatic location of callers including mobile callers and callers from PABX networks, may require further study in order to assess whether the current situation is reasonable from the European citizen's point of view. It may be appropriate to hold a further exchange of information between national administrations on issues such as :

- (1) Information campaigns,
- (2) Soft disconnection,
- (3) Access to 112 for disabled users,
- (4) Location of the callers; procedures for accessing CLI information for PABX networks or when the information is not provided by the calling party, and other means of location.

### **4. LEGAL REQUIREMENTS CONCERNING THE <112> EMERGENCY NUMBER**

The main requirements for emergency phone numbers within the EU regulatory framework are laid down in Council Decision 91/396/EEC of 29 July 1991 on the introduction of a single European emergency call number.

Further requirements are elaborated in Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment.

The current framework requires that:

- Free of charge emergency numbers and <112> are supported by all operators including mobile operators,

- <112> call number can be introduced in parallel with any other existing national emergency call numbers, where this seems appropriate,
- It must be possible to make emergency calls from public pay telephones using the single European emergency call number <112> free of charge and without having to use coins or cards.
- Disconnection for non-payment of bills should take place only after due warning is given to the subscriber. Member States may allow a period of limited service prior to complete disconnection, during which calls that do not incur a charge to the subscriber (e.g. <112> calls) are permitted.

**QUESTIONNAIRE ON THE <112>  
EMERGENCY PHONE NUMBER SITUATION IN THE UNION.**

**1. LEGAL OBLIGATIONS FOR PROVISION OF <112>**

Is access to emergency services through <112> currently available free of charge :	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
From every fixed telephone anywhere in your country ?	Y	Y	Y	Y	Y	Y		Y	Y	Y <sup>1</sup>	Y	Y	Y	Y	Y	Y	Y	Y
From every public payphone ?	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
From any mobile phone ?	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y <sup>2</sup>
In addition to specific legal requirement and/or appropriate licensing conditions, are there any voluntary initiatives, guidelines or codes of practice to complement the regulatory framework with regard the detailed implementation of <112> ?	N	N	N	N	Y <sup>3</sup>	Y		N	N	N	N	N	Y	N	N	N	N	N

**Note from the Commission:** the first question (Is access to emergency services through <112> currently available free of charge) refers only to the phone call to 112 which is free of charge.

<sup>1</sup> For the calling party.

<sup>2</sup> Routing from mobile phone to local/regional emergency desk is not yet fully available. It will be installed in 1999.

<sup>3</sup> Circulaire du Premier Ministre en date du 21 avril 1995 (JO 7/5/95).

## 2. PUBLIC AWARENESS

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Do national emergency numbers co-exist alongside <112> ?	Y	Y	N	Y <sup>4</sup>	Y	Y		Y	Y	Y	N	Y <sup>5</sup>	Y	Y	Y	N	Y <sup>6</sup>	Y
Are operators required/encouraged to give the same prominence to <112> as to national emergency numbers : by license/legislative conditions ?	N	N	NA	-	Y <sup>7</sup>	Y		Y	N	Y	NA	Y	Y	Y	N	NA	Y	N
by other non-binding means (e.g. code of practices) ?	N	N	NA	-		N		-	Y	N	NA	N	N	Y	N	NA	N	Y
Have any steps been taken to raise awareness of <112> since it became available : by operators ?	N	N	Y	-		Y		Y	Y	Y	Y		Y	Y	Y	Y	Y	N
by regulators ?	N	N	-	Y		Y		-	N	N	Y		Y	Y	Y	Y	Y	N
by other organisations ?	N	N	-	Y		Y		N	N	Y	N	Y	Y	Y	N	Y	Y	N

4 <10022> gives access to the police in Finland whereas <112> gives access to all emergency services [see section 4 of the Ministerial decision n°1393/1997 <http://www.vn.fi/lm/telecom.htm>].

5 e.g. <115> on a temporary basis in parallel with <112>, <117> for forest fires,...

6 <110> for the fire department and <113> ambulance, in Norway.

7 <112> is indicated in all public payphone.

### 3. SPECIFIC ISSUES RELATED TO THE CONTENT OF THE <112> SERVICE

#### 3.1. Services available

Which emergency services are available through <112> emergency phone number ?	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Police	Y <sup>8</sup>	Y	Y	Y	Y	N		Y	Y	Y <sup>8,9</sup>	Y	Y	Y	Y	Y	Y	Y	Y
Ambulance	Y	Y	Y	Y	Y	Y		Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Fire brigade	Y	Y	Y	Y	Y	Y		Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Others	Y	-	-	Y <sup>9</sup>	N	Y <sup>10</sup>		Y <sup>11</sup>	N	Y <sup>12</sup>	-	-	Y <sup>13</sup>	Y <sup>14</sup>	Y <sup>15</sup>	Y <sup>16</sup>		N

**Note from the Commission :** This question does not address in details how the calls are actually managed by and routed between the different services involved (by transferring calls, by calling on a different line, through a call centre having control over the other services etc.).

<sup>8</sup> The call is routed to the police.

<sup>9</sup> Emergency services are available for all situations where people, property or environment are in danger.

<sup>10</sup> Civil protection

<sup>11</sup> Marine and mountain rescue and others in Ireland.

<sup>12</sup> Doctor, hospital, veterinary and chemist on duty in Luxembourg.

<sup>13</sup> Civil protection in Spain.

<sup>14</sup> Mountain rescue, emergency doctors, poison information, social services, air ambulance, marine environmental protection service, emergency service for release of radioactive substances, Customs, duty nurse, midwife, dentist, vet, priest, and animal ambulance in Sweden.

<sup>15</sup> Coast Guards directly and Mountain rescue and Cave rescue via the police.

<sup>16</sup> Rescue teams in Iceland.

### 3.2. Language

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
In how many languages can a user address the <112> service and receive a response ?	1	3 <sup>17</sup>	3 <sup>18</sup>	2 <sup>19</sup>	1 <sup>20</sup>	1		1	2 <sup>22</sup>	3 <sup>21</sup>	2 <sup>22</sup>	1 <sup>23</sup>	- <sup>24</sup>	2 <sup>25</sup>	1 <sup>26</sup>	3 <sup>27</sup>	2 <sup>22</sup>	2 <sup>22</sup>
Is this a regulatory requirement ?	N	N	N	N	N	N		N	N	- <sup>28</sup>	Y	N	N	N	N	Y	N	N
or common practice ?	Y	Y	Y	Y	Y	Y		Y	Y	Y	N	-	Y	Y	Y	Y	Y	Y

**Commission note :** the results of question 3.2 (In how many languages can a user address the <112> service and receive a response ?) must be carefully analysed as some Member States have several official languages for different part of the State and may not have specific provision for all languages to be accessible from everywhere within the state.

<sup>17</sup> Flemish, French or German depending on the place you are calling from in Belgium.

<sup>18</sup> Danish, Norwegian, Swedish, English and German provided as a common practice in Denmark.

<sup>19</sup> Swedish and Finnish in the whole of Finland.

<sup>20</sup> French, in some regions other languages can be used, operators are required to take language courses.

<sup>21</sup> Luxembourg, French and German in Luxembourg.

<sup>22</sup> in the Netherlands, Italy, Norway and Liechtenstein English is available in addition to the national language.

<sup>23</sup> The legislation does not limit the number of languages to be used, Portuguese is always available but other languages may also be available depending on staff's skills.

<sup>24</sup> This is left for the regions to decide as implementation of <112> services fall under their responsibilities in Spain.

<sup>25</sup> In Sweden : English, Finish in the north, most immigrant languages with a delays and German, French and Spanish in major cities.

<sup>26</sup> Plus Welsh in Wales only.

<sup>27</sup> In Iceland, Icelandic, Nordic Languages and English are required and third party translation for other languages can be obtain as common practice.

<sup>28</sup> Legal requirement on people operating the emergency services.

### 3.3. Consumers temporarily disconnected for non payment of bills

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Do customers temporarily disconnected for “non payment of the bill”, (either fixed or mobile services) have access to <112> ?	N	Y	N <sup>29</sup>	N	Y	<sup>30</sup>		N	Y	Y	Y	Y	N <sup>31</sup>	N <sup>29</sup>	Y	N	Y	Y
If so, for how long ?	-	3m	-	-	1y <sup>32</sup>	<sup>30</sup>		-	?	3 w	<sup>-33</sup>	<sup>-34</sup>	-	-	<sup>-35</sup>		87d	<sup>-36</sup>

y : year, m : months, w : weeks, d : days

<sup>29</sup> Fixed telephones are disconnect but mobiles retain access to <112> in Denmark and Sweden.

<sup>30</sup> Questions 3.4to 3.6 fall under the Lander’s jurisdiction in Germany.

<sup>31</sup> Yes under the new regulation.

<sup>32</sup> One year under certain conditions (Telecommunication act 26 July 1995 art L35.1).

<sup>33</sup> Not a regulatory requirement.

<sup>34</sup> In Portugal as long as fixed subscribers pay their monthly subscriptions, for mobile services the access is also maintained.

<sup>35</sup> Depends on repayment arrangement.

<sup>36</sup> As long as the subscription is not cancelled in Liechtenstein.



### 3.4. Use of mobile phone by third parties

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Are there any initiatives currently undertaken to enable access to emergency numbers from a mobile phone in the following cases : the caller has no pin number or no SIM card <sup>37</sup> ?	Y	N	Y	Y	Y <sup>38</sup>	<sup>30</sup>		Y <sup>39</sup>	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
the caller is in an area in which the subscriber has not subscribed to the services available ?	Y	N	N	Y	Y	<sup>30</sup>		Y	Y	NA	Y	Y	Y	Y	Y	NA	Y	N

<sup>37</sup> This is a requirement in GSM02.30 standard, it is published in the GSM user guide.

<sup>38</sup> Only on Bouygues network.

<sup>39</sup> Required in the licensing requirements in Ireland.

### 3.5. Access for disabled users

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Is there any specific action to ensure that disabled users (people with hearing or speech impediment) have access to emergency services through <112> ?	N	N	Y <sup>40</sup>	Y <sup>41</sup>	N	<sup>30</sup>		Y	Y	N	Y <sup>42</sup>	Y <sup>43</sup>	N	Y <sup>44</sup>	Y <sup>45</sup>	N	Y <sup>46</sup>	N

<sup>40</sup> Textphones have an emergency call-number in Denmark.

<sup>41</sup> “Safety phones” designed for disabled and elderly people are provided as a commercial service by operators in Finland.

<sup>42</sup> A specific free (secret) number has been issued for people with hearing or speech impediment.

<sup>43</sup> The incumbent operator (Portugal Telecom) is obliged to offer, without costs, one line with fixed destiny for disabled users, as well as appropriate equipment.

<sup>44</sup> Information supplied by the department for social affairs, health and welfare in Sweden.

<sup>45</sup> Disabled users have the option of access to a relay service via a free phone number.

<sup>46</sup> In Norway <141> is being established as a special emergency number for people with hearing or speech impediment.

### 3.6. Locating the caller

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Are callers from fixed networks located in cases of emergency ?	Y	Y	Y	Y	Y	<sup>30</sup>		Y <sup>47</sup>	Y	Y	Y	Y <sup>47</sup>	Y <sup>48</sup>	Y	Y <sup>49</sup>	Y	Y	Y
Callers from mobile networks ?	Y	Y	N <sup>50</sup>	Y	Y <sup>51</sup>	<sup>30</sup>		-	Y	Y <sup>52</sup>	N	N	N <sup>55</sup>	N	Y <sup>53</sup>	N <sup>54</sup>	N <sup>55</sup>	N
Callers from PABX networks ?	Y	Y	N	Y	Y <sup>56</sup>	<sup>30</sup>		Y	N	Y <sup>57</sup>	Y	N	Y <sup>56</sup>	Y	Y <sup>58</sup>	N	Y <sup>59</sup>	Y

<sup>47</sup> On the basis of CLI when available.

<sup>48</sup> Real Decreto 903/1997 obliges the operator to provide CLI or geographic location depending on the technical possibilities of the network.

<sup>49</sup> In certain rural areas only partial CLI is transmitted from old exchanges.

<sup>50</sup> A working group as recently recommended that location of base station for mobile phone are presented at the alarm centre. Implementation is foreseen in 1999.

<sup>51</sup> Except for mobile phone without SIM cards.

<sup>52</sup> The base station of GSM networks.

<sup>53</sup> This is not an automatic process, it is only use when the caller is unable to quote location.

<sup>54</sup> In Iceland it is expected that the location of the mobile base station will be made available.

<sup>55</sup> CLI is available but it is not possible to identify the location.

<sup>56</sup> Only the location of the main address of the PABX is presented.

<sup>57</sup> If CLI is correctly available.

<sup>58</sup> Customers are advised to quote location if known to be different from the CLI indicated location. In certain cases the use of DDI can be used to refine location.

<sup>59</sup> Currently only the main PABX numbers are showing. The NRA is preparing a relevant legislation on Private Networks.

	Au	Be	Dk	Fin	Fr	Ge	Gr	Ir	It	Lux	Nl	Po	Sp	Sw	UK	Ice	No	Lie
Is this a regulatory requirement ?	Y <sup>60</sup>	Y	Y <sup>61</sup>	Y <sup>62</sup>	N	<sup>30</sup>		N	N	N	Y <sup>63</sup>	N	-	N	N	N	Y <sup>64</sup>	N
or common practice ?	N	-	-	N	Y	<sup>30</sup>		Y	Y	Y	N		-	Y	Y	Y	N	Y
Is there any call back mechanisms in place ?	N	Y	Y	N	Y	<sup>30</sup>		Y	N		Y		Y	N	Y <sup>65</sup>	-	N	N

**Commission note :** question 3.6 (Are callers from fixed networks located in cases of emergency ? and Callers from PABX networks ?) refers to the availability of CLI either from the caller or from the main PABX which may not easily provide valuable information on the actual location of the caller. Furthermore the detailed procedures for accessing CLI information in cases when the CLI is not normally provided have not been addressed. With regard to mobile network, the identification of the radio base is a first step to the localisation of the radio base and then of the caller.

<sup>60</sup> §24 Telekommunikationsgesetz BGBL I Nr100/1997 and Numerierungsverordnung BGBL II Nr 416/1997

<sup>61</sup> Danish act on fire accidents.

<sup>62</sup> Telecom operators have rights to disclose to emergency authorities identification information on location. [see section 50 of the Telecommunications Market Act <http://www.vn.fi/lm/telecom.htm>]

<sup>63</sup> Article 11.10 of the new Dutch Telecoms Act.

<sup>64</sup> Regulation on access to public networks and public telecoms services, dec5.1997 n°1259, art2-8.

<sup>65</sup> Yes on fixed networks, all emergency calls are “backward held”.

Updates and corrections should be sent to the ONP Secretariat :

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