

ANNEX to document COCOM 13-04 'Report on the Implementation of 112'

TABLE 1 – KEY PERFORMANCE INDICATORS

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
Austria	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. % of false calls to the total number of emergency calls % of false calls to 112 Not available	Report alternative means of access SMS-to-Fax transmission via nonemergency number (0800-133-133) Number of communication through alternative means of access Not available	Average answer time in seconds: __ sec. % of calls answered within 10 seconds Average of the longest 10% of answer times Not available	% of the total calls presented to the PSAP switches Not available
Belgium	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3.464.827 calls to 100 and 112 % of false calls to the total number of emergency calls: > 46% in 2 (of 10) callcenters. N/A for the other callcenters. % of false calls to 112: N/A	Report alternative means of access = Fax Number of communication through alternative means of access No data available	Average answer time in seconds: __ sec. No data available % of calls answered within 10 seconds No data available Average of the longest 10% of answer times No data available	% of the total calls presented to the PSAP switches No data available.
Bulgaria	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use - 7	Report alternative means of access Number of communication through alternative means	Average answer time in seconds: 3.5 sec. % of calls answered within 10 seconds 99.3%	% of the total calls presented to the PSAP switches 17.3%

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
	<p>375 217</p> <p>% of false calls to the total number of emergency calls - See Note</p> <p>% of false calls to 112</p> <p>39.7%</p> <p>* Note</p> <p><i>The corresponding old emergency numbers for each of the three main emergency services Police - 166, Fire Brigade - 160 and Ambulance 150 are kept, but in compliance with the Council of ministry Act No 367/03.10.2010 from 01.10.2011 all calls to them are routed to 112 centers. The rerouting process was deployed from 25.07.11 – 30.09.11.</i></p>	<p>of access</p> <p>At present alternative means of communication to emergency services for disabled end-users are not available.</p>	<p>Average of the longest 10% of answer times</p> <p>n/a</p>	
Cyprus	<p>Cannot be defined if the call was made on 112 or 199 since it's the same phone.</p> <p>False calls are approx. 8%</p>	<p>By Law and based on Cyprus secondary legislation, there are special provisions for disabled users as the following:</p> <p>Deaf people can communicate with other telephone customers using a Telefax machine or the SMS service of mobile telephony following a simple procedure. The customer sends his/her message by Telefax (4 digits number) or by SMS to the incumbent's dedicated numbers for deaf and the operator responsible for the above service receives the</p>	<p>Average answer time: 15-16 sec.</p> <p>0% within 10 sec.</p> <p>100% longest than 10 sec.</p> <p>There is pre-recorded message notifying that the call is recorded which lasts 10 sec.</p>	N/A

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
		<p>message, calls the person to whom the message is addressed and reads it out to them. The service is provided free of charge for the national calls (from fixed and mobile telephone) as well as for the short messages national SMS (from CytaGSM and soeasy). The short messages SMS from abroad cost is equivalent to roaming cost of a foreign operator. Special equipment is also provided to blind people.</p> <p>The amended Universal Service Directive has been transposed into National Law. The relevant secondary legislation that would provide for equivalent access to the level enjoyed by other end-users is on the stage of development.</p>		
Czech Republic	<p>Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. Measured period 01-09 2012: 2 694 624 calls to 112, it makes 44% of all calls, and 6 064 889 calls to any emergency numbers;</p> <p>% of false calls to the total number of emergency calls: Not measured;</p> <p>% of false calls to 112: 75%</p>	<p>Report alternative means of access: Relay services, local SMS services Number of communication through alternative means of access Not measured</p>	<p>Average answer time in seconds: 0,046 sec. (see Part II, 3.2) 100 % of calls answered within 10 seconds; Average of the longest 10% of answer times (N/A)</p>	<p>% of the total calls presented to the PSAP switches: 39 %</p>
Denmark	<p>Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. In Denmark the Police and Copenhagen</p>	<p>Report alternative means of access SMS (text message) service for deaf and hearing- and</p>	<p>Average answer time in seconds: __ sec. % of calls answered within 10 seconds Average of the longest 10% of answer times</p>	<p>% of the total calls presented to the PSAP switches The Police: Data not available. CFB: 8.2 %</p>

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
	<p>Fire Brigade (CFB) provide the emergency service. 112 calls to the Police: 962,413 112 calls to CFB, abandoned calls included: 604,846 (Received 588,630. Answered 540.180) % of false calls to the total number of emergency calls. The Police: (649,058 calls*): 67,4% CFB: Data not available * Includes all calls, which are not followed up with an intervention by the PSAP. Data cannot be segregated further. % of false calls to 112. Only 112 is used for emergency calls in Denmark.</p>	<p>speech-impaired. Number of communication through alternative means of access Data not available.</p>	<p>Data not available. CFB estimates that 99% of all emergency calls are answered within 10 seconds.</p>	
Estonia	<p>1.0 million calls to 112, 55.6% of total emergency calls. Hoax calls not counted as % because Estonian Rescue Centre (ERC) is also acting as a call routing point for all types of emergency calls. Amount of prank calls relatively low. Hoax calls traced and treated by ERC and local authorities. Penal action only in case of dispatching resources, when action is taken. No blacklisting of hoax calls as 112 considers all calls as possible emergency calls.</p>	<p>Fax – people with hearing and speaking disabilities. Measurement not available.</p>	<p>Average response time in seconds: 5.6 sec. 98.7% of calls answered in 10 seconds.</p>	<p>Below 0.1%</p>
Finland	<p>Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3 697 000 % of false calls to the total number of emergency calls</p>	<p>Report alternative means of access SMS to local numbers of ERCs Number of communication through alternative means of access</p>	<p>Average answer time in seconds: ___ sec. Information not available. % of calls answered within 10 seconds 92 % Average of the longest 10% of answer times Information not available.</p>	<p>% of the total calls presented to the PSAP switches 555 000 / 3 697 000 = 15 % 464 000 abandoned within 5 sec</p>

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
	% of false calls to 112 972 000 = 26 %	Statistics not available.		
France	N/A	N/A	N/A	N/A
Germany	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.
Greece	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3.096.362 (percentage of the total emergency calls included them to other emergency numbers, is not available) % of false calls to the total number of emergency calls % of false calls to 112 3.076.366 (99,354%)	Report alternative means of access Not available. Number of communication through alternative means of access	Average answer time in seconds: 9 sec. % of calls answered within 10 seconds Not available. Average of the longest 10% of answer times	% of the total calls presented to the PSAP switches <2%
Hungary	Emergency number # of calls Ratio 112 1 551 512 35,00% 104 842 249 19,00% 105 1 750 992 39,50% 107 288 138 6,50% 4 432 891 Total number of calls are estimated due to lack of data	Yes by SMS and e-mail only, but not promoted and practically not used	Average answer time in seconds: __ sec. 55 sec which includes a 21 sec warning about voice recording % of calls answered within 10 seconds Average of the longest 10% of answer times N/A	N/A

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
	provided by EMS and Fire-fighters. False calls are about 75% of the total. We only know about police where only 7% of the calls initiated real actions.			
Ireland	Number of calls to 112 i) Total number of 112 calls including 999 (fixed and Mobile) to the Irish PSAP (Emergency Call Answering Service-ECAS operator) is 3,053,715 ii) Absolute and % of false Calls – 1,068,295 @ 35% of false calls of the total number of calls to 112 iii) 35%	Availability of alternative means of communication to emergency services for disabled end-users SMS and Minicom Minicom Calls – 9 Minicomms in Ireland. We have received 3 minicom requests from July 2011 to July 2012 SMS Texts – SMS Text Service was launched in January 2012 as a pilot Service. To Date we have received 906 SMS conversations to our ECAS centres on 112 from July 2011 to July 2012	Answer Time i) Average answer time for July 2011 to July 2012 – 0.75 seconds ii) Within ECAS we have a Service level agreement of Percentage of calls answered within 5 second (PAC 5) to achieve a higher standard. ECAS Average is at 99.45% for Jul 2011 to July 2012 iii) The Average of the longest Top 10 per month for the period of Jul 2011 to Jul 2012 is 10.9 seconds	4. Call Abandoned Rate % of the total calls presented to the PSAP switches for the period of Jul 2011 to Jul 2012 is 4.72%
Italy	Number of 112 calls in absolute number (14.526.543) and as % of total emergency calls if other emergency numbers are in use. % of false calls to the total number of emergency calls (N/A) % of false calls to 112 (N/A)	Experimental voice responders and text messages managing devices have been setup in specific areas	Average answer time in seconds: __ sec. N/A % of calls answered within 10 seconds N/A Average of the longest 10% of answer times N/A	% of the total calls presented to the PSAP switches N/A
Latvia	1 657 090 calls	Sms to 112	Average answer time in seconds: 6 sec.	21%

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
	No data available	15 (06.02.12.-01.07.12.)	98 % of calls answered within 10 seconds Average of the longest 10% of answer times – 18 seconds	
Lithuania	N/A	N/A	N/A	N/A
Luxembourg	N/A	N/A	N/A	N/A
Malta	N/A	N/A	N/A	N/A
Netherlands	Number of 112 calls in absolute number: 1.104.212 calls No other emergency number in use 73.9% of false calls to the total number of emergency calls 73.9% of false calls to 112	No report alternative means of access available	Average answer time in seconds: 3,4 sec. 94,3% of calls answered within 10 seconds Average of the longest 10% of answer times 5,6 sec.(asa last 10)	% of the total calls presented to the PSAP switches 5,3%
Poland	N/A	N/A	N/A	N/A
Portugal¹	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 2 057 704 % of false calls to the total number of emergency calls 79,5% % of false calls to 112 79,5%	Report alternative means of access SMS (+351 961010200), operated at National Guard Headquarter. Number of communication through alternative means of access N/A	Average answer time in seconds: 6 sec. % of calls answered within 10 seconds: 93,7% Average of the longest 10% of answer times: 12 seconds	% of the total calls presented to the PSAP switches: 19,3%
Romania	Number of 112 calls in absolute number: 18,304,749 % emergency calls: 31,43 % % false calls: 68,57 %	No	a) Average answer time: 3,74 (s) b) % of calls answered within 10 seconds: 94,04 % c) Average of the longest 10 % of answer	Call abandon rate: 5,9%

¹ Data collected at South 112.pt Centre – PSAP’s of Leiria, Santarém, Castelo Branco, Portalegre, Évora, Beja and Faro. Other PSAP’s have no such tools.

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
			times : 14,55(s)	
Slovakia	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 2 061 714 % of false calls to the total number of emergency calls No data % of false calls to 112 68%	Report alternative means of access Number of communication through alternative means of access Currently it is not possible to receive emergency calls otherwise than through voice communication.	Average answer time in seconds: 5 sec. % of calls answered within 10 seconds Average of the longest 10% of answer times No data.	% of the total calls presented to the PSAP switches We do not monitor calls that are terminated by the user.
Slovenia	N/A	N/A	N/A	N/A
Spain	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3.240.000 calls/month 79.6% % of false calls to the total number of emergency calls N/A % of false calls to 112 56,26 %	Report alternative means of access Most centers allow alternative means such as SMS, chat, fax. Number of communication through alternative means of access 253	Average answer time in seconds: 4,021sec. % of calls answered within 10 seconds: 91.69% Average of the longest 10% of answer times. N/A % of the total calls presented to the PSAP switches 12,74%	% of the total calls presented to the PSAP switches 12,74%
Sweden	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3 370 049 % of false calls to the total number of emergency calls 45,7 % of false calls to 112	Report alternative means of access Number of communication through alternative means of access SMS112: 47 REACH112 (EU-project, pilot from June 2011 to end	Average answer time in seconds: 8,0 sec. 78,0% of calls answered within 10 seconds Average of the longest 10% of answer times Not available	13 % of the total calls presented to the PSAP switches

Country	1) Number of calls to 112	2) Availability of alternative means of communication for disabled end-users	3) Answer time	4) Call abandon rate
		of April 2012 using Total Conversation): 38 Text relay calls: 109 Relay service: 102		
United Kingdom	N/A	N/A	N/A	N/A
Croatia	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 3.038.100 calls to 112 % of false calls to the total number of emergency calls n/a % of false calls to 112 48,2 %	Report alternative means of access Plans to make 112 available via SMS. Number of communication through alternative means of access n/a	Average answer time in seconds: 5,3 sec. % of calls answered within 10 seconds n/a Average of the longest 10% of answer times n/a	N/A
Iceland	N/A	N/A	N/A	N/A
Norway	N/A	N/A	N/A	N/A

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
Austria	% of total calls when automatic or nonautomatic request is unsuccessful Not available	Average time in __ seconds The average of 10% of the longest times to receive the location The average of 10% of the quickest times to receive the location Not available	1) availability / no availability / mobile network operator The use of 112 is available to visiting users of intra-EU roaming services. Mobile caller location is provided in the case of 112 calls made by visiting users of intra-EU roaming services. 2) Percentage of roaming emergency calls/ network operator for which caller location	37%

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
			is available Not available	
Belgium	% of total calls when automatic or non-automatic request is unsuccessful No data available.	Average time in __ seconds No data available The average of 10% of the longest times to receive the location No data available. The average of 10% of the quickest times to receive the location No data available.	1) availability / no availability / mobile network operator: roaming available on all 3 MNO. A <u>national roaming user</u> who initiates a 112 call on another network is not registered in that network; according to GSM-standard no location data are available then. 2) Percentage of roaming emergency calls/ network operator for which caller location is available N/A	37%
Bulgaria	% of total calls when automatic or non-automatic request is unsuccessful n/a	Average time in n/a seconds The average of 10% of the longest times to receive the location The average of 10% of the quickest times to receive the location Push method is used for the provision of caller location information The location information is visualised at GIS automatically with every 112 call and is readily available for the 112 operator as soon as the call is answered	1) availability / no availability / mobile network operator Available for all operators 2) Percentage of roaming emergency calls/ network operator for which caller location is available	37%
Cyprus	None	Average time in Approx 20 seconds The average of 10% of the longest times to receive the location	1) availability / no availability / mobile network operator Available	24%

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
		<p>Longest: 30 seconds.</p> <p>The average of 10% of the quickest times to receive the location</p> <p>Quickest: 11 seconds</p>	<p>2) Percentage of roaming emergency calls/ network operator for which caller location is available: 95%</p>	
Czech Republic	<p>% of total calls when automatic or non-automatic request is unsuccessful: 0 %</p>	<p>Average time in 0,005 seconds</p> <p>The average of 10% of the longest times to receive the location: (N/A)</p> <p>The average of 10% of the quickest times to receive the location: (N/A)</p> <p>TEF: methodology of calculation – from 01-09 2012: Fix – 0,03348 sec (see number of calls to all emergency numbers = 961 034 Mobil – 0 sec (method “Push”); total number of calls to all emergency numbers = 5 103 855 Result - 0,005 sec as weighted average</p>	<p>1) availability / no availability / mobile network operator</p> <p>2) Percentage of roaming emergency calls/ network operator for which caller location is available 100 %</p>	<p>50%</p>
Denmark	<p>% of total calls when automatic or non-automatic request is unsuccessful Data not available.</p>	<p>Average time in __ seconds</p> <p>The average of 10% of the longest times to receive the location</p> <p>The average of 10% of the quickest times to receive the location</p> <p>Data not available.</p> <p>CFB estimates that the caller location is received within 2 seconds after answering calls from mobile handsets.</p>	<p>1) availability / no availability / mobile network operator</p> <p>2) Percentage of roaming emergency calls/ network operator for which caller location is available Data not available.</p>	<p>24%</p>
Estonia	<p>N/A</p>	<p>Average time in seconds: 2 sec.</p>	<p>It is available. Visiting users are positioned by the temporary number that is allocated to them in the visited mobile network.</p>	<p>34%</p>
Finland	<p>% of total calls when automatic or</p>	<p>Average time in 6 seconds</p>	<p>1) availability / no availability / mobile</p>	

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
	non-automatic request is unsuccessful Information not available.	The average of 10% of the longest times to receive the location Information not available. The average of 10% of the quickest times to receive the location Information not available.	network operator Available for all mobile network operators 2) Percentage of roaming emergency calls/ network operator for which caller location is available 100 % (note: location is not available using the automatic system but using a separate request to the operator)	
France	N/A	N/A	N/A	36%
Germany	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.	The responsibility for the collection of these data lies with the local governments. These numbers are only collected sporadically.	During the reporting period no automatic location information was available.	17%
Greece	% of total calls when automatic or non-automatic request is unsuccessful 1,43% of calls for which location information was needed.	N/A	N/A	7%
Hungary	96% of the calls are not having automatic or manual caller location at the call placement time. 4% of the calls are checked off-line on telecom service terminals	In case of telecom service terminal use: 5 sec.	N/A	32%
Ireland	Lack of availability of Caller Location – 3%	Time Needed for receiving the caller location to the 112 Operator – Instant	Availability of EU roaming call to 112 and caller location by mobile network operators – 100%	29%
Italy	0%	Average time in seconds: 3-5 sec. The average of 10% of the longest times to receive the location: N/A The average of 10% of the quickest times to	1) availability / no availability / mobile network operator – Available 2) Percentage of roaming emergency calls/ network operator for which caller location	5%

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
		receive the location: N/A	is available – 100% for intra-EU roaming services (please, refer to Part III, 5.3)	
Latvia	N/A	N/A	EU roaming call to 112 is available within the networks of Latvian mobile operators. Generally location information is provided to the PSAP. However operators indicate some cases when location information could not be provided. For example, if home routing is used by home network operator.	28%
Lithuania	N/A	N/A	N/A	21%
Luxembourg	N/A	N/A	N/A	53%
Malta	N/A	N/A	N/A	21%
Netherlands	% of the total calls presented to the PSAP switches 5,3%	% of total calls when automatic or non-automatic request is unsuccessful unsuccessful 25,63% Geen 25,63% KPN 16,63% TMOB 20,92% VODA 36,82%	1) availability / no availability / mobile network operator TB112: Available for 100% 2) Percentage of roaming emergency calls/ network operator for which caller location is available TB112: 100% available for international roaming calls to 1-1-2	47%
Poland	N/A	N/A	N/A	57%
Portugal	% of total calls when automatic or non-automatic request is unsuccessful: Mobile – 0,1% (estimated) Fixed – N/A	Average time in < 2 seconds The average of 10% of the longest times to receive the location N/A The average of 10% of the quickest times to receive the location N/A	1) availability / no availability / mobile network operator Available 2) Percentage of roaming emergency calls/ network operator for which caller location is available: 99,9% (estimated)	29%
Romania	% of total calls when automatic or non – automatic request is unsuccessful 0,68 %	a) Average time: 4 (sec) b) The average of 10 % of the longest times to receive the location : 6 (sec)	1) Available 2) Percentage of roaming emergency calls / network operator for which caller location	30%

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
		c) The average of the 10 % of the quickest times to receive the location : 2,3 (sec)	is available : 98, 13 %	
Slovakia	% of total calls when automatic or non-automatic request is unsuccessful No data.	Average time in 8 - 12 seconds The average of 10% of the longest times to receive the location: N/A The average of 10% of the quickest times to receive the location: N/A	1) availability / no availability / mobile network operator Yes. 2) Percentage of roaming emergency calls/ network operator for which caller location is available In the Slovak Republic these calls are provided through roaming caller's location, but we do not have any percentage informations.	55%
Slovenia	N/A	N/A	N/A	30%
Spain	% of total calls when automatic or non-automatic request is unsuccessful 10,28% fixed 11,45 % mobile	Average time in _1,2_ seconds The average of 10% of the longest times to receive the location N/A The average of 10% of the quickest times to receive the location N/A	1) Availability / no availability / mobile network operator. Yes, all operators. 2) Percentage of roaming emergency calls/ network operator for which caller location is available 85%	30%
Sweden	% of total calls when automatic or non-automatic request is unsuccessful 8,76 %	Average time in 2,78 seconds The average of 10% of the longest times to receive the location App. 7 seconds The average of 10% of the quickest times to receive the location App. 0,7 seconds	1) availability Hi3G/ no availability Tele2, Telenor, Telia/ mobile network operator 2) Percentage of roaming emergency calls/ network operator for which caller location is available N/A	41%
United Kingdom	N/A	N/A	N/A	13%
Croatia	N/A	N/A	N/A	26%

Country	5) Lack of availability of caller location	6) Time needed for receiving the caller location to the 112 operator	7) Availability of EU Roaming call to 112 and caller location by mobile network operators	8) Awareness on the EU wide availability of 112
Iceland	N/A	N/A	N/A	N/A
Norway	N/A	N/A	N/A	N/A

TABLE 2 – AVAILABILITY of 112

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Austria	No	Yes	Yes	122 - fire brigade, 128 – gas-related emergency, 133 – police, 140 – mountain rescue, 141- physicians, 142 - telephone counselling, 144 – rescue/ambulance, 147 - Emergency services for children and youths All numbers are actively promoted. Ratio: 16 % of all emergency calls address 112 numbers	No
Belgium	Yes	Yes	No	Two traditional national numbers exist: 100 (for urgent medical assistance and fire brigade) and 101 (for urgent police assistance). However, only 112 (for urgent medical assistance and fire brigade in Belgium + as a European emergency number) and 101 (for urgent police assistance) are actively promoted. All 100 calls are routed as 112 calls (no distinction is made). 40% of the calls to emergency callcenters 100/112 are made to the European emergency number 112. 101-calls are received in another callcenter.	Voice and fax communications to 112/100/101 are possible. Access by SMS to 100/101/112 will be available in the future, but only for a limited group of identified deaf and hearing impaired people.

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Bulgaria	Yes	Yes	No.	150 – ambulance/ 166- police/ 160 – fire brigade These numbers are no longer promoted. They are kept in order to provide additional safety for users who may know only the previous emergency number(s) but telecoms reroute all calls to the specific emergency numbers 150, 160 and 166 to number 112.	No
Cyprus	According to Cyprus secondary legislation, VoIP is provided at a fixed location and is used in a 'nomadic' way. New number resources for VoIP allocated, only for geographic numbers. The providers are obliged, free of charge, to route calls to the single European emergency call number "112". The provided information is determined by the subscriber in the contract for the provision of VoIP services. In addition, the Office of the Commissioner of Electronic Communications and Postal Regulation (OCECPR) ensures that users of VoIP services are properly informed about the capabilities of their telephony service as regards access to emergency services at the time before they sign their contract. Therefore, the providers are obliged to make sure consumers are adequately informed of the restrictions of making emergency calls using their service when they are away from their normal installation address. Finally please note that OCECPR encourages providers to develop the technology and processes that will enable them to support the wider provision of location information.	There are no legal provisions for the above. However, despite the fact that Cyta's customers cannot use another available network; this is not considered a problem since the network of Cyta covers 99% of the island. The same goes for Primetel customers, since Primetel is an MVNO on Cyta network. On the other hand MTN customers can use Cyta's network.	Yes	199 was the national emergency number before the launch of 112 and is still working in parallel with 112. However its use is not promoted anymore. Ratio Cyta's PLMN NETWORK=1.88, Ratio Cyta's PSTN NETWORK=1.02 Ratio Cablenet's PSTN NETWORK=1:2,5	Telefax or SMS on incumbents' dedicated number

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Czech Republic	Yes	Yes	Yes	150 – fire brigade, 155 – rescue/ambulance, 156 – metropolitan police, 158 – police 150, 155, 158, 156 Ratio: 45 %	No
Denmark	Yes	Yes	Yes	None	SMS
Estonia	Yes	Yes. But it is recommended to remove SIM card first, because it may be that some phone models does not support that functionality.	Yes	There is also 110 number for police calls in Estonia. No other local numbers. Unification of ERC and Police call centres started in 2010 and 2012 the first united ERC started its work in East-Estonia. Numbers 112 and 110 will join by 2014, then only 112 remains for all emergency calls. 1.0 million calls to 112. 800 000 calls to 110.	disabled people can contact ERC use fax and SMS

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Finland	In case there is a communications services agreement between the customer and the operator then according to the Communications Market Act the agreement shall specify at least the following (among other things): 14) whether the subscriber connection allows access to emergency services and whether caller location information is provided in an emergency situation	Yes	Yes	112 is the only emergency number in Finland. Maritime rescue services have their own numbers (02041000 for the whole country and in some regional areas numbers from 0204100x -series) but those numbers have no full emergency number status. 3,7 million 112 emergency calls and 4600 calls to maritime rescue services.	SMS using a different GSM number – advertised to disabled users
France	Yes	Yes	No	Emergency numbers : medical: 15; Police:17; Fire brigade: 18; Social: 115; abused children: 119; missing children: 116 000; National center for emergency calls for deaf and hard of hearing people: 114. 22.574.544 calls were made to the emergency numbers 33% dialled 112	No to 112, but as of 14.09.2011 SMS and fax is available for deaf and hard of hearing people on a nationwide 114 number
Germany	No	Yes	No	The 112 emergency number is traditionally considered a "fire emergency" and "emergency medical assistance", and the 110 is known traditionally as "police emergency". Approximately 70% of the calls relate to the activity of fire / medical emergency services and approximately 30% related to the activity of the police.	Fax for hearing-impaired.

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Greece	Yes	Yes	Yes	100 for Police, 199 for Fire Brigade, 166 for Emergency Medical Service, 108 for Coast Guard, 197 for emergency social assistance. All these numbers are fully active Ratio mobile operators: 30,7 Ratio fixed operators: 1,2	No, but some mobile operators are technically ready to provide SMS access if required.
Hungary	Partially yes. If the VoIP is linked to specific telephone service then 112 can be called (e.g. UPC), in general VoIP like Skype or others are not.	Yes	Yes	104 (Ambulance. Emergent Medical Service) 105 (Fire-brigade, Rescue Services, Civil Protection) 107 (Police) All of them are actively promoted currently. Emergency number # of calls Ratio 112 1 551 512 35,00% 104 842 249 19,00% 105 1 750 992 39,50% 107 288 138 6,50% 4 432 891	SMS and e-mail is available, but practically not used or very rarely.
Ireland	Yes	Yes	Yes	999 – national emergency number Ratio: Not possible to make a precise and meaningful distinction as all calls to 999 are translated into 112 in the networks	Minicom and SMS services

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Italy	N/A	Yes	Yes	<p>112 is the emergency number actively promoted, which is associated to the emergency number of “Arma dei Carabinieri” (Italian military body with civil policies duties)</p> <p>113- police/ 115– fire brigade/ 118- First Aid are well known from citizens and do not need to be promoted. The exchanges which receive emergency calls are connected among them.</p> <p>Ratio: n/a</p>	No, but some trials are on-going regionally
Latvia	Yes.	Yes	Yes	<p>The national emergency numbers used along 112 are 110; 113; 114 (actively promoted) and 01; 02; 03; 04 (no longer promoted but are available).</p> <p>The information about ratio is not available.</p>	<p>112 can be accessed by sending sms (technical solution for end-users with hearing and speech disabilities). End-users with hearing and speech disabilities who are subscribers of fixed operators have possibility to access 112 through special terminal equipment.</p> <p>People with vision disabilities can access 112 by using Braille terminal equipment.</p>

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Lithuania	Yes	Yes	Yes	In Lithuanian National numbering plan 112 is allocated as single emergency response number. In the transition period there are legal other emergency telephone numbers – on public fixed telephone networks – short telephone numbers 01 (fire), 02 (police), 03 (ambulance), on public mobile telephone networks – short telephone numbers 101 or 011(fire), 102 or 022 (police), 103 or 033(ambulance).	No, starting 112 SMS project for people with disabilities
Luxembourg	No	Yes	Yes	112 actively promoted for emergency services 113: Police Incoming calls to 112: 461.305 (Administration des services de secours) Details on ratio between 112 and 113 not available	SMS(see www.112.public.lu)or by Fax
Malta	Yes	Yes, in all cases	Yes	112 (Actively Promoted as Emergency Line) 119 (No Longer Promoted as Emergency Line – it is being used as a Helpline)	No
Netherlands	Yes	Yes.	Yes	112 is single emergency number	Real time text since May 2011. For analogue text phone users a free of charge emergency number 0800-8112.
Poland	No	Yes, but there are still some malfunctions	Yes	999 – ambulance, 998 – fire brigade, 997 – police	No, under consideration

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Portugal	N/A	Yes.	Yes	115 (legacy national emergency number) – not promoted – 1,79% 117 (legacy forest protection number) – not promoted	SMS solution for deaf people, through a specific number (+351 961010200), operated by the National Guard.
Romania	No	Yes	No	112 is the unique emergency call number in Romania	SMS in testing, Fax with predefined forms Regional pilot with video telephony
Slovakia	No	No.	Yes	Actively promoted numbers: 112 – European Emergency Number 150 - Fire and Rescue Service 155 – Emergency Medical Service 158 – Police Most of the calls go to the 112.	No
Slovenia	Yes	Yes	No	113 – police 50%	WAP112 service is available - text emergency call to 112. Introducing SMS as well as video.

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Spain	Yes.	Yes	Yes	<p>The 112 emergency service is managed nationally by the Autonomous Communities, which establishes the reception centers for emergency calls, which are connected service numbers of national emergency. In this way it is possible to know in real time the incidents that occur in each river, and alerts that are made to the various agencies that should be involved in each situation.</p> <p>Numbers have been identified as national emergency for police attention, both managed by the Ministry of Interior, the following:</p> <ul style="list-style-type: none"> - Number of the Guardia Civil (national) - 062 - Number of the National Police (national) - 091 <p>Other emergency numbers identified, and which are not actively publicized are:</p> <ul style="list-style-type: none"> - Number of health emergencies (national, but managed at regional level) - 061 - Local numbers (eg firefighters - 080, local police - 092) <p>Regarding the percentage of 112 calls to other emergency numbers, the value provided by the operators surveyed was 84% in mobile networks and 56% in fixed networks. Moreover, the percentage of 112 calls answered by the emergency care centers 112, which have transferred other emergency numbers, has been of 94.59% of all emergency calls received.</p>	<p>Most centres allow SMS, Chat or fax. Access via SMS or chat is directed to people with hearing impairment. Communication is not made to 112 but to a geographic number.</p>
Sweden	No	Yes	Yes	<p>The old national emergency number (90 000) can still be used but is no longer promoted. When measuring a year ago, it was a few calls. This compared to the 3.3 million calls in total.</p>	<p>SMS service is intended for persons with disabilities. The users must be registered before using it.</p>

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
United Kingdom	Yes	Yes	No	999 – 96.3% 112 – 3.7% This is based on the figures submitted by BT who are only able to identify where 112 calls are made from fixed lines. The figure for 112s that get answered and connected through to an EA is much lower again (only about 6% of the 112 calls made on fixed lines) as many phantom 112s are generated by stray pulses in fixed line networks where switches still recognise pulses. There were (in the period) 35,521,040 calls to 999 and 112. Many mobile phones translate 999 to 112 automatically to the standard GSM emergency code, so the above split does not reflect the number dialled/pressed by the end users.	a. via SMS – requires pre-registration of the calling number b. via text relay using appropriate terminals using ITU v21 over the PSTN (with access code 18000).
Croatia	No	Yes	No	192-police, 93-fire brigade, 94-ambulance and 9155-search and rescue at sea, 1987 road assistance	No. Plans for SMS
Iceland	N/A	Yes	Yes	112 is the only national emergency number	SMS
Liechtenstein	Yes	Yes	Yes/no	117, 118, 144 112/ (117, 118, 144)= 39/(52+23+79) calls from June 1. until Sept. 1, 2010.	No

Country	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over any other domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112 Ratio calls to 112/ calls to other national emergency numbers	Access to 112 by means other than voice communication
Norway	No	Yes	Yes	Actively promoted: 110 – fire brigade, 113 – ambulance; 1412 – emergencies for hearing disabled and 149 – SMSs (Can be reached by the use of SMS. SMSs are sent to number 2080 (with code word 149) and e-mails are generated and sent to the text central. An operator here then contacts the callers or executes the messages Not actively promoted: 911. Treated as 112	SMS to number 2080 which is not dedicated for emergency but SMSs to this number will be handled.

TABLE 3 – AVAILABILITY OF 112 FOR DISABLED END-USERS

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Austria	There are no specific measures concerning 112, but there are separate numbers (e.g. 0043800133133) which are reachable via SMS or fax.	N/a	No
Belgium	Voice and fax communications to 112/100/101 are possible. Access by SMS to the emergency numbers 100/101/112 will be available in the future, but only for a limited group of identified deaf and hearing impaired people.	No	No

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Bulgaria	No	No	No
Cyprus	<p>By Law and based on Cyprus secondary legislation, there are special provisions for disabled users as the following:</p> <p>Deaf people can communicate with other telephone customers using a Telefax machine or the SMS service of mobile telephony following a simple procedure. The customer sends his/her message by Telefax (4 digits number) or by SMS to the incumbent's dedicated numbers for deaf and the operator responsible for the above service receives the message, calls the person to whom the message is addressed and reads it out to them. The service is provided free of charge for the national calls (from fixed and mobile telephone) as well as for the short messages national SMS (from CytGSM and soeasy). The short messages SMS from abroad cost is equivalent to roaming cost of a foreign operator. Special equipment is also provided to blind people.</p> <p>The amended Universal Service Directive has been transposed into National Law. The relevant secondary legislation that would provide for equivalent access to the level enjoyed by other end-users is on the stage of development.</p>	No	No
Czech Republic	Special call center for disabled users with language handling	n/a	No

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Denmark	Through the Danish Deaf Association the hearing- and speech impaired are provided with a number for text message communication to the PSAP.	No.	No.
Estonia	n/a	There is an opportunity to develop SMS-112 service after implementing so, that travelling disabled end-users can access 112 in Estonia.	It depends on particular type of access
Finland	112 SMS system has been specified nationally and at this moment the plan is to take it into use in 2015. 112 SMS system makes it possible to have SMS conversation between the person in distress and the emergency call taker. Emergency call location system (based on CLI) is available in 112 SMS system in the same way as in case of an emergency call. 112 SMS conversation is of course more cumbersome than emergency call conversation.	In order to serve travellers it is anticipated that in 112 SMS system the emergency centres can handle the same languages as in case of emergency calls. However, in the current networks SMSs are routed via the home operators´ SMS centre and 112 SMS sent in Finland by a roaming subscriber ends up to the emergency centre of the subscribers home country (if 112 SMS is implemented in that country).	In case of emergency SMS the CLI is always delivered to the emergency centre with the SMS message.
France	Starting with 14 September 2011 a national relay centre for deaf people can be reached with SMS or fax to the 114 number.	The usage of 114 for users of non-national operators is not technically feasible.	No. But there is caller location for SMS sent to the 114 number.
Germany	Message via Fax	No	Yes, for fax.
Greece	Not determined yet. Our New Framework regarding Electronic Communications (law4070/2012), is in force since April 2012 and defines our NRA as the responsible authority to set relevant Decisions.	n/a	No
Hungary	No	No	No

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Ireland	<p>Minicom and SMS service available</p> <p>The Emergency Call Answering Service provider operates an SMS service utilising the code 112 from mobile telecommunications operators in Ireland. It relays the SMS between the calling party and the relevant emergency service. Registration of the user's CLI is required to use the SMS service.</p>	n/a	n/a
Italy	SMS only available through the 112 service in the area of Varese.	n/a	No
Latvia	<p>112 can be accessed by sending sms (technical solution for end-users with hearing and speech disabilities). End-users with hearing and speech disabilities who are subscribers of fixed operators have possibility to access 112 through special terminal equipment.</p> <p>People with vision disabilities can access 112 by using Braille terminal equipment.</p>	SMS	<p>Yes (fixed)</p> <p>No (Mobile)</p>
Lithuania	No	n/a	No
Luxembourg	SMS or Fax	SMS or FAX services available also for travelling disabled end users from other Member States	Yes for Orange and Tango. No for EPT
Malta	No.	No	No

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Netherlands	Since May 2011 disabled end-users of Real-time text (RFC4103 standard) have access to 112.	N/A	Yes
Poland	No	N/a	No
Portugal	SMS	N/a	N/a
Romania	SMS in testing, Fax with predefined forms Regional pilot with video telephony	Implementing phase of the Reach 112 solutions	In testing phase
Slovakia	No	N/a	No
Slovenia	All users are informed about 112 via web portal www.sos112.si . Deaf and hard of hearing are informed also through a Web portal: http://www.zveza-gns.si/wap-sos-112 Users can use WAP112 and SMS112. The infrastructure which is used for text emergency call (SMS112) is developed in accordance with the 3GPP TR 22.871 specification. Centre for deaf and partially deaf people with interpretation service. It will be used in the adoption of video calling on 112.	N/a	Yes for SMS
Spain	SMS to geographic numbers/ Fax	N/a	No

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Sweden	For people that are deaf, hearing and speech impaired there is a service that is called SMS 112. Preregistration is necessary. At the moment it is only open for people with Swedish phone numbers.	N/a	No
United Kingdom	a. via SMS – requires pre-registration of the calling number b. via text relay using appropriate terminals using ITU v21 over the PSTN (with access code 18000).	<p>Visitors to the UK can register for emergency SMS provided that they have a UK SIM card in their mobile handset. SIM cards are available from vending machines at airports and from retail outlets. The emergency SMS service uses the text relay service provided by BT, which is only offered in English.</p> <p>Voice calls to 112 in the UK that are made in languages other than English can have translators conferenced in at Stage 2 PSAPs.</p> <p>Disabled end-users can use public call boxes to make voice calls to 112 free of charge. At least 75% of public call boxes provided by BT must be accessible to wheelchair users and at least 70% must incorporate additional receiving equipment to make them more accessible to people with hearing impairments.</p>	<p>112 can be contacted via text relay service, in which case the location accuracy is identical to an equivalent voice call</p> <p>Yes for mobile: Emergency SMS allows the cell the caller is in to be seen. This is the same as for voice calls.</p>
Croatia	No	N/a	N/a
Iceland	SMS	N/a	N/a
Liechtenstein	N/a		

Country	Measures ensuring equivalent access to 112 for disabled end-users	Standards or technical specifications used by the MS to ensure that travelling disabled end-users from other MS can access 112	Possibility to obtain caller location information for mobile and fixed subscriber using other means of access to 112 than voice communication
Norway	There is an 112SMS pilot ongoing.	Travelling disabled end-users from other Member States, will most probably have to register to grant access to the SMS service for 112. The same requirement will be in place for requirement as for residents.	No

TABLE 4 – CALL HANDLING

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Austria	ESTIMATED: About 1% in mobile networks and lesser in the fixed network of the incumbent.	ESTIMATED: Less than 1 sec. in the fixed network of the incumbent and 1 to 3 sec. in mobile networks. Time in which the fastest 95% is set up: 1,5 seconds in the fixed network of the incumbent	MEASURED: 87,2% <u>Average:</u> 10 sec. <u>Time period:</u> 1 month (August), number of calls 122.228 <u>PSAPs covered:</u> City of Vienna	English – PSAPs in larger cities and tourist areas	Approx. 30%

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Belgium	n/a	n/a	n/a	French, Dutch. English and German (some handlers do, but no requirement).	<p>Estimated number of false calls to 112 and 100 is about 46%</p> <p>Caller may be blocked after repeated abuse.</p> <p>Before any caller can be blocked from access to an emergency number, he will have received at least three warning messages, which practically means that only after the fourth hoax call within 12 hours, a first blocking will occur of 15 minutes. The procedure may escalate to maximum 12 hours blocking after which the caller is released from the blacklist.</p> <p>The entire procedure is laid down in a ministerial decree.</p> <p>For police, fire department and emergency medical assistance, a separate ministerial decree is in preparation: these services prefer deterrent warning messages without blocking a caller.</p>

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Bulgaria	<p>MEASURED: Percentage of unsuccessful calls: Fixed - 2.23 % Mobile - 0.29 % Timeframe: 1month</p> <p>Number of calls: Fixed - 67 363 calls Mobile - 549 348 calls</p>	<p>MEASURED: Average call set-up time in seconds: Fixed – 0.88 sec. Mobile – 3.78 sec.</p> <p>Time in which the fastest 95% of calls are set up: Fixed – 0.83 sec. Mobile – 1.60 sec. Time frame:1 month</p> <p>Number of calls: Fixed - 67 363 calls Mobile - 549 348 calls</p>	<p>MEASURED: -</p> <p>Average response time in seconds: Setup Time (2.1)+Answer Time (3.5 sec)</p> <p>Percentage of calls answered within 20 seconds: 95.2 %</p> <p>Based on 7 375 217 calls to 112 from 01.07.2009 to 30.06.2011</p>	<p>PSAP's have call takers on duty with language skills in English, French German., Italian, Spanish, Greek, Romanian, Turkish, Russian</p> <p>If there is no available call taker in a 112 centre for particular language, the call could be redirected to a call taker in another 112 center.</p> <p>There is no strict link between languages and PSAPs. Any PSAP can serve calls in a particular language, depending on the skills of the people in the current shift.</p>	<p>The rate of hoax calls to total calls is 38% .The rate to total hoax calls of:</p> <ul style="list-style-type: none"> -inadvertent -misuse calls – 59.5 % -of abuse calls for fun – 40.4%, -of calls when first responders are activated 0,08% <p>The effective initial interview reduced the false calls, when first responders are activated to less than 0,1 % of total hoax calls</p> <p>The legal response given to this type of calls is as follow:</p> <ul style="list-style-type: none"> - for false or abuse calls the fine is 2 000 – 5 000 BGN, - when first responders are activated -10 000- 20 000 BGN, and when repeated the fine is doubled

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Cyprus	MEASURED: Mobile Network: Percentage of unsuccessful calls: Cyta: 0%, MTN: 0,21% Weighted average: 0,0609% Fixed Network: Percentage of unsuccessful calls: Cyta: 0,015% Cabelnet: 5% Weighted average: 0,002132	MEASURED: Mobile: Average call set-up time in seconds: Time in which the fastest 95% of calls are set up: Cyta: N/A, MTN: 6,28 sec Fixed: Average call set-up time in seconds: Cyta: 1,14 sec., Cabelnet: 2 sec. Time in which the fastest 95% of calls are set up: Cyta: 2 sec. Weighted averade: 1.0832	Mobile estimated: Mobile networks: CYta; 2,9 sec. 99.44% answered within 20 seconds. Fixed Network measured: Weighted average: 18,352 sec	English Arabic (partly) Russian (partly) -directly by PSAP and by having recourse to interpretation services -no transfers between PSAPs	8%
Czech Republic	MEASURED: Percentage of unsuccessful calls: Fix – 0,44%, Mobile - 0,07%	MEASURED: Average call set-up time in seconds: Fix 0,68 sec; Mobile 0,63 sec Time in which the fastest 95% of calls are set up: 0,9 sec; Mobile 0,8 sec	MEASURED: Average response time in seconds: 0,046 sec. Percentage of calls answered within 20 seconds: 100%	EN, DE, PL, RU, FR Software language module in all PSAPs	75 % of all calls, 99.99 % of simless calls. Sanctions: Black lists, penal sanction, permanent handset blockage
Denmark	Estimated 0%	ESTIMATED: 20 sec.	ESTIMATED: 30 sec	Police: English CFB: English, Swedish, Norwegian.	N/a. Initiative to blacklist repetitive offending users, under development.

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Estonia	ESTIMATED: below 0,1	ESTIMATED: 2.5 sec. Time in which the fastest 95% of calls are set up: 2 sec	MEASURED: 100% in 20 sec. <u>Average:</u> 5.6 sec. Analysis based on call handling time	Russian, English (all PSAPs), Finnish (north of Estonian PSAPs)	Hoax calls not counted as % because ERC is also acting as a call routing point for all types of emergency calls. Amount of prank calls relatively low. Hoax calls traced and treated by ERC and local authorities. Penal action only in case of dispatching resources, when action is taken. No blacklisting of hoax calls as 112 considers all calls as possible emergency calls.
Finland	N/a	N/a	97,17 % answered within 30 seconds 94,89 % answered within 15 seconds 91,86 % answered within 10 seconds 1.7.2011-30.6.2012, all PSAPs, 3,135 million answered 112 calls	English (in addition to official languages Finnish and Swedish) directly in all PSAPs generally; German, French and Russian – by involving interpretation service	Between 1.7.2011-30.6.2012 there were 3 697 000 emergency calls. The number of hoax calls was 175 000. In addition there were 800 000 calls which were not emergency calls (misdialled calls, silent calls, enquiry calls, etc.). Concerning SIMless 112 calls there is a possibility to direct those calls first to an announcement and only after that to the emergency centre if the caller continues the call after hearing the announcement. Hoax calls can be considered as a criminal case and they can lead to penal sanctions if the court so decides. Concerning different kind of enquiry calls which can not considered as emergency calls there is a plan to open a different number for them.
France	N/a	N/a	N/a	40 languages in conference call with the interpreter	N/a

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls																				
Germany	ESTIMATED: Less than 1%	ESTIMATED: 2-5 sec	Measured: more than 91% in 20 sec. to 110 in Berlin <u>Average response time:</u> 6 sec to 110 in Berlin Estimated: 5-20 Seconds; >95% IN 20 SECONDS	English (almost all PSAPs) and the languages of neighbouring countries in border areas (local PSAPs) – directly Other EU languages-> in collaboration with the Federal Police and translators.	The proportion of abusive or malicious calls fluctuate strongly per region and varies seasonally. Crank and erroneous calls are more frequent than malicious calls or simulated emergency messages, their share is estimated to be <1%. Abusive calls are primarily from mobile networks, the number of which, however, fell sharply back since emergency calls from mobile phones without a SIM card is no longer possible (estimated current share 3-5%). Many PSAPs are indicating that abusive calls repeated from the same phone number are called back to make him understand he committed an offense by the abuse of the emergency call.																				
Greece	Around 1%	ESTIMATED: <u>for mobile operators:</u> from 1,47 sec to 9 sec. depending on the operator <u>for fixed operators:</u> from 0,6 sec	MEASURED: 100% <u>Average:</u> max. 9 sec. <u>Time:</u> September 2012	English, French – for direct calls (a single PSAP operates at national level)	99.354% Number of calls: 3.096.362 Number of false calls to 112: 3.076.366																				
Hungary	ESTIMATED: 10% calls	n/a	ESTIMATED: <u>Average:</u> 15 sec. Percentage of calls answered within 20 seconds: 90% Automated answer machine /operator provides the basic general and security information that takes 21 sec, after that the human operator takes the call. Estimated call length is 38 sec	English, German and possibly languages of neighbouring countries in border areas (Slavic, Romanian)	90-95% for 112 and 5-10% for 107. A detailed breakdown per emergency number available: <table border="1"> <thead> <tr> <th></th> <th>False</th> <th>Fake</th> <th>Wrong no</th> </tr> </thead> <tbody> <tr> <td>105</td> <td>83%</td> <td>29%</td> <td>71%</td> </tr> <tr> <td>104</td> <td>6%</td> <td>6%</td> <td>0%</td> </tr> <tr> <td>107</td> <td>3%</td> <td>3%</td> <td>25%</td> </tr> <tr> <td>112</td> <td>71%</td> <td>45%</td> <td>25%</td> </tr> </tbody> </table>		False	Fake	Wrong no	105	83%	29%	71%	104	6%	6%	0%	107	3%	3%	25%	112	71%	45%	25%
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112	71%	45%	25%																						

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Ireland	MEASURED: 0.94%	MEASURED: 3.13 sec. Fastest 95%: 2,1 sec	MEASURED: 99.94% in 20 sec. <u>Average response time:</u> 0.58 sec	N/A	The Irish PSAP filters out approximately 60% of all calls it answers. The Abandonment rate is 4.7%. 75% of all calls originate on mobile networks with 25% from fixed networks. 28% of ALL calls received by the PSAP are where no CLI is present suggesting they were either made by a mobile phone with no SIM or are calls from mobile networks roaming onto another domestic network.
Italy	N/a	Estimated average: 3,75 sec	N/a	English, French, German. In the Region “Friuli Venezia Giulia” also Slovenian. Multilanguage conference connections with one of 19 centres.	N/a
Latvia	ESTIMATED: 21%	ESTIMATED: 6 sec. Time in which the fastest 95% of calls are set up: 6 sec. Time: 1 July 2011-1 July 2012: 112 Call centre in Riga	MEASURED: 6 sec. Percentage of calls answered within 20 seconds: 98 %	Communication Centre in Riga – Russian, English Local Call Centre – Russian	N/a

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Lithuania	ESTIMATED: 7,78%	ESTIMATED: 4,28 sec. Average Time in which the fastest 95% of calls are set up: 3,85 sec.	ESTIMATED: Percentage of calls answered within 20 seconds: 77% Average call set-up time in seconds: 8,02 sec	N/A	N/A
Luxembourg	MEASURED: LOL: 1,5% Orange: 3% Visual Online: 3,7% Voipgate: 15% LOL: average 150 calls per month Orange: for month July 2011 Visual Online: one year Voipgate: one year ESTIMATED: EPT: Fixed 0,1% / Mobile 0,6% Tango: Mobile 0,89%	MEASURED: LOL: 1 sec. / 95% of calls within 1 sec. Orange: 4 – 5 sec. / 95% of calls within 4 sec. Visual Online: 8 sec / 95% of calls within 3 sec. Voipgate: 0,3 sec / 95% of calls within 0,4 sec. LOL: average 150 calls per month. Orange: manually testing of a set of 10 calls. Voipgate: one year ESTIMATED: EPT Mobile Network: average set-up: 2 sec. where 95% of calls are setup in 1,5 sec EPT Fixed Network: average set-up: 0,401 sec. where 95% of calls setup in 0,385 sec. Tango Mobile: average set-up: 4,68 sec. where 95% of calls are setup in 4,03 sec.	MEASURED: LOL: 9 sec. / 91% answered within 20 sec. Orange: 12 sec. / 60% answered within 20 sec. Visual Online: 9,9 sec. / 60% answered within 20 sec. LOL: average 150 calls per month Orange: manually testing of a set of 10 calls Visual Online: one year ESTIMATED: Tango Mobile: average response time: 8,19 sec. / 94,3 % answered within 20 sec. Voipgate: average response time: 10 sec. / 75% answered within 20 sec.	Luxembourgish German French English 1 PSAP	N/a

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Malta	MEASURED: 0.14% <u>Time:</u> 30 days <u>Calls:</u> 17000 (fixed and mobile)	MEASURED: 2 sec. <u>Time:</u> 7 days <u>Calls:</u> 17000 (fixed and mobile)	MEASURED: Average: 5 sec. Average response time in seconds: 5 sec. Percentage of calls answered within 20 seconds: 70.52%	Maltese and English	Total % of Hoax over the Total Incoming Calls = 4.41% Total % of False over the Total incoming Calls = 36.87%
Netherlands	N/A	Estimated average: 1-3 sec	Estimated average: 8 sec Within 20 sec: near 100%	English, German	Number hoaxe/fals calls: 3.098.729
Poland	N/a	N/a	ESTIMATED: 92% <u>Average:</u> 9,04 sec	English 96 German 49 Russian 65 Slovak 15 Czech 3 Ukrainian 5 Byelorussian 1 Lithuanian1 Italian 1	Only for fire brigade Hoax/false – 0,38 % False in good faith – 2,71 % False from automatic fire alarm system – 0,89 % Average for the period from 1.08.2011 to 31.08.2012 – 3,98 % In the case of false calls police did not take any action.
Portugal	MEASURED: 2,02 %.	MEASURED: 1,51sec	MEASURED: Average response time in seconds: 11,25 sec. Percentage of calls answered within 20 seconds: 78,6%. (At south 112.pt centre: 6 sec and 99%)	English	77%, no discrimination available. It is possible, at south 112.pt centre, to create lists for diverse handling. It is foreseen, in law, a penal sanction in cases where there is a simulation of an emergency that prompts emergency resources.

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Romania	N/a	N/a	MEASURED: Average response time in seconds: 3,74sec. Percentage of calls answered within 20 seconds: 97,97% Time period 01.07.2011-01.07.2012 All PSAPs in Romania (41 PSAPs) Statistics include all the calls answered in 112 System in the period mentioned above, i.e, 18,304,749 calls.	English, French, Hungarian, German, Italian, Spanish, Russian – by transferring to another PSAP.	The share of hoax/false calls to 112 from the total number of the calls to 112 on the period 01.07.2011 – 1.07.2012 is the following: •Hoax calls/total calls to 112: 14,57% out of which 10% from fixed networks and 90% from mobile networks; •Silent calls/total calls to 112: 24,43% out of which 15% from fixed networks and 85% from mobile networks; •Wrong number/total calls to 112: 22,59% out of which 18% from fixed networks and 82% from mobile networks
Slovakia	ESTIMATED: 0.1%	ESTIMATED: 2 sec. Time in which the fastest 95% of calls are set up: 5 sec Time period – few years, number of PSAPs – eight (PSAP in Bratislava, Trnava, Nitra, Trenčín, Žilina, Banská Bystrica, Prešov and Košice city), all calls covered	MEASURED: 7 sec Time period – few years, PSAPs – eight, PSAP in Bratislava, Trnava, Nitra, Trenčín, Žilina, Banská Bystrica, Prešov and Košice city, all calls covered. Percentage of calls answered within 20 seconds: 91,5 %	Czech in all PSAPs; Russian, Hungarian and Polish in PSAPs of certain areas. Transfer is possible for calls in Russian, Hungarian, Polish, English, German and French. .	Valid calls to 112: 32 % False calls to 112: 68 % False calls from SIM-less mobile handsets : 80 % In the Slovak Republic there are in place pre-recorded voice messages before 112 calls, for SIM 2 seconds and also for SIM less 26 seconds with following statement. A fine in an amount of EUR 6638, 00 may be imposed under the Act no. 129/2002 Coll. on the Integrated Rescue System as amended.

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Slovenia	<p>MEASURED: Percentage of unsuccessful calls: -1,09 % for fixed origination -0,37% for mobile origination Time period: from 1 July 2011 to 1 July 2012 All PSAPs 440.414 calls together 294.593 mobile networks (100%) 145.821 fix networks (99%)</p>	<p>MEASURED: Average call set-up time in seconds: 2,29 sec in fix networks 2,23 sec in mobile networks Time in which the fastest 95% of calls are set up: 6,2 sec in fix networks 3,85 sec in mobile networks</p>	<p>MEASURED: Average response time in seconds: 8,68 sec in mobile networks 7 sec in fix networks Percentage of calls answered within 20 seconds: 97,2 % in fix networks 96,5 % in mobile networks Average response time in seconds: 8,3 sec in fix networks Data in mobile networks not available Percentage of calls answered within 20 seconds: 100 % in fix networks</p>	English in all PSAPs; Italian and Hungarian in PSAPs of border areas – direct calls and transfers	The (estimated) share of hoax/false calls to 112 is not available in generally - only two fixed operators with negligible numbers of emergency calls (less than 0,3 % of all calls in fixed networks) report 1 to 5 % of calls as hoax/false.
Spain	<p>MEASURED: Percentage of unsuccessful calls: 0.168% fixed (01/07/2012 – 31/08/2012) 0.37% mobile(01/07/2011 – 01/07/2012)</p>	<p>MEASURED: Average call set-up time in seconds: ___ sec. 2.02 fixed(01/07/2012 – 31/08/2012) 3.06 sec mobile (01/07/2011 – 01/07/2012) Time in which the fastest 95% of calls are set up: 7.8 sec.fixed (01/07/2012 – 31/08/2012) 4.07 sec.mobile (01/07/2011 – 01/07/2012)</p>	<p>MEASURED: Percentage of calls answered within 20 seconds: __96.17__% ESTIMATED: 6.9 sec. on average.</p>	English, French (16 PSAPs each), Portuguese and Arab (3 PSAPs each), German (10 PSAPs)	56,26%

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Sweden	N/a	N/a	MEASURED: 93% within 20 s <u>Average:</u> 6.7 sec. <u>Time:</u> 2010 <u>Number of calls:</u> all calls <u>PSAPs covered:</u> All 18 PSAPs	English in all PSAPs. Finnish in Lulea (border area with Finland)	N/a
United Kingdom	This is not a figure that is measured however it is thought to be a very low value since 112 (and 999) calls are prioritised on networks.	Call set up time for 999 calls in the UK is extremely short on all networks. For 112 calls call set up time on some landline networks is delayed by 4 seconds to avoid "phantom calls".	MEASURED: Average response time in seconds: 98.51% of emergency calls answered within 5 seconds. Percentage of calls answered within 20 seconds: 99.76% This is the period 1st July 2011 to 30th June 2012. It is 100% of calls received in that period by the three Stage 1 PSAPs. (C&W, BT and Level 3). Estimated: Average response time in seconds: about_1_ sec. (For stage 1 PSAPs)	Welsh directly at stage 1 and 2 PSAPs Interpretation service available in 170 languages at some stage 2 PSAPs	For calls from mobile networks, the share of false calls is 61% (mostly calls from accidentally pressed keys on handsets carried in pockets or bags). For calls from fixed lines, the share that is false calls is 33% (mostly accidental calls, some generated by children "playing"). For VoIP calls, the share due to false calls is 42%. Many accidental calls often appear as silent calls. As well as careful questioning by Stage 1 PSAPs (to identify if there is a genuine attempt to reach help) some calls where no direct request for help is made are additionally filtered by asking the caller to press "55" if there is a real emergency and the caller cannot speak. There are relatively few "Hoax callers" (deliberately making a false call) and these are sometimes disconnected by CPs and occasionally prosecuted by the emergency services.

	Unsuccessful call ratio (percentage of total calls)	Call set-up time (average)	Call response time (percentage of calls answered within 20 sec./ average response time)	EU foreign languages catered for by 112 PSAPs	Hoax/false calls
Croatia	MEASURED: Percentage of unsuccessful calls: 0,03 % Period of Measurement: 1 July 2011 – 1 July 2012	MEASURED: Average call set-up time in seconds: 1,47 sec. Time in which the fastest 95% of calls are set up: 2,02 sec.	n/a	English Italian Hungarian Slovakian Czech	Period of Measurement: 1 July 2011 – 1 July 2012 Hoax calls - Total 34.102 – 1,1% Penal sanctions are prescribed in Croatian official journal (“Narodne novine”) No. 82/2009, 78/2011
Iceland	N/A	n/a	Measured: Average response time in seconds: <u>4,58</u> sec. Percentage of calls answered within 20 seconds: <u>94</u> %	English all. Scandinavian most.	N/A
Liechtenstein	Fixnet 1.6% Mobilnet 0.5%	Estimated from 0.4 - 5 sec.	Estimated 5 sec.; 99% up to 15 sec; 95%	German for all operators. No.	n/a
Norway	MEASURED: 0,78%	N/a	MEASURED: Oslo: 4,03 sec. Lillestrom: 8,27 sec Drammen: 10,16 sec <u>Average: 7,49 sec</u>	English – directly by all PSAPs Some German and French – if operators available	More than 90% on all police districts except Oslo where it is estimated to about 80%

TABLE 5 –REQUIREMENTS ON CALLER LOCATION CONCERNING ACCURACY AND RELIABILITY AS LAID DOWN BY THE NRA

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
Austria	residential address, see http://www.rtr.at/en/tk/TKG2003	No	no	no
Belgium	Installation address	Cell ID	Installation address in customer database of the operator (may have 1 working day backlog).	Cell ID
Bulgaria	No	No	No	No
Cyprus	Location/address	Cell coverage	No problems reported	No problems reported
Czech Republic	Exact address of residence	No	No	No
Denmark	None	None	None	None
Estonia	No	No	No	No
Finland	No specific requirements laid down by the NRA - however, the basis is the best accuracy available for business applications	No specific requirements laid down by the NRA - however, the basis is the best accuracy available for business applications	No specific requirements laid down by the NRA - however, the basis is the best reliability available for business applications	No specific requirements laid down by the NRA - however, the basis is the best reliability available for business applications
France	Subscriber's address	Most precise geographical location technically possible	As reliable as possible	As reliable as possible

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
Germany	Geo-coordinates or postal address (technical guidelines for emergency calls, version 1.0 of June 2011)	Now in implementation, mobile radio cells (§ 4 VIII Nr.3 and § 7 VII) emergency call regulation in conjunction with technical guidelines for emergency calls, version 1.0 of June 2011	no	no
Greece	Caller location is the physical address of the fixed telephone connection.	At the best accuracy which can be achieved with the current technological capabilities.	Each provider has to define authorized persons, who work on an internal specified process, regarding the provision of location information. Also each provider has to define one responsible person who supervises and guarantees that the above process is implemented correct.	<u>The same as beside.</u> Furthermore, the responsible authorities have to inspect the proper operation of these processes.
Hungary	Address of the installation	Cell information without specific range	100%	Not defined
Ireland	Installation address	Cell ID and LAC	Installation address	Cell ID and LAC
Italy	physical location of the terminal used for the call (particle toponymy, street name (odonym), street number, town and province)	provision of information about the cell of the radio-mobile system, which controls the emergency call	Criteria on the capture of data for localization each time an emergency call is made from a terminal of the public telephone fixed network. Besides, the current architectural solution foresees connections and the use of information systems to guarantee at the best the continuity of caller location service.	Criteria on the capture of data for localization each time an emergency call is made from a mobile terminal, provided it is in an area covered by the mobile network. Besides, the current architectural solution foresees connections and the use of information systems, highly reliable, to guarantee at the best the continuity of caller location service.

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
Latvia	No	No	The database is allowed to be not available for 43 minutes on a monthly basis.	The database is allowed to be not available for 43 minutes on a monthly basis.
Lithuania	No	No	No	No
Luxembourg	No	No	No	No
Malta	Installation address	Cell ID	Installations address	Still to be established
Netherlands	Name, adress, zipcode, city	Cell ID	Reliability must be 100%	Reliability must be 100%
Poland	According to the Telecommunications Law: detailed address of a network termination point installation	According to the Telecommunications Law: geographic location of publicly available telecommunications services user's terminal. Specific requirements laid down by NRA are under consideration	No	No
Portugal	Installation address.	Cell coordinates plus uncertainty radius	As reliable as possible.	All calls
Romania	Accuracy is based on the administrative address registered with the operators.	Accuracy is based on Cell ID, Sector ID location information.	Monthly update of the location information	Cell/Sector ID databases are updated bi-monthly or whenever is necessary. Location information processed in two national points (for redundancy, load balanced, disaster recovery purposes). Cluster solution, both hardware and software.

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
Slovakia	No	No	The requirements are adjusted by the Act No. 610/2003 Coll. on Electronic Communications	The requirements are adjusted by the Act No. 610/2003 Coll. on Electronic Communications
Slovenia	Rules on the quality of service for the single European emergency call number 112	Rules on the quality of service for the single European emergency call number 112	n/a	n/a
Spain	N/A	N/A	N/A	N/A
Sweden	The information shall be accurate and reliable as can be reasonably required	The information shall be accurate and reliable as can be reasonably required	The information shall be accurate and reliable as can be reasonably required	The information shall be accurate and reliable as can be reasonably required

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
United Kingdom	<p>Accuracy & reliability criteria are as follows: Where a Communications Provider provides an Electronic Communications Service: (a) at a fixed location, the Caller Location Information must, at least, accurately reflect the fixed location of the End-User's terminal equipment including the full postal address; For the purposes of this Condition, "Caller Location Information" means any data or information processed in an Electronic Communications Network indicating the geographic position of the terminal equipment of a person initiating a call; "Cell Identification" means the geographic coordinates of the cell which is hosting the call, and where available, an indication of the radius of coverage of the cell; "Zone Code" means a code which identifies the geographic region in which the call was originated</p>	<p>(b) using a Mobile Network, the Caller Location Information must include, at least, the Cell Identification of the cell from which the call is being made, or in exceptional circumstances the Zone Code.</p>	N/a	N/a
Croatia	n/a	n/a	n/a	n/a
Iceland	n/a	n/a	n/a	n/a
Liechtenstein	n/a	n/a	n/a	n/a

Country	Requirements on accuracy		Requirements on reliability	
	Fixed caller location	Mobile caller location	Fixed caller location	Mobile caller location
Norway	Billing addresses are provided.	Mobile base station ID. In practice this means the geographic coordinates of the originating base station for the emergency call. One of the three mobile networks in Norway also provides information on sector and timing advance, which gives much better accuracy. Billing addresses are also provided.	No further comments	No further comments

TABLE 6 – CALLER LOCATION – FIXED CALLS

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Austria	<p><u>'automatic Pull'</u> by electronic request to the telephone directory;</p> <p><u>Non-automatic pull:</u> verbal/written request at the respective network operator in case of confidential caller number</p> <p>ESTIMATED: <u>Time:</u> 2 sec. (electronic request). Verbal/written request up to 30 minutes (typically 5 – 10 min). Electronic request 100% Verbal/written request 0%</p>	<p>Centralised database including all subscribers of fixed PATS operators, except confidential phone numbers</p> <p><u>Frequency of updating:</u> daily</p> <p>In case of verbal request – directly from the relevant operator</p>	Yes – by verbal/written request to the respective network operator	Withholding of CLI is not available if calling an emergency number.	Yes, in case of voice over broadband it is the actual caller location and in case of nomadic VoIP it is the registered address	Yes, VoIP guidelines recommend to inform the users in case no caller location is provided.

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Belgium	<p><u>Automatic Pull</u> All PSAPs, without specific request from the 112 call handler. The system automatically requests and receives the information from a national database</p> <p><u>Non-automatic Pull</u>: hotline is available but used only as a fall-back solution. (Very rarely used)</p> <p>Estimated time: one second Answered within 1 minute: 100%</p>	Only for operators having an agreement with the former incumbent, caller location can be found in a centralised database; for others through a hotline available to the emergency services.	Yes	Yes	<p>Yes, registered address Service providers unable to provide location data for emergency calls are required to inform their customers about any difficulty when initiating emergency calls. (mandatory 4 times a year)</p> <p>The latter applies to nomadic services.</p>	Yes, at least 4 times p.a.

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Bulgaria	Push Telecoms provide address information for fixed subscribers. That information is loaded in 112 system database. On accepting a call to 112 the software application automatically finds the address of the calling party, based on calling party number. The address information is immediately shown on call taker's screen	Centralised and comprehensive location information database. <u>Frequency of updating</u> : twice a month	Yes	Yes	If VoIP subscribers are fixed, caller location information is provided. <u>For nomadic VoIP</u> users information refer to registered subscriber address and actual caller location information is not available.	Yes
Cyprus	Automatic pull/ non-automatic pull (Cyta) Average: 20 sec 100% of requests answered within 1 minute.	Caller location obtained directly from the relevant operator; comprehensive; updated daily	Yes	Yes	Yes Refers to the registered address/ N/A	N/A

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Czech Republic	Automatic Pull MEASURED (January – September 2012 requests: 1 207857): Average time in seconds: 0,03 sec. Percentage of location requests answered within one minute: 100 %	Centralised and comprehensive database (INFO 35) The database INFO 35 is updated in fortnight bases.	Yes	Yes	TO2 doesn't provide nomadic VoIP service – it is not known if there is any such provider. This claim is posed to all PATS operators independently to used technology. In case of nomadic VoIP systems available location information refers only to the registred subscriber adress.	Yes
Denmark	Push	Centralised comprehensive database, updated once a day	Yes	Yes	Some VoIP operators provide the actual caller location, while other VoIP operators provide the registered subscriber address.	Yes

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Estonia	<p>Push: all telecommunication operators are providing automatically caller location information with coordinates. Caller location is visible on map.</p> <p>Automatic Pull: used in case repeated caller location positioning is required. Request is made by ERC electronically through GIS112 or software functionality; Non-automatic Pull: may be used as alternative or secondary solution in case main caller location positioning solution is not available.</p> <p>MEASURED: Time: – 2 sec. / 95%</p>	<p>Upgrade in progress in the caller location system. Implementation with the new GIS-112 system. Currently information is received from the relevant operator originating the call.</p>	Yes	Upgrade in progress due to changes in the caller location system. ERC sees subscriber phone number and the caller location information even if CLI is prevented	Available is only registered address actual caller location is not available	Yes, if they provide publicly available communication service

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Finland	<p>‘Non-Automatic Pull’</p> <p>ESTIMATED: target time 2 s , max 10 s</p>	<p>Centralised comprehensive directory services database is used</p> <p><u>Frequency of updating:</u> daily</p>	<p>yes, by contacting directly the operator (in case of some operators possible only Monday to Friday between 8 and 16, not weekend)</p>	<p>yes (CLI is always delivered to the PSAP)</p>	<p>yes, the registered subscriber address</p>	<p>Yes</p>
France	<p>Automatic pull</p> <p>New system using pull will be implemented by the end of 2013</p> <p>Currently the caller location is provided in 10 minutes during working hours and 30 minutes during the night and vacations</p>	<p>Database of each operator</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes, not SkypeOut</p>	<p>Not relevant, the operators have to provide caller location.</p>

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Germany	<p>Push - During the reporting period is not yet possible. Transitionally the address of the connection location and name of the subscriber can be traced via BNetzA (automatic or non-automatic pull). Average time: 70 seconds Requests answered within 1 minute: 40%</p>	<p>On base of the telephone number the location data is required by means of (automated) requests from a public safety answering point to the central point of contact (BNetzA), which looks for the data in the distributed databases of the providers. BNetzA forwards the location data to the appropriate PSAP. Operators are required by law, a) to store customer data immediately in customer files and to provide access to the data for the Federal Network Agency (BNetzA) and b) to correct the data stored immediately in cases of changes.</p> <p>Experience shows that most providers update their databases daily to weekly.</p>	Yes	Yes	Yes Refers to the registered address	Yes
Greece	<p>The “Non-automatic Pull” is used for the 112 PSAP We have never met a case of providing a fixed caller’s location up to now</p>	<p>We request data directly from the relevant operator originating the calls. Centralised database updated weekly.</p>	N/A	Yes	Yes, but not for all of them In case of Nomadic VoIP systems the available location information refers to the registered subscriber address	Yes

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Hungary	Non-automatic Pull (Push in near future) Verbal, telephone request; Telecom operator, telephone book/register ESTIMATED: Time: 20-30sec to 2-3 min	Caller location obtained from the relevant operator / telephone book/register <u>Frequency of updating:</u> daily	No	Yes	N/a	N/A
Ireland	Push	Centralised location information database held within the information system supporting the PSAP. Weekly/ some cases daily.	Yes	Yes	Yes, VoIP providers provide address information for their subscribers. In the case of nomadic VoIP the location provided is the subscriber address and not the actual caller location	yes
Italy	"Automatic Pull" on the whole national territory, with the exception of the province of Varese, whereas the "Push" method was adopted MEASURED: Time: 3-5 sec. 100%	Information are made available, from each operator's database, to the <i>CED Interforze</i> of the Ministry of Interior and from this one to PSAPs.	Yes	Yes	Yes In case of nomadic VoIP systems, available caller location information is referred to the registered subscriber's address.	Yes

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Latvia	fixed operators use non – automatic Pull method one operator – Push MEASURED (0.077sec; 1.07.2011-01.7.2012- 1316 caller location requests). 100% in 1 min	Centralised comprehensive database, managed by Electronic Communications Office <u>Frequency of updating:</u> as soon as there are changes	Yes	Yes	No	Yes, Electronic Communications Law 22.(3)1.a
Lithuania	Push	Centralised (no comprehensive) location information database <u>Frequency of updating:</u> two months	Yes	Yes	Yes	No
Luxembourg	Automated Push ESTIMATED: <u>Time:</u> < 1 sec. 99%	Caller location obtained directly from the relevant operator No centralised database	Yes	Yes	Yes for PATS. EPT: Nomadic VoIP is not offered for the moment.	No

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Malta	Update to Push Currently Non-Automatic Push	It is obtained from the service provider of the caller.	This is possible through the service provider.	This is possible through the service provider.	Yes. In the case of nomadic systems, the available location information would refer to the registered subscriber address.	Yes
Netherlands	CLI and NAWP info is automatically available for the 1-1-2 call handler as soon the call is answered Average time in seconds: <u>1</u> sec.	Yes, the central server is provided by KPN and contains caller information from all the Telecom operators Monthly update	Yes, manual request at the central database of the Ministry of Justice	Yes because CLIRO is active on 112 and the database contains also the prevented CLI information	Yes Nomadic numbers could send the wrong location	No – if 112 routing is supported by the VoIP operator the location information must be delivered
Poland	'Automatic Pull' ESTIMATED: <u>Time</u> : average 72,93 sec; 58,38 % within one minute	Fixed caller location information is obtained from the relevant operator and a centralised location information database	Yes	Yes	No (in Polish law not specified VoIP issues)	No (in Polish law not specified VoIP issues)
Portugal	Automatic Pull	Centralised comprehensive database <u>Frequency of updating</u> : daily	Yes	Yes	Yes for fixed VoIP PATS	VoIP PATS must inform their subscribers about possible limitations on location information

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Romania	Push to all fixed operators. Push – caller location information is provided to each PSAP handling 112 calls and is readily available to each 112 call-taker as soon as the call is answered.	Comprehensive centralised location database handled by the SNECS operator <u>Frequency of updating</u> : Monthly	Yes, according to the current regulation	Yes, according to the current regulation	Yes, caller location provided by fixed VoIP PATS operators. Concerning nomadic VoIP systems, location information refer to the registered subscriber address or by user updated location information in migration case.	Yes
Slovakia	Push Average time in seconds: 8 – 12 sec. Percentage of location requests answered within one minute: 95 %	Database of the incumbent operator ‘Slovak Telecom’ and a centralised database of alternative fixed operators updated once every 3 months	Yes	Yes	No	VOIP operator whose services provide an access to the public switched telephone network (PSTN) is obliged, under Article 40 of the Act No. 610/2003 Coll. on Electronic Communications, to issue and publish general conditions containing, <i>inter alia</i> , information on emergency numbers, including the single European Emergency Number 112.

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Slovenia	Push: solution in most alternative fixed networks (Automatic Pull as back-up)	Centralised location information database on the main server <u>Frequency of updating</u> : daily	Yes	Yes	YES for fixed. In the case of nomadic VoIP systems operator providing services is obliged to communicate beside registered subscriber address also a note that it is nomad user. Operator is obliged to proving technical inability in accordance with article 72 of Act on electronic communications.	Yes
Spain	13 emergency centres Push / 6 emergency centres exclusively Automatic Pull and the rest complementary to push MEASURED: <u>Time</u> : 1'11 seconds and 2 others where is instant. 99.5 % within 1 minute	Information database provided to the NRA. Some centres complement this with additional databases. <u>Frequency of updating</u> : overall update every six months, line cancellation: fortnightly	Yes	Yes	Yes In the case of nomadic VoIP systems the information available is the subscriber's contract residence.	Yes

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Sweden	'Automatic Pull' ESTIMATED: <u>Time</u> : 1 sec. 100%	Centralised database operated by a company providing directory enquiry services.) <u>Frequency of updating</u> : daily	Yes (if secret numbers are meant)	Yes	Registered subscriber's address	Yes since 2011-07-01
United Kingdom	'Automatic Pull' in most cases for all PSAPs, Stage 1 and Stage 2. (Exceptions are for some calls that originate on private networks and some VoIP cases). ESTIMATED <u>Time</u> : less than 2 sec. 100% of requests are answered within this period	Centralised comprehensive location database operated by each Stage 1 PSAP, that is fed by all the CPs that use that Stage 1 PSAP for its emergency calls. <u>Frequency of updating</u> : at least daily	Yes	Yes	Yes, but usually only for those providing VoIP services used at fixed locations. Location is the registered address	Yes
Croatia	Push	Centralized location information database on the main server	Yes	Yes	Yes / N/A	N/A

	Method of providing fixed caller location information (Push/Pull) and time needed to provide it on request / % of location requests answered within 1 min. (Pull)	Source of fixed caller location information	Availability of caller location in case of:			
			Subscribers not listed in directory services	Subscribers that have prevented calling line identification	Subscribers of VoIP operators providing PATS / Availability of caller location for nomadic VoIP	Legal requirement for VoIP operators to inform subscribers in case they do not provide caller location information
Iceland	Push for most of calls, and pull whether 112 call handler confirms the push information when needed.	From centralised location information database. Daily update.	Yes	Yes	N/A	N/A
Liechtenstein	PSAP do get the MSISDN, which they use to get the position from a central database maintained by operator or the incumbent service provider.	Telephone dictionaries	Yes (if the PSAPs do have connection to the central database)	Yes	Yes (if the PSAPs do have connection to the central database) No. VoIP calls are not located. Nomadic VoIP is currently explicit out of scope	No. VoIP calls are not located. Nomadic VoIP is currently explicit out of scope
Norway	Automatic Pull N/a	Centralised comprehensive database <u>Frequency of updating</u> : daily	Yes	Yes	Yes Billing addresses are provided. In case of nomadic or potentially nomadic VoIP calls, the emergency call is marked/flagged.	Yes Yes. Providers of potentially nomadic VoIP services must inform their customers that only registered subscriber addresses are delivered to the PSAPs.

TABLE 7 – CALLER LOCATION – MOBILE CALLS

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Austria	<p><u>Non-automatic Pull</u> – verbal/written request to the respective network operator; Pre-paid card cell phone user data is not available. <u>Estimated average time:</u> 600 sec; percentage under 1 minute: 0%</p>	<p>Cell/ID If technically available some mobile operators offer sector information additionally.</p>	Yes	Yes (if mobile network operator is known - same procedure as national phones)	A special “interoperability agreement” is not necessary because only location information provided by the visiting network is used. Same functionality as for non-roaming users.	No	No
Belgium	<p>All PSAP’s received caller location through automated pull, without specific request from the 112 call handler. <u>Non-automatic Pull</u> hotline available_ but will become fall-back solution (very rarely used)</p>	<p>Cell ID (information regarding the telephone mast receiving the mobile call) is possible for the callcenters that work with the CAD-technology of ASTRID (currently three 100/112-callcenters).</p>	Yes,if address registered.	No	n/a	No	No SIM-less calls possible

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Bulgaria	Push The calling party location is provided automatically with accepting the call. Telecoms send that information to 112 centres, using signalling channel (ISDN PRI D channel). Call taker, accepting a call to 112 from a mobile network has the coverage of the cell, handling the subscriber at that moment, automatically shown on GIS map on the screen	Cell ID / Sector ID	No	Yes - Cell ID.	No	Yes - cell id/sector id of the local communication operator cell, of the used domestic mobile network	SIM-less calls disabled as of July 2010
Cyprus	Push Automatic pull/ Non Automatic pull (MTN)	1. Installation address of base station 2. Cell/sector ID 3. Latitude and Longitude of the base station 4. Site address and coordinates 5. Map with the cell coverage area/Sector orientations 6. Name of the customer if it is registered to the company's database	Yes	Yes	No	Yes	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Czech Republic	Push Non-automatic Pull: upon request to the operator it is possible to gain complementary information	- sector ID (accuracy 1 – 7 km / 70%) - geographic location of BTS with sector specification (accuracy 700 – 1500 m / 70%) - geographic location of covered area (handling over of index of areas, which is defined by the precise map basis) - geographic location of special object (exact location)	Yes, upon request (not standardised)	Yes Same methodology of caller locations as for national calls. Solution is network-based and is independent of user's home country	No	No national roaming, but caller location is provided	Yes
Denmark	Push	Cell ID	Yes.	Yes, but no subscriber information is available to the PSAP operator	Yes, by Cell ID	Yes	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Estonia	<p><u>Push</u>: operators are providing caller location on automatic demand of the ERC database.</p> <p><u>Automatic Pull</u>: Used in case repeated caller location positioning is required. Request is made by ERC electronically through GIS112 or software functionality</p> <p><u>Non-automatic Pull</u>: May be used as alternative or secondary solution in case main caller location positioning solution is not available</p> <p><u>MEASURED</u></p> <p><u>Time</u>: – 2sec. / 95%</p>	Coordinates	There may be need for an additional request for getting address	Yes Visiting users are positioned by the temporary number that is allocated to them in the visited mobile network	No Visiting users are positioned by the temporary number that is allocated to them in the visited mobile network	National roaming is not applicable. Caller location provided when domestic mobile users call 112 using another available domestic mobile network, if SIM is removed from terminal.	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Finland	<p>Non-Automatic Pull: all 112 PSAPs, electronic request to a centralized mobile positioning system (covers all Finnish mobile network operators)</p> <p>Non-automatic Pull: Available as a back-up system if information from the automatic system is not available</p> <p>MEASURED: Time in average: 6 sec.</p>	Cell ID/ Sector ID and also more accurate information based on the best available calculation method	Yes	not using the automated system, but can be provided via a separate request to the operator	<p>This issue is not mentioned in the roaming agreements.</p> <p>However the possibility to locate roaming subscribers seems be dependent on the subscriber settings in the home network - if so called privacy override is set, location probably succeeds. There should be some guidance at European level concerning the setting of the privacy override so that location of roaming subscribers would be possible.</p>	not using the automated system, but can be provided via a separate request to the operator	not using the automated system, but can be provided via a separate request to the operator
France	<p>Automatic pull</p> <p>New system using pull will be implemented by the end of 2013</p> <p>Currently the caller location is provided in 10 minutes during working hours and 30 minutes during the night and vacations</p>	Cell ID	Yes	Yes	Yes	Yes	These calls are not authorised

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Germany	Push: During the reporting period is not yet possible. Non-automatic pull is possible in exceptional cases <u>ESTIMATED:Time:</u> – 70 sec. (data ref. to the subscriber, not to the caller location)/ 40%	Cell ID/ Sector ID	Yes	International Roamers are treated like national customers in respect to emergency calls. An automatic location information was not possible in the reporting period.	No, not necessary	Yes	SIM-less 112-calls not possible anymore since 1 st July 2009.
Greece	The “Non-automatic Pull” is used for the 112 PSAP, 44,6 min	Cell ID/sector ID	Yes, upon request by the relevant authorities. The address can be registered in a telephone directory. Name and address info can be provided if the subscriber has expressed consent to his MNO for providing data in case of a call to emergency number	Yes, the same information is provided, as for the domestic callers	Emergency calls to 112 from visiting users of intra-EU roaming services, are handled in a similar way to home subscribers/users. Cell ID from CDRs is passed to local authorities.	Yes, it can be provided	Yes
Hungary	"Non-automatic Pull" (push will be generalised); Either verbal, telephone request or by fax. <u>ESTIMATED:Time:</u> 20-30 sec. to 2-3 min	Basically Cell ID	Yes	No	No	No	Yes
Ireland	Push	LAC + Cell ID	No	No	It is based on interoperability agreements	Yes	Yes via cell mast info

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Italy	"Automatic Pull" on the whole national territory, with the exception of the province of Varese, whereas the "Push" method was adopted. MEASURED <u>Time</u> : 3-5 sec. /100%	Cell ID; Timing advance fr GSM networks RTT – round trip time for UMTS networks	Not at the moment, but it is foreseen for the future.	Yes.	Yes, anyway foreign operators do not consider such interoperability agreements as mandatory. As a consequence, such solution can't satisfy all caller location requests. The technical standard which refer to is the specification ETSI/3GPP "LCS". In order to provide caller location for foreign roamers it requires technical interactions among operators.	Yes, through specific bilateral technical/commercial agreements, carried out among national operators, and which concern the reciprocal hosting of users calling 112 emergency number.	Yes
Latvia	Push – 2 operators Non-automatic Pull: – 2 operators, average measured time for 35575 requests (1.07-1.07.2012): 3.778 sec./ 98.02% within 1 min.	Cell ID/ Sector ID Cell ID calculation	No	Most operators use network cell identification information to determine the location of the caller, but the information is not transferred to the home operator in real time. Subscriber Location Report is sent to Latvian authority Electronic Communications Office for distribution to PSAP responsible for emergency services	No	No	No

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Lithuania	Push / Automatic Pull measured time for Pull 1-2 sec. / 100 %	Cell ID/Sector ID	No	Yes. Call location data of visiting roaming customer (inbound roaming) provided by the same method as location data of generic (national) network user.	No Visiting users do not receive information about caller location	Yes Location data of customer from other network in the same manner as data about inbound roaming customers is provided.	Yes
Luxembourg	Push	Cell ID/ Sector ID	EPT: For mobile subscribers registered to directory services, the emergency services can additionally obtain the address. Orange: there is no automatic process to transmit subscriber address information. Tango: yes on request by 112 if the address is available. Not possible for prepaid cards.	EPT: Yes, the used solution is the same than for the home domestic mobile users. The emergency call contains in the signalling the cell Id which is extracted by the PBX of the emergency services. Orange: Yes the mechanism works also for inbound roamers. This is a standard feature available on Orange network. Tango: Cell ID and sector ID information is automatically provided with the call	no	Yes	Yes
Malta	Upgrade to Push Non-automatic Pull	Cell ID	Yes, from the service provider.	Yes	No	Yes	No

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Netherlands	Push for Vodafone and T-Mobile callers and inboundroaming callers for KPN Mobile callers Automatic pull for KPN-Mobile callers Pull < 1sec	Cell ID	Yes, via CIOT	Yes	Yes	No	Yes
Poland	'Automatic Pull': Average time in seconds: 72,93 sec. Percentage of location requests answered within one minute: 58,38 %	Cell ID/ Sector ID Timing advance technology with accuracy of 100 m to 1 km	Yes	YES (caller location based on the phone number)	n/a	No	Yes
Portugal	Push	Cell ID	No	Yes (same solution).	No	Yes	Yes
Romania	Push method to all mobile Operators. Push-caller location information is provided to each PSAP handling 112 calls, every 112 call being automatically and in a prompt manner available to each 112 call-taker, as soon as the call is answered.	Cell ID/ Sector ID based localisation.	Yes, the registered address of the mobile subscriber (where the subscriber address has been registered) is automatically displayed as soon as the 112 call is answered.	Yes. Cell ID/Sector ID in the same manner as a national call.	No	Yes, the information is provided due national emergency roaming agreements	Pilot testing
Slovakia	Push	CGI Cell ID/ Sector ID (2 operators)	Yes	Yes, provider is in a relevant contractual relationship.	Caller location is ensured for all 112 calls from mobile networks, also for visitors.	Yes	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Slovenia	Push ; one mobile operator reports that use both pull and push method	Cell ID/ Sector ID	No	Yes. The same method for all callers.	n/a	Yes. The same method for all callers.	No
Spain	Push in 19 PSAPs 1 center complementary to push Measured average time: n/a	The implemented solution (POSIC112) provides the physical location of the base station corresponding to the cell where the caller is located, as well as the sector or sectors of most probable location.	Yes, this information is available in the subscriber's database manager by the CMT in compliance with <i>Circular 2/2003</i> , of 26 September by the CMT.)	Yes.	No	Yes	Yes, for the majority of the territory. Only 3 out of 19 PSAPs (serving 4.5% of the population) in Spain are unable to provide this facility.
Sweden	'Automatic Pull' ESTIMATED: <u>Time:</u> 2-3 sec. / 90% within 1 one minute	Cell ID, Sector ID	Yes	This is now a formal requirement. The technology is implemented by 1 operator and under implementation in 2013 by other 3 operators.	Introduction of mobile caller location of visiting users of intra-EU roaming services can be implemented without interoperability agreements.	Yes	Implementation in 2013

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
United Kingdom	A combination of push and pull Push for stage 1 PSAPs – a cell identity or zone code (group of cells) is pushed; Automatic pull: in most cases for all PSAPs, Stage 1 and Stage 2 (Exceptions are for roamers) Non-automatic pull For some calls – e.g. international roamers ESTIMATED: <u>Time</u> : less than 2 sec.	Cell ID and radius of coverage, with additional timing advance information allowing a more precise location if available	Yes, Yes, but not for all “pay-as-you-go” customers of all service providers	Cell ID can be provided via a manual “pull” request by the emergency authority to the PSAP of the mobile operator, or the mobile operator themselves. In other cases, a “Zone Code”, representing a region containing a number of Cells, is available, rather than a Cell ID. These processes are currently under review.	No	Cell-ID or Zone Code (group of cells) can be provided. However this information is not automatically provided but requires a manual request by the emergency authority to the PSAP of mobile operator, or the mobile operator themselves.	SIM-less 112-calls not possible
Croatia	Push and Automatic pull	Cell ID/Sector ID	No	Yes	N/A	Yes	No
Iceland	Push for most of mobile calls, and automatic pull whether 112 call handler confirms the push information when needed.	Cell ID/Sector ID	From centralised location information database.	Yes Cell ID/Sector ID	Yes Cell ID/Sector ID	Yes Cell ID/Sector ID	Yes Cell ID/Sector ID

	Method of providing mobile caller location and the time needed to provide it on request (Push/Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of intra-EU roaming services	Interoperability agreement to provide CLI for inbound roamers. Specific technical standards or specifications.	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Liechtenstein	The MSC do create triggers on all emergency calls, which are enriched with location (using a GIS calculation) and send to the central database, which is maintained by the primary provider, which is currently Swisscom. The same data from all other operators is there collected too. PSAP do get from the emergency call the MSISDN and can look up the position in the central database (pretty similar as for fixed calls).	Highly optimized probability calculation, which is based on cell ID, field strength predictions, several calibrations and combining data from cell ID changes during the call. It has a hit rate of 95%.	by request based on CRM / Fax-request	Different methods: MSC does create triggers for roaming users too Fax-request, MSISDN needed	Different methods: MSC does create triggers for roaming users too Fax-request, MSISDN needed	Partially yes. Call in other domestic mobile network does go over their MSC, which create there triggers as well, which are enhanced with location information and send to the same central database. Some receive the TAP files later than 24 hours	Mainly No. But some operators can provide information based on CDRs
Norway	Pull ESTIMATED: <u>Time:</u> 0,1-0,3 sec	Cell ID as a minimum for 2G. Timing Advance + Sector ID when available	Yes (push)	Yes	No It is the networks themselves who determine the position. An interoperability agreement is not needed. The callers billing/registered address is not provisioned.	Yes	No

TABLE 8 – PROMOTION OF 112

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Austria	Yes	Yes, Websites, leaflets, posters, stickers, TV-spots etc.	Yes	No	Yes, on websites	Yes some operator; others in the near future	Yes	Yes	Yes in general, depends on operator	Yes 112 –signs on main traffic routes (highways) 112 ads on trains	Yes, partly they do	Yes. Info days. Press conferences
Belgium	no	Postcards and posters in airports.	no	Yes, except for police vehicles	n/a	Some operators	Yes. Mandatory	Yes. Mandatory	No	Focussing awareness measures on airports where travellers are passing through.	Posters and postcards promoting 112 were distributed in three international airports (Brussels South Charleroi International Airport, Liège Airport and Brussels Airport).	Not yet decided.

	Measures by the Authorities/NGOs				Measures by the operators							
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths	SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
Bulgaria	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes .In promoting leaflet, web site, Poster, film, presentations, in newspapers publications is emphasized that Tel.112 is an emergency call number in EU, and one can call this number when in trouble in the territory of all EU countries	Yes, under consideration

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Cyprus	<p>Yes, in February and March 2012 a film prepared by the Cyprus Civil Defence was transmitted by state and private channels. Also during the presidency of the EU by the Cypriot Republic a new film was produced by the Press and Information Office and it is currently being transmitted by state and private channels.</p> <p>A text message was sent to the subscribers of Cyta, MTN and Primetel, on the 11th of February, informing them about "112".</p> <p>Between 7-10 February, 2012, the Postal Services stamped all incoming and outgoing mail with a special stamp dedicated to "112"</p>	<p>Yes, posters were placed in District Administration Offices and Citizen Service Centres. Leaflets were distributed to the public.</p> <p>A banner has been placed in the Cyprus Government Web Portal: http://www.cyprus.gov.cy and to the websites of the ministries of the Republic of Cyprus.</p> <p>Primetel dedicated a page of its monthly magazines, for the months of March and May 2012.</p>	Yes. Leaflets in secondary schools.	Yes. Ambulances, Fire Service Cars, Police cars)	Yes	Yes	Yes	Yes	Yes	N/A	Yes. The promotional activities pursued by the Ministry of Communications and Works and the Civil Defence address the needs to inform the citizens. The SMS sent to all mobile users, along with the new film produced by the Press and Information Office, has helped to increase the awareness of the public for "112".	The Ministry of Communications and Works is organising an awareness campaign on the occasion of 112 day next February.
Czech Republic	Yes, TV programme "112 – when life in danger", radio broadcast "when you call 112", publicity in means of transportation	Yes Project Safe Travel, leaflet actions (Ministry of Interior, Fire and Rescue Services)	Yes Teach wares, forums, panels.	Yes Fire and Rescue Services	Yes	Yes, some carriers	Yes	Yes (Czech + English)	Yes	Travel agencies materials, information in hotels	Yes	Open door Days, radio broadcasts, leaflet actions.

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Denmark	Yes	Yes	No	Yes	No	No	No	Yes	Yes	No	No	112 Day in the Parliament
Estonia	Yes	Yes	Yes	Yes	Yes	Some operators	Yes	No, no pay telephone booths anymore	Yes	Some tourist information brochures promote 112	Yes. 112 is explained as the European emergency number in all domestic 112 promotional materials.	Activity planned by ERC. Families will be called up to make 112 figure from snow or on snow. They can take photo of figure and send it to ERC via Facebook. The best photos will be awarded. Public events for families in four cities. Information day for civil servants.

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Finland	yes, 112 Day every year (11th of February)	Yes, websites	yes, in connection with 112 Day campaigns are arranged	Yes	No	No	Yes	Yes (if any telephone booth left)	Yes	n/a	Partly yes, as the consciousness of the national 112 number increases with the same measures taken. The focus is, however, only partially on the pan European number.	Yes. We have national 112 days every year. 112 Days are focused on different safety issues every year. The 112 Day local events in Finland in various cities have been organised through cooperation among rescue services, the police, social welfare and health care services, emergency response centres, sea rescue services, voluntary rescue services and various other organisations and operators carrying out safety
France	-	Yes	-	Yes	-	-	Yes	Yes	Yes	Yes, in touristic offerings	-	-

	Measures by the Authorities/NGOs				Measures by the operators							
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths	SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
Germany	Event-related information carried in daily newspapers, local newspapers, radio, local radio stations, themed television shows, tourist information, official journals of the municipalities and counties in prevention materials and leaflets.	Yes www.ils.bayern.de ; www.agenda112.eu	Yes	Yes	Some operators	Depending on the operator	Yes	Yes	yes	Specific information in leaflets, brochures and in the internet are available in foreign languages. This public information can be used by international travellers even if it is not specially meant for them.	Yes (web based: www.agenda112.eu)	Yes, but not concrete details available

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Greece	N/A	Yes	n/a	N/A	Yes	Only one operator	Only, some of the operators. Also there are phone directory services for some of them.	It is displayed as a scroll message during the call on the OTE S.A. payphone screen	Partially 2 of the 3 operators	N/a	i. yellow pages of the Official Athens Airport Magazine. ii. Arrivals Area” of the Athens International Airport during August 2012 iii. Piraeus Port (October 2012 on). iv. MNO Customer Service v. One MNO provides a free IVR number for its customers roaming in EU, informing about roaming and also 112	Not decided yet
Hungary	No	Yes	No	Yes	N/a	Yes	Yes	Yes	Yes	Yes, airports, railways, posts, motorways	Yes	Not yet planned.

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Ireland	Development of www.112.ie	Yes	-	On some	Yes	Yes	Yes	Yes	Yes	-	Prior to 112 day, a media release is sent to inform the press regarding the significance of 112 and its use within Europe	Not planned
Italy	no	no	YES, some schools in north of Italy	No	Yes	Yes	Yes	Yes	Yes	N/a	N/A	N/A

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Latvia	Yes, 112 day is organized each year with different types of activities, almost every time mass media receives information about fires it also includes information about the emergency number 112	Yes State fire and Rescue Service website	There is a special fire safety programme for kindergartens with a fire-fighter mascot Elephant who tells also about the number 112 and he also participates in events that are organised by other institutions where children and young people can be informed through fun and games	Yes	Yes	N/A	No	Yes	Yes	No	YEs	Information campaign
Lithuania	N/a	N/A	N/A	N/A	Websites, invoices	Yes	Yes	Yes	Yes	N/a	N/A	N/A
Luxembourg	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No for all operators	No	Yes	Yes, press communiqué, public awareness, information on the website www.112.public.lu

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Malta	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	The European 112 day will be held at the Control Room at the Police General Headquarters.
Netherlands	Ministry of Security and Justice	Yes Website www.112.nl Action on airports and railway stations for visitors from other countries	Yes Educational material for schools available on the website	Yes, All	Yes	No	Yes	Yes	Yes	Action on airports and railway stations for visitors from other countries.	N/A	N/A
Poland	YES, TV & Radio Program, Press information	YES, Calendars, Website information	YES, Information, presentations and seminars at schools and kindergartens	Yes	Yes	Yes	Yes	Yes	Yes, not all	N/a	Awareness rate is high	-website information -presenting information at schools and kindergartens, meetings and picnics organized by fire-brigade -at mass media.
Portugal	Yes, periodically on TV.	Yes, posters and websites	Yes, on request	Yes, on all vehicles	Some yes	n/a	Yes	Yes	Yes	One operator	casually	Not yet

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Romania	Yes The Special Telecommunications Service sent to the central and local media separate quarterly press releases with statistics regarding the number of the real and false calls, the number of those who were punished for the abusive calls and other relevant information to the 112 Single European Emergency Number. Awareness raising video and audio spots were broadcast on the Romanian National Public Television and Radio Romania stations.	Yes	Yes, there is an ongoing campaign dedicated to young people, especially to those in schools. They frequently receive information on the 112 European emergency number.	Yes, 112 number is displayed on all emergency vehicles (police, ambulance, fire fighters, gendarmerie)	Yes, on operators websites	No	Yes	Yes	Yes	Yes	Yes	Production and dissemination of a press release in media. Organization of children visits at PSAP Bucharest. Information of children and pupils from schools and high schools, through meetings, regarding the 112 emergency number. For the year 2013 the Special Telecommunications Service aims at organizing children visits at all PSAP's in Romania. Relevant 112 - related information will also be provided to children and students from schools and high schools, through meetings, workshops or other public gatherings.

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Slovakia	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	Yes	Yes, campaigns targeting children and the youth
Slovenia	YES, on operators websites and other organisations	YES, www.sos112.si , wap.sos112.si , leaflets	Yes	Yes	Yes	Yes	Yes	Yes	Yes	n/a	Needed additional activities	We plan more 112 promotion campaigns in mass media
Spain	Yes Promotion campaigns in press/radio/TV	Yes	Yes Development of information activities in educational centres, including vidies, information sessions, simulations, visits to 112 centers, contests.	Yes FIRE extinguishing vehicles, ambulances, police.	No	One operator	Yes	Yes	Yes	Yes Multilingual brochures in highways and route service areas, particularly in areas with high presence of citizens on route, etc	Yes	In five centers/ one operator

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Sweden	Yes	Yes www.112.se	Yes, school materials	Yes, primarily fire brigades	Not frequently	No	Yes	Yes	Some operators	No Activities are mainly focused on promoting 112 as the emergency number in Sweden. Information available on www.112.se	Yes	Yes, activities in cooperation with other various organizations, such as immigrant organizations, children and pensioners. Distribution of information cards on the 112-day and in other contexts.
United Kingdom	No	The FCO publish specific advice on their website targeted at those going overseas (for example to specific tourist locations, or for fans visiting European football games).	DCMS has raised awareness with the DfE, and other key players, on raising awareness among children. This has seen reference to 112 featured in some very popular children's programmes on BBC TV).	No	Included on bt.com when emergency service is mentioned, eg in describing emergency support for VoIP products.	Yes	Yes, in preface of all BT Phonebooks	Yes	Yes	Easyjet, British Airways and P&O signed up to the EU's 112 Promotional Campaign – Initiative of Vice Presidents Kroes and Kallas.	N/A	N/A

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Croatia	Yes	Leaflets, actions, stickers, posters, websites, info on motorway's displays	Yes - National Protection and Rescue Directorate has prepared a program of national education of children in the field of protection and rescue who got an expert opinion and recommendations to the Agency for Education and the Ministry of Science, Education and Sport of running in kindergartens and primary schools.	Yes – Totally implemented on vehicles of The Croatian Mountain Rescue Service and The National Protection and Rescue Directorate - Partly implemented on ambulance and fire brigade vehicles)	Yes	Y/N	Yes	Yes	No	Leaflets distributed to tourists	Yes	At the occasion of the European 112 Day, National Protection and Rescue Directorate organized open door days in 112 centres, presentation of 112 projects, press release highlighting the importance of 112, campaigns targeting children, equipment exhibition, sport activities such as runs to raise awareness on the 112 number, etc.
Iceland	Yes: 112 day every year, on February 11th.	Yes: posters, leaflets, websites	Yes: presentation and visits	Yes: all emergency vehicles display the 112 number.	Yes	No	Yes	Yes	n/a	N/A	N/A	Yes 112 day every year

	Measures by the Authorities/NGOs				Measures by the operators				SMS to roaming users	Specific measures for travellers in the EU	Informing citizens about 112 as the EU emergency number	Promotion European 112 Day
	Dedicated campaigns in mass media	Display on posters, leaflets, websites...	Promotion to children and youth	Display on emergency vehicles	Publication operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths				
Liechtenstein	No	Yes	No / Yes	No	Yes. Partially.	No	yes White pages: Yes Yellow pages: No	No, only local numbers	Not necessary because mobile callers which are in other countries, can use on their phones the usual Swiss emergency numbers. These calls are automatically forwarded to the PSAP of the country where they are staying.	If mobile callers from other operators are in Switzerland, and they use on their phone their usual emergency number (which can be different than 112), these calls are automatically forwarded to the appropriate local Swiss emergency center.	There are currently no promotional activities for 112 to be used as general emergency number for all emergency cases, as in Switzerland most of the people do call directly the specialized PSAPs which are well known and everywhere promoted (117 police, 118 fire, 144 medical, 1414 Rega etc.).	No
Norway	No	Yes	Yes	Yes	No	No	Yes	Yes	No	N/a	partly	no

TABLE 9 – GENERAL INFORMATION

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Austria	<p>RTR – the Austrian Regulatory Authority for Broadcasting and Telecommunications</p> <p>BMVIT – the Austrian Ministry for Transport, Innovation and Technology</p> <p>BM.I – the Austrian Ministry of the Interior – “Bürgerdienst”</p>	<p>n/a</p> <p>n/a</p> <p>email: buergerservice@bmi.gv.at</p>	<p>Telecommunications Act 2003</p> <p>Communications Parameter, Fees and Value-Added Services Regulation 2009</p>	<p>www.rtr.at/en/tk/TKG2003 (English)</p> <p>http://www.rtr.at/de/tk/TKG2003 (German)</p> <p>http://www.rtr.at/de/tk/KEMV</p>
Belgium	<p>Project 112 (Directorate-General Civil Security of the Federal Public Service Interior)</p>	<p>Thomas Biebaw</p> <p>+32 2 500 24 02</p> <p>thomas.biebaw@ibz.fgov.be</p> <p>e</p>		<p>http://www.sos112.be</p> <p>http://www.belgopocket.be/nl/content/noodoproopen</p> <p>http://www.civieleveiligheid.be/CivieleVeiligheid/Uwveiligheid/100112/tabid/148/language/nl-BE/Default.aspx</p>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Bulgaria	Ministry of Interior, Directorate “National system 112”	Mr. Stoyan Gramatikov; + 359 2 960-10-240, sgramatikov@mes.government.bg.	Act on the National Emergency Call System Employing the Single European Number “112”	http://www.mtmc.government.bg/upload/docs/ZAKON_Nac_sist_112.pdf
Croatia	National Protection and Rescue Directorate (DUZS) Croatian Post and Electronic Communications Agency (HAKOM)	http://www.duzs.hr/ http://www.hakom.hr		http://www.duzs.hr http://www.hakom.hr http://www.hakom.hr/UserDocsImages/2011/propisi_pra vilnici zakoni/Pravilnik%20o%20jedinstvenom%20europskom%20broju%20za%20hitne%20slu%u0177be%20NN%2082_09.pdf

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Cyprus	<p>National Regulatory Authority: Office of the Commissioner of Electronic Communication and Postal Regulation</p> <p>Competency: Imposition of licensing terms and conditions to Electronic Communications Service providers, consumer protection.</p>	<p>Postal Address</p> <p>Helioupoleos 12, 1101 Nicosia, P.O.Box 24412, 1704 Nicosia, Cyprus</p> <p>Telephone: 00357-22693000, Fax: 00357-22693070</p> <p>E-mail Address</p> <p>info@ocecpr.org.cy</p> <p>+357 22 808 740</p>	<p>(a) The Electronic Communication and Postal regulation Law, L.112(I)/2004, as amended</p> <p>(b) The Decision of imposing Terms and Special Obligations by virtue of general Authorization, A.A. 436/2005, as amended.</p> <p>(c) The Numbering (Electronic Communication) order, A.A. 850/2004, as amended</p>	<p>http://www.ocecpr.org.cy/nqcontent.cfm?a_id=1053&tt=ocecpr&lang=gr</p> <p>http://www.ocecpr.org.cy/nqcontent.cfm?a_id=372&tt=ocecpr&lang=gr</p> <p>http://www.ocecpr.org.cy/nqcontent.cfm?a_id=381&tt=ocecpr&lang=gr</p> <p>http://ocecpr.org.cy</p>
Czech Republic	<p>Ministry of Interior - General Directorate of Fire and Rescue Service of the Czech Republic, Operational Management Department</p>	<p>Cpt. Jan Urbánek, jan.urbanek@grh.izscr.cz</p>	<p>Electronic communication Act No. 127 of 2005 Collection, Location and identification information provided in Regulation No. 238 of 2007 Collection</p>	<p>N/a</p>
Denmark	<p>Danish Business Authority</p> <p>Danish National Police</p>	<p>www.dba.erhvervsstyrelsen.dk</p> <p>Operation of 112: www.politi.dk/en/service/menu/home</p>	<p>Executive Order of the Provision of Electronic Communications Networks and Services (2nd chapter)</p>	<p>http://en.itst.dk/interconnection-and-consumer-protection/obligations-for-providers-1</p>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Estonia	<p>Technical Surveillance Authority</p> <p>Estonian Rescue Centre</p>	<p>Sõle 23 A, 10614 Tallinn, Estonia Phone +372 667 2000 Fax +372 667 2001 E-mail: info@tja.ee</p> <p>Raua 2, 10124 Tallinn Estonia Phone +372 6282000 +372 5222292 Fax +372 6282099 E-mail: rescue@rescue.ee</p>	Electronic Communications Act	https://www.riigiteataja.ee/akt/129122011214
Finland	<p>Emergency Response Centre Administration</p> <p>Finnish Communications Regulatory Authority (FICORA)</p>	<p>www.112.fi P.O. BOX 112 FI-28131 PORI, FINLAND +358 (0)71 4716 500 +358 (0)71 4716 503</p> <p>www.ficora.fi Postal address: P.O. Box 313 FI-00181 HELSINKI +358 9 69 661 +358 9 69 66 410</p>	<p>Communications Market Act</p> <p>Act on the Protection of Privacy in Electronic Communications</p> <p>Regulation on routing and ensuring emergency traffic</p>	<p>http://www.finlex.fi/en/laki/kaannokset/2003/en20030393.pdf</p> <p>http://www.finlex.fi/en/laki/kaannokset/2004/en20040516.pdf</p> <p>http://www.ficora.fi/attachments/suomimq/5yTJOcD6L/Viestintavirasto33E2011_EN.pdf</p>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
France	ARCEP - Operators and scarce resources regulation department	7 Square Max Hymans 75730 Paris cedex 15 + 33 1 40 47 70 89 helene.bartyzel@arcep.fr	Articles L.33-1 and D.98-8 of the Code des postes et des communications électroniques. Decisions n° 2002-1179 and 2007-0180 establishing the list of emergency numbers	
Germany	Bundesministerium für Wirtschaft und Technologie Bundesnetzagentur	Referat VI A 6 - Villemomblerstraße 76 53123 Bonn (general questions – legal requirements) Referat 425 - Canisiusstraße 21 55122 Mainz (technical issues)	Section 108 of the Telecommunications Act of 22 June 2004 TKG) Ordinance on emergency connections of 6 March 2009 (NotrufV) Technical Guideline Emergency Call, version 1.0, of June 2011” und	http://www.gesetze-im-internet.de/aktuell.html 1. click “Gesetze / Verordnungen” 2. click “T” (for TKG) or “N” (for NotrufV) 3. search “TKG” or “NotrufV” 4. click “pdf” for complete text of relevant regulation http://www.bundesnetzagentur.de/SharedDocs/Downloads/DE/BNetzA/Sachgebiete/Telekommunikation/TechnischeRegulierung/Notruf/TechnischeRegulierung/Notruf1.pdf?__blob=publicationFile www.bundesnetzagentur.de unter Sachgebiete > Telekommunikation > Technische Regulierung Telekommunikation > Notruf bereit.

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Greece	General Secretariat for Civil Protection <i>(Questions or complaints regarding the implementation and/or operation of 112, as well as the provision of information)</i>	infocivilprotection@GSPC.gr		www.gscp.gr/ggpp/site/home/ws/units/arithmos/more.csp http://www.adae.gr/portal/uploads/media/praksi_adae_112_fek.pdf www.adae.gr/portal/fileadmin/docs/nomoi/fek1898.2008.pdf www.yme.gov.gr/imagebank/categories/ctg742_9_1192088298.pdf
Hungary	Ministry of National Development National Media and Info communications Authority Police	www.nfm.gov.hu www.nmhh.hu www.police.hu	Act C of 2003 on Electronic Communications	http://jogszabalykereso.mhk.hu/cgi_bin/njt_doc.cgi?docid=74880.578981 (Hungarian)
Iceland	Post and Telecom Administration in Iceland	Post and Telecom Administration in Iceland Suðurlandsbraut 4 108 Reykjavik Iceland www.pfs.is pfs@pfs.is +354 510 1500	The Electronic Communications Act	The Electronic Communications Act (currently only in Icelandic) http://www.althingi.is/lagas/nuna/2003081.html

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Ireland	Commission for Communications Regulation Dept. of Communications, Energy and Natural Resources		Universal Service and Users Rights Regulations 2003 Communications Regulation (Amendment) Act 2007	(Statutory Instrument 308 of 2003) – Sections 4, 5, 6, 19 & 22 (Statutory Instrument 224 of 2007) – Section 58
Italy	Ministero dello Sviluppo Economico - Dipartimento Comunicazioni Ministero dell'Interno – Dipartimento della Pubblica Sicurezza	http://www.sviluppoeconomico.gov.it/ http://www.interno.it/	Ministerial Decree 22 January 2008, signed by the Minister of Communication, published in the O.J. n° 59, on March 10, 2008 Ministerial Decree 12 November 2009 (integrative), signed by the Minister of Economic Development, published in the O.J. n° 30, on February 6, 2010	

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Latvia	Ministry of Transport State Fire and Rescue service	availability of 112 on telephone networks: +371 67028100 sakari@sam.gov.lv 112 call handling and answering by PSAPs and the provision of information on 112 Baiba Petrova: +371 67075981 baiba.petrova@vugd.gov.lv	N/a	http://www.vugd.gov.lv/lat/par_vugd/112 Electronic Communications Law: http://www.likumi.lv/doc.php?id=96611 Regulations of Cabinet of Ministers about caller location: http://www.likumi.lv/doc.php?id=173388&from=off
Liechtenstein	Office for Communications	Mr. Kurt Bühler Kirchstrasse 10 FL-9490 Vaduz Principality of Liechtenstein www.ak.llv.li office@ak.llv.li		http://www.gesetze.li/DisplayLGB1.jsp?Jahr=2007&Nr=118

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Lithuania	Emergency response centre <i>(calls handling and provision of information)</i> Communications Regulatory Authority	Švitrigailos str. 18 LT-03223 Vilnius, www.bpc112.lt +370 5 239 1904 bpc112@vrm.lt availability of 112 on telephone networks Darijus Mickus, Head of Network and Access division of Electronic communications department e-mail: darijus.mickus@rrt.lt tel.: +370 5 210 5664 Algirdo str. 27A, Vilnius, Lithuania		Information on NRA's website: http://www.rrt.lt/lt/verslui/istekliai/numeriai.html The Description of the Procedure and the Conditions for Forwarding of Calls of Subscribers and/or Users to the Numbers of the Emergency Response Centre and/or Emergency Services: http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_1?p_id=314662&p_query=pagalbos%20tarnyb%F8&p_tr2=2 Other website: http://www.sos112.lt/ http://www.bpc112.lt/
Luxembourg	Administration des services de secours	1, rue Robert Stümper L-2557 Luxembourg Phone : +352 497711 Mail : info@112.public.lu		www.112.lu

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Malta	Malta Communications Authority Police General Head Quarters, Floriana, Malta	Valletta Waterfront, Pinto Wharf, Floriana FRN 1913 Tel: (356) 21 336 840. Fax: (356) 21 336 846 www.mca.org.mt info@mca.org.mt Superintendent Martin Bayliss Tel: +356 22943701 E-mail: martin.bayliss@gov.mt	Electronic Communications Networks and Services (General) Regulation, 2011 [Legal Notice 273 of 2011 Single European Emergency Call Services (“112” number) and the European Harmonised Services of Social Value (“116” numbering range) Regulations, 2011 [Legal Notice 274 of 2011]	http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=10563&l=1 http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=11688&l=1
Netherlands	Ministry of Security and Justice National police Agency	dennis.willems@dgv.minvenj.nl 112@klpd.politie.nl	Ministry of Economic Affairs	Ministry of Safety and Justice
Norway	Norwegian Post and Telecommunications Authority	Postboks 93, 4791 Lillesand, Norway www.npt.no +4722824600	Norwegian Electronic Communications Act Norwegian Regulations on Electronic Communications Networks and Services (Ecom Regulations)	http://www.npt.no/ikbViewer/Content/ekom_eng.pdf?documentID=7922 http://www.npt.no/ikbViewer/Content/ekomforskrift_eng.pdf?documentID=30917
Poland	n/a	n/a	n/a	http://www.112.gov.pl

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Portugal	n/a	n/a	Electronic Communications Law (article 51) Regulation on 112 calls localisation	http://www.anacom.pt/render.jsp?contentId=1099877 http://www.anacom.pt/render.jsp?contentId=978282

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Romania	<p>The Special Telecommunications Service</p> <p>The National Authority for Administration and Regulation in Communications</p> <p>The Ministry of Communications and Information Society</p>	<p>www.stsnet.ro</p> <p>www.112.ro</p> <p>www.ancom.org.ro</p> <p>www.mcsi.ro</p>	<p>Law no. 160/2008 for the approval of the OG no. 34/2008 concerning the implementation of the Single National Emergency Call System (SNECS)</p> <p>Government Decision no. 682/2009 concerning the National Coordination Committee of the activity and functioning of the Single National Emergency Call System 112.</p> <p>ANCOM Decision no. 1023/2008 on realization of communications to 112 Emergency Call System</p> <p>Disposition concerning the implementation of the SNECS no. 112/ 07.04.2005</p>	<p>www.ancom.org.ro</p> <p>www.112.ro</p> <p>www.mcsi.ro</p>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Slovakia	<p>Ministry of Interior of the Slovak Republic / Section of Integrated Rescue System and Civil Protection</p> <p>Telecommunications Office of the Slovak Republic</p>	<p>Drieňová 22 826 04 Bratislava Tel.:+421 2 4859 3287 Fax:+421 2 4363 5142//Email:krchnava@uco.sk Name: Mgr. Daniela Krchnavá</p> <p>Továrenská 7 P.O. Box 18 810 06 Bratislava 16</p> <p>Ing. Kamil Mikulášek kamil.mikulasek@teleoff.gov.sk http://www.teleoff.gov.sk/index.php?ID=9</p>	<p>Act No. 531/2011 Coll. on Electronic Communications</p> <p>Decree of the Ministry of Interior of the Slovak Republic No. 612/2008 Coll. on Details of Provision of the Caller Identification Displaying and Provision of Localisation Data to by companies providing PSTN under Decree No. 612/2008 Coll.</p> <p>Specification of WDSL schema</p>	<p>http://www.telecom.gov.sk/index/index.php?ids=5891&lang=en</p> <p>National 112 website: http://www.sos112.sk http://www.minv.sk/?linka-112-jednotne-europske-cislo-tiesnoveho-volania</p>

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	Authority	Contact	Act	Reference
Slovenia	<p>Post and Electronic Communications Agency (APEK)</p> <p>Administration for Civil Protection and Disaster Relief (URSZR)</p>	<p>P.O.Box 418 SI-1001 Ljubljana Slovenia +386 1 583 63 00 Fax: +386 1 511 11 01 info.box@apek.si http://www.apek.si/en</p> <p>Vojkova cesta 61 SI-1000 Ljubljana Slovenia + 386 1 471 33 22 Fax: + 386 1 431 81 17 urszr@urszr.si http://www.sos112.si/eng/index.php</p>	<p>Electronic Communications Act</p> <p>Rules on the quality of service for the single European emergency call number 112</p> <p>General act on transparency and availability of information</p>	<ul style="list-style-type: none"> •Electronic Communications Act – (Official Gazette RS, no. 13/2007 – official consolidated version, 102/2007-ZDRad, 110/2009, 33/2011) https://www.ip-rs.si/fileadmin/user_upload/Pdf/zakoni/ZEKom_ANG.pdf •General act on transparency and the publication of information – Official Gazette RS, no. 96/2004, 59/2008, 55/2010, 7/2012 http://zakonodaja.gov.si/rpsi/r00/predpis_AKT_740.html •Rules on the quality of service for the single European emergency call number 112: http://zakonodaja.gov.si/rpsi/r05/predpis_PRAV5965.html

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	Authority	Contact	Act	Reference
Spain	Regional autonomous authorities	Detailed information provided for each authority provided in the Spain's reply	<ul style="list-style-type: none"> •Ley 32/2003, de 3 de noviembre, General de Telecomunicaciones •Real Decreto-ley 13/2012, de 30 de marzo, por el que se transponen directivas en materia de mercados interiores de electricidad y gas y en materia de comunicaciones electrónicas, y por el que se adoptan medidas para la corrección de las desviaciones por desajustes entre los costes e ingresos de los sectores eléctrico y gasista. •Real Decreto 726/2011, de 20 de mayo, por el que se modifica el Reglamento sobre las condiciones para la prestación de servicios de comunicaciones electrónicas, el servicio universal y la protección de los usuarios, aprobado por Real Decreto 424/2005, de 15 de abril. •Real Decreto 424/2005, de 15 de abril, por el que se aprueba el Reglamento sobre las condiciones para la prestación de servicios de comunicaciones electrónicas, el servicio universal y la protección de los usuarios. •Real Decreto 903/1997, de 16 de junio, por el que se regula el acceso, mediante redes de telecomunicaciones, al servicio de atención de llamadas de urgencia a través del número telefónico 112. •Orden de 14 de octubre de 1999 sobre condiciones de suministro de información relevante para la prestación del servicio de atención de llamadas de urgencia a través del número 112. •Resolución de 21 de noviembre de 2008, de la Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información, por la que se identifican los servicios de atención de llamadas de emergencia a efectos de la obtención de los datos de los abonados al servicio telefónico disponible al público. •Resolución de 30 de junio de 2005, de la Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información por la que se atribuyen recursos públicos de numeración al servicio telefónico fijo disponible al público y a los servicios vocales nómadas, y se adjudican determinados 	http://www.minetur.gob.es/telecomunicaciones/es-ES/Legislacion/Paginas/Legislacion.aspx

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Sweden	<p>SOS Alarm AB</p> <p><i>(under contract with the Swedish Ministry of Defence and provided all PSAPs; it is dealing with complaints on 112)</i></p> <p>The Swedish Post and Telecom Agency (PTS)</p> <p>The Swedish Civil Contingencies Agency</p>	<p>http://www.sosalarm.se</p> <p>Email: pts@pts.se</p> <p>http://www.112.se</p> <p>registrator@msb.se</p>	<p>The Electronic Communications Act</p> <p>PTS regulation on emergency calls</p>	<p>The Electronic Communications Act is available in Swedish at http://www.riksdagen.se/webbnav/index.aspx?nid=3911&dok_id=SFS2003:389&rm=2003&bet=2003:389</p> <p>An unofficial translation of the Act is available at http://www.pts.se/en-gb/Regulations/Legislation/Electronic-Communications-Act/</p> <p>PTS regulation on emergency calls (only in Swedish), is available at http://www.pts.se/upload/Foreskrifter/Tele/ptsfs-2008-2-nodsamtal.pdf</p> <p>(latest amendments are not included)</p> <p>National 112 websites:</p> <p>http://www.112.se</p> <p>http://www.sosalarm.se</p>
United Kingdom	n/a	n/a	n/a	n/a