



EENA Operations Document

False Emergency Calls

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ABSTRACT

Emergency services consider false emergency calls to the 112 call number as one of the most important problems they link with the implementation of the single European emergency call number. False emergency calls to 112 represent lost resources and may prevent the emergency services to deal with real emergencies.

The EENA Operations Document on "False Emergency Calls" has been established through the collaboration of representatives from national emergency services and system providers. It first deals with the definition of false emergency calls and establishes a typology of such calls on the basis of "best available practices" in several national contexts. False emergency calls may be Unintentional (ranging from calls made by handsets with un-blocked keypads to simple misdials) or Intentional (ranging from calls made for information purposes, to calls made by children playing or by mentally unstable persons and to calls that are hoaxes or malicious).

The document contains a full list of measures used to fight false emergency calls ranging from education and automatic messages to the full exploitation of Caller Line Identification, the IMEI and caller location data transferred automatically to the PSAP. Examples of how several EU countries deal with false emergency calls are also given. The document contains recommendations on the procedure of dealing with false emergency calls together with a proposed classification of these calls to facilitate the comparability of relevant statistics.

A list of recommendation of measures best fitted to fight specific types of emergency calls are also presented together with the relevant stakeholders to be mobilised in view of implementing them. Annexes contain statistics about emergency calls.



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1 Introduction

All emergency services are affected by false emergency calling. False emergency calls divert emergency services away from people who may be in life-threatening situations and who need urgent help. This could mean the difference between life and death for someone in trouble.

False emergency calls may also represent an expensive problem because emergency services need additional resources to assure they are not overloaded by inappropriate calls and can therefore respond to real emergencies.

Most European emergency services combat false emergency calls using different approaches. The scope of this document is to assemble all the information about this issue and outline some of the 'best practices' from the authorities' perspective. As a conclusion, recommendations and EENA requirements are described.

One of the objectives of this document is to agree on a single classification of false emergency calls. Furthermore, this will help ensure that statistics about false emergency calls are comparable.

This document also reports on the practices different European countries use to combat false emergency calls. The description of practices was obtained on the basis of information sent by EENA members.



2 Definition of false emergency calls

The concept of false emergency call is not always the same for all emergency services in different European countries. The aim of this section is to describe the main definitions used. It does not mean that all definitions are valid for all PSAPs.

| | | |
|-------------------------------------|--|--|
| Unintentional false emergency calls | Pocket calls | A call made when somebody dials the emergency number accidentally (e.g. from mobile handsets, even with keypad locked) then the call is disconnected or stays silent or there is sufficient background noise to advise the PSAP operator that the call is false. |
| | Inappropriate judgement of emergency situation | A call made when somebody contacts the emergency services to tell them that there is an emergency, while the situation is not considered as such by the emergency services although it may be for the caller (e.g. somebody has lost his home keys). |
| | Automatic false emergency calls | Calls made by automatic devices (alarms, security equipment, etc.) which are not functioning well. When being misused, the person misusing the device may not be aware of the automatic call being made. (e.g. in some cities, taxi drivers can push a SOS button. This button can generate alarms due to malfunctioning). |
| | Fault generated false emergency calls | Calls to numbers like 112 generated by faults in networks or customer equipment because switches in fixed line networks may still need to recognise loop-disconnect dialling. |
| | Misdials | A person can accidentally dial an emergency number when trying to reach a number with similar code, e.g. 111 or 118, or when using unfamiliar equipment and dialling digits accidentally. |
| Deliberate | Information | A call made when somebody contacts the emergency services just to ask something or to speak about something that does not concern an emergency (e.g. ask for administrative information; speak with an operator about the news, etc.). |
| | Hoax call | A call made when a person deliberately telephones the emergency services and tells them there is an emergency when there is not (e.g. somebody makes up that there is an accident in a location when in reality nothing has happened). |
| | Child playing | A child may call and simply shout, scream or say something silly to the PSAP call-taker –often several children can be heard in the background. |
| | Mentally unstable (Psychiatric illness) | A person who has some form of psychiatric illness may call the emergency services, sometimes repeatedly, to report what may be an imaginary or exaggerated incident. |
| | Abusive | A call made when a person contacts the emergency services and is rude or insulting towards the PSAP call-taker without trying to report an emergency incident. |
| | Immediate hang up | A call made when somebody calls up and then hangs up deliberately. |
| | Silent call | A call made when somebody calls up and stays silent deliberately. (Please note that this does not mean that all silent calls are false emergency calls). |



3 Fighting false emergency calls

3.1 Measures to fight false emergency calls

In some countries public authorities have taken steps to fight false emergency calls. Efforts can be made to prevent misuse of emergency services (before the false emergency calls have been made) and also to try to punish abusive behaviours (after the false emergency calls have been made).

- Education:

Education is the fundamental pillar to avoid misuse of emergency numbers. All emergency services receive a lot of false emergency calls made by children. The misuse of emergency numbers can be reduced by educating children about when and why to call emergency services. Unfortunately, not only children use emergency numbers incorrectly. Adults too have to be informed about when and why to dial.

- Welcome message:

In some countries, the call is not answered directly by an operator. A very short message explains that the caller is trying to contact the emergency services and asks him to stay on line only if help is needed. This type of pre-recorded message reduces the number of false emergency calls answered by operators.

- Communication:

Regular communication through public campaigns at regular intervals in public areas and via tv commercials can be used to emphasize the proper use of the emergency number and the impact of improper use on the emergency services.

- Warnings:

The number of false emergency calls is so high that in some cases warning of abusive callers had to be undertaken. Emergency services receive caller related data together with the calls. The phone number of the caller and its location are now available in a very high proportion of calls received. In some countries, public authorities have decided to warn citizens about the fact that they can be identified if they misuse emergency numbers. Several countries have also decided to warn people that they can be prosecuted if they make false emergency calls. In some cases, they even use media as warning mechanisms (i.e. by releasing information about the offender and the offense).

- Prosecution and sanctions:

Other, stronger measures consist in prosecuting and sanctioning the people who misuse emergency numbers. The phone number of these people can also be blacklisted or blocked. In most countries, hoax callers have to compensate costs related to the unnecessary mobilisation of emergency services (in some cases this is done even if no resource is mobilised).

- Cooperation with network providers to study possible impacts of new technologies:

Technological developments and their implementation can and do have an impact on services like 112. Therefore it is very important to have strategic talks with network providers in order to minimise the negative consequences and to maximize the possible benefits.

- Use of call-backs:

Use of call-back to a number to establish whether or not an emergency incident is genuine.

- Careful call handling processes



Call handling processes that include standard questions to filter false emergency calls, for example asking a child if their parents can come to the phone.

- Network filters:

Faults in the terminal or access network that cause wires to intermittently touch can readily generate "1", or even "2", in network switches that still have to recognise loop-disconnect dialling of numbers. To minimise the number of such calls, a network filter can be used that involves a 4 second wait after 112 is detected to check for extra digits, which if received cause the call to be terminated.

3.2 Importance of the caller line identification CLI

Reception of the phone number of the caller is the first step to combat false emergency calls. This information is the only link to the person who has contacted the emergency services. It is the key for tracing the source of false emergency calls. To suppress the transmission of this information has an unfavourable effect on the amount of false emergency calls. This is the reason why best efforts have to be made to guarantee that the correct caller line identification (with no amendments) arrives to the PSAP. It is important to mention, that PSAPs experience problems receiving the correct caller line identification, especially for mobile customers who are roaming (national and international). This is a critical problem for PSAPs.

In case that no SIM card is installed in the phone, caller line identification is not available. Misusers of emergency phone numbers take advantage of the anonymity associated with SIM-less mobile phones. The short duration of many SIM-less calls suggest that a large proportion of them are test calls. In some countries emergency service organisations have supported blocking SIM-less¹ calls as the high volume of SIM-less false emergency calls handled presents a severe risk to their operational efficiency and effectiveness by diverting resources from covering genuine emergencies.

It is also worth to mention that it is impossible to prove that the caller is the owner of that telephone device but at least measures can be taken against the specific phone number. The name of the owner of the line can be identified in case of the existence of a contract from a mobile or fixed line. This is not always the case for pre-paid contracts. In some countries it has become mandatory to register the phone owner's name even for pre-paid contracts.

3.3 Technology

Technology can also help emergency services to reduce the consequences of the misuse of emergency numbers.

- Availability of IMEI: If the caller phone number is not available, for example for SIM less calls, IMEI is the only available data on the basis of which it is possible to carry out actions against the phone who misuse emergency numbers, even though knowing the identity of the caller can never be 100% certain.
- Location of the caller: the operator can find out the address from where the call is being made. This data can be used to check if the information given by the caller is consistent with the location.
- Possibility to check if more calls have been received from this caller: storing the phone / IMEI number of a caller who has made false emergency calls can be very useful to inform the operator that this person may be initiating a false emergency call again. This information is also very useful for warning and/or prosecution purposes.

¹ The argument for countries that have limited the access to 112 from SIM-less phones is that the Directive 2002/22/EC specifies that citizens shall be able to call 112 from any telephone. A telephone is defined in these countries by its connection with the switch. For a fixed phone to be connected to a switch it must have a physical link and a user terminal identification. For a mobile phone to be connected to a switch it must be in the coverage area of a mobile phone network and must have a SIM in order to be identified.



- Possibility to change the call's priority in the queue: if the number of the caller is already marked as belonging to a false emergency caller and there are calls in queue, all calls received from this number can be the last to be handled by an operator.
- Possibility to route calls without caller line identification to a different queue: a high number of calls without caller line identification that reach the PSAP are put at the end of the queue considered as false emergency calls; this is the reason why some emergency services have decided to route these calls to an automatic message that asks the caller to press a number on the phone if an emergency operator is really needed.
- All calls to the emergency services are voice recorded: recording of calls provide emergency services with the possibility of employing the call recording against the misuser of emergency services numbers.
- Automatic SMS: some emergency services use SMS as a means for warning the false emergency callers. A tool to automate the sending of messages saves time to emergency services and improves the process.
- Automatic voice bombs: some emergency services use voicemails as a means for warning the false emergency callers. A tool to automate the sending of messages saves time to emergency services and improves the process.
- Automatic exclusion: some emergency services use temporarily exclusion as a means for warning the false emergency callers. The owner of the blocked phone can ask for his/her phone to be un-blocked by identifying him/herself to the PSAP on a specific telephone number. Un-blocking is also automated after 24 hours even if the person has not identified him/herself.
- Automatic welcome message: the emergency services can welcome callers with an automatic voice message. False emergency callers can be discouraged from waiting for an operator and release the line.
- Automatic pre-recorded messages: pre-recorded messages can be accessible in the operator's interface. Once the operator has realised that the caller is not in an emergency situation, the call can be transferred to an automatic message.
- Use of an Interactive Voice Response system to help manage suspected false emergency calls and to supplement normal questions from PSAP call takers.
- Statistics: the storage and classification of the data can be very helpful to verify the efficiency of measures taken.
- Other facilities such as CCTV can be used to detect offenders.
- Calls coming from SIM-less handsets not permitted (this may be unacceptable in some countries).
- Keypad lock changes for mobile handsets: for example several manufacturers' handsets re-set keypad lock 5 seconds after it has been removed if the SEND key is not used within this period.
- Network filters if extra digits after 999 and 112 are received (which are taken as an indication of accidental pressing of the handset).



3.4 Examples in European countries

The following table contains examples of handling false emergency calls in some countries.

| | |
|-------------------------|---|
| Estonia | False emergency calls traced and treated by ERC and local authorities No blacklisting – you never know when there is an emergency |
| Finland | Forthcoming new law will enable the use of a 15 second voice recording to limit the amount of calls made without a SIM-card |
| Hungary | Fighting against false emergency calls: pre-selection of the incoming calls (only in some counties) |
| Lithuania | Recorded message (7 or 70 seconds) is used for calls from SIM-less devices and blacklisted numbers (e.g. mis-configured faxes, insane, drunk callers) |
| The Netherlands | SMS bombing (multiple messages) Voice bombing (multiple messages) Temporary Exclusion The number is blocked for a short period of time. The owner of the blocked phone can ask for his phone to be un-blocked by identifying him/herself to the PSAP on a specific telephone number. Unblocking also occurs automatically after max 24 hours. Criminal investigation and prosecution All these measures can be implemented for each type of calls with different thresholds |
| Romania | SMS campaign against false emergency calls: "you have abusively dialled 112 emergency services. You will undergo the rigors of the law" The SIM-less calls to 112 are not possible. Education campaigns in schools about using 112. |
| Spain (in some regions) | Calls made by frequent abusers or SIM less mobiles are answered by a recorded voice message before being routed to the operator |

4 Call handling procedure of false emergency calls

4.1 Recommended procedure

1. If possible, the operator checks if there is any available information regarding previous calls made from the same number.
2. The operator asks the caller his/her location and compares it with the automatically received location.
3. The operator asks the caller specific questions. In some cases the call-taker may transfer the call to a specialised dispatcher (a doctor, a policeman or a fire fighter, on-site or off-site) for further checking.
4. If the caller is not in an emergency situation, the operator tags the call as false. In this way, the number of the caller will be identified in the future.
5. In case of recurring false emergency calls from the same number, the operator introduces the possibility of adding it to a black list, warning the caller, sending an automatic SMS, etc.

4.2 Classification of the calls

For a common understanding of the problem, calls received in the PSAPs can be categorised as follows:

- Real emergency calls: calls concerning imminent threats to life, property or the environment;
- False emergency calls: calls that are not real emergency calls. These could be, but are not limited to: abusive calls, children playing with phones, misdial, information calls, calls from people having mental problems, calls that can address the need for authorities' help but are not involving imminent threats to life, property or the environment (like the non-flagrant stealing of a car), etc.



In order to be able to compare statistics from different European countries, the following categories should be used to label the type of false emergency calls:

| | |
|---|--|
| Inappropriate judgement of emergency situation | A call made when somebody contacts the emergency services to tell them that there is an emergency. The situation is not considered an emergency by the emergency services but it is for the caller (e.g. somebody has lost his home keys). |
| Information | A call made when somebody contacts the emergency services just to ask something or to speak about something that does not concern an emergency (e.g. ask for administrative information; speak with an operator about the news, etc.) |
| Hoax call | A call made when a person deliberately telephones the emergency services and tells them there is an emergency when there is not (e.g. somebody makes up that there is an accident in a location when in reality nothing has happened.) |
| Abusive (including calls made by children playing and by mentally unstable - Psychiatric illness) | A call made when a person contacts the emergency services and is rude or insulting towards the PSAP call-taker without trying to report an emergency incident. A child may call and simply shout, scream or say something silly to the PSAP call-taker – often several children can be heard in the background. A person who has some form of psychiatric illness may call the emergency services, sometimes repeatedly, to report what may be an imaginary or exaggerated incident. |
| Immediate hang up | A call made when somebody calls up and then hangs up deliberately. |
| Silent call | A call made when somebody calls up and stays silent deliberately. |
| Accidental | Calls made from mobile handsets carried in the pocket or when someone misdials a number. Calls can either be quickly ended by the caller who realises what has been done or could be silent (or just background noise) for some time as the person is unaware of making the call |
| Network/Equipment generated | Calls generated by faults in the network or a customer's premises, e.g. in public networks that still recognise loop-disconnect dialing, or by automated alarms. |
| Miscellaneous | Other false emergency calls |

4.3 Procedures in European countries

- The Netherlands

In the Netherlands the operators are instructed, trained and examined in defining and handling false emergency calls. Examination is on regular basis in the procedures. Only then it is possible to maintain a high level of accuracy and a successful follow up in criminal investigation and prosecution.

In the Netherlands the system itself checks the thresholds of misuse labels and shows the call history and the location data in GIS at the same time with the call to the operator.

- Spain

The Spanish Criminal Code only considers an offence the calls concerning false bomb threats, or threats related with dangerous goods (chemical or toxic goods). Regional legislation on emergency management deals with the prosecution of offenders; not all regions have this type of legislation in place already and some of the ones that have it choose not to act on it except for extreme situations.

SIM-less calls permitted to 112 (only). The Ministry of the Interior issued a law, in effect since November 2010, forcing all phone lines in Spain to be linked to a subscriber (even for pre-paid SIM cards); all unidentified phone lines were disconnected.

Many PSAPs in Spain rely on the experience of call-takers and dispatchers for identifying false emergency calls, with the main support of ANI/CLI databases, the POSIC mobile call location protocol (location information is pushed with the call) and the possibility of displaying the previous call history from the same number. Not all PSAPs use black-lists (the ones that use black-lists typically send calls to a different queue linked with the IVR system).



The way PSAPs act against offenders varies a lot from one region to another. Some regions issue warnings before filing formal complaints and/or fining offenders (if offenders are minors, education measures are usually taken instead). Some regions use small fines together with press-releases, to discourage future offenses.

- Ireland

In Ireland, the PSAP 112/999 agent is trained to identify and handle false emergency calls. As the PSAP is responsible for forwarding the call to whatever ES is requested by the caller, the PSAP 112/999 agent will carry out this request in full and in good faith. The PSAP does not have the statutory authority to block any numbers from dialling 112 (or 999); this can only be authorised by a senior Police officer. As a result, the PSAP's awareness of all false emergency calls is only limited to those that are within their control (i.e. young children playing, network faults etc); it is not aware of calls that are initially forwarded but later turn out to be false.

If the PSAP 112/999 agent suspects that the call is a genuine false emergency call (a false positive), it applies the necessary procedure to triage the call and terminate the call as appropriate. Using probing questions like "can you ask your mummy to come to the phone?" when dealing with a young child for instance can help the PSAP 112/999 agent establish whether the call is genuine (and is forwarded to the Police) or false (and is subsequently terminated).

5 Recommendations

As a summary of this document we would like to make recommendations about how to combat the different types of false emergency calls and inform the stakeholders involved. It is not intended that all measures are taken in all cases. Some emergency service organisations may not agree with some of these proposals.

How to fight false emergency calls

| Type of false emergency calls | | How to fight against it |
|--|--|---|
| Unintentional false emergency calls | Pocket calls | <ul style="list-style-type: none"> Education for keypad locking Handset design (some keypad locks are more likely to make accidental emergency calls) Review which emergency call numbers are programmed into SIM or handset |
| | Inappropriate judgement of emergency situation | <ul style="list-style-type: none"> Education Ask callers to report their non-emergency call on another number ; do not continue to take their details on 112 in order to organise a response. |
| | Automatic false emergency calls | <ul style="list-style-type: none"> Maintenance |
| | Fault generated false emergency calls | <ul style="list-style-type: none"> Network filtering |
| | Misdials | <ul style="list-style-type: none"> Education Automatic welcome message |
| Deliberate | Information | <ul style="list-style-type: none"> Education Automatic welcome message |
| | Hoax call | <ul style="list-style-type: none"> Education Warning Prosecution |
| | Child playing | <ul style="list-style-type: none"> Education Warning to parents |
| | Mentally unstable (Psychiatric illness) | <ul style="list-style-type: none"> Warning Prosecution Warning to relatives / doctors |
| | Abusive | <ul style="list-style-type: none"> Education Warning Prosecution |
| | Immediate hang up | <ul style="list-style-type: none"> Education Automatic welcome message Warning Prosecution |
| | Silent call | <ul style="list-style-type: none"> Technology (to detect if a deaf or hard of hearing or mute person is behind the silent call) Education Automatic welcome message Warning Prosecution |
| Misuse/abuse 112 by SIM less or SIM-cardless calls | <ul style="list-style-type: none"> IMEI transmission Possibility to block the handset using IMEI Education Technical measures allowing only SIM calls (some countries may not agree)² | |

² If a user dials 112 outside the coverage area of its mobile network operator, he/she will be automatically connected to another network operator in national roaming. In this case, the call to 112 could be treated as a SIM-less call from the hosting GSM/UMTS network.



Stakeholders involved in combating false emergency calls

| How to fight against it | Stakeholders | Actions |
|---|---|--|
| Education | Emergency services | Explain when and why to call 112 Education for keypad locking Careful with misdials Education about misuse of alarm systems (specially the ones connected with PSAPs) |
| | Authorities responsible for education | |
| | European Commission | |
| Maintenance of automatic alarms | Emergency services | Communicate malfunction |
| | Organisation in charge of automatic alarms | Solve problems |
| Network filtering | Network operators | Implement filter |
| Automatic welcome message | National/Regional Authorities | Law allowing automatic welcome message |
| | Emergency services | Creation and implementation of automatic welcome message |
| Warning | National / Regional Authorities | Law allowing warnings |
| | Emergency services | Define situations and limits |
| Prosecution | National Government | Law allowing prosecution |
| | Emergency services | Define situations and limits |
| Caller line identification always available | European Authorities National telecommunication regulator Network operators | Assure that the caller line identification is received without amendments by emergency services. |
| Allowing only SIM calls | European Authorities | Make a feasibility study on this issue |
| | European / national / regional governments | Change law if needed |
| | Network operators | Allow only SIM calls |

6 EENA Requirements

| Requirements | |
|--------------------------|--|
| Statistics | Statistics about false emergency calls should be available. Without statistical evidence it is impossible to establish comparisons and reports. |
| Classification of calls | Different types of false emergency calls should be described. False emergency calls should be classified. Consistency of approach to ensure that the same or similar meaning apply to each PSAP. |
| Procedure | Establish a clear procedure, well known to call takers for handling false emergency calls (the procedure may be extended to dispatchers when they get call transfers). |
| Description of measures | Detailed analysis of measures to fight against false emergency calls should be made available. |
| Result of taken measures | Efficiency of taken measures should be evaluated |



7 ANNEX – Statistics and definitions

7.1 Definitions of false emergency calls in different countries

| Country | Definition of false emergency calls |
|-----------------|---|
| Estonia | Calls made by children or mentally unstable persons with the purpose to disturb the call-taker. |
| Finland | Calls made in error or unintentionally; inappropriate or malicious calls |
| Hungary | <ul style="list-style-type: none"> • Do not need intervention • Children's "activities" • Calling about the same accident • Testing cell phones • Etc. |
| Luxembourg | <ul style="list-style-type: none"> - Abusive calls (mostly: people using mobile phones with no SIM-card) - Playing children - Callers that hang up immediately - Callers that do not respond - Callers with mental health problems |
| Romania | False emergency calls = abusive + unintentional + information + silent= all calls – real emergency calls |
| UK | <p>Inappropriate calls:</p> <ul style="list-style-type: none"> - accidental (mobile handset in pocket) - children playing (no request for help) - inappropriate (need help but not an emergency) - hoax, when caller asks for specific help to a certain location |
| Ireland | <ul style="list-style-type: none"> • Cleared without speech • 112 Silent • 112 Noisy • Misdial • Older child playing • Young child playing • Non ES Help • EA repeat silent call • Customer cancels • Abusive • Caller requests anonymity |
| The Netherlands | <p>All use of the emergency number 112 other than in emergency situations. (That is in every situation where a civilian is in urgent need of support of an emergency service.)</p> <p>In order to diversify the false calls, eight labels are used:</p> <p>Intentional: Adult torment; Youth torment; Child play; Consciously non responder; specific call (false bomb attack);</p> <p>Unintentional: Pocket call; non emergency; 09008844 (specific police non-emergency number)</p> |

7.2 COCOM

The Communication Committee from the E.C. monitors the introduction and functioning of 112 in the Member States. The data from the COCOM report about false and false emergency calls are described in the following table. The second column describes the proportion of false and false emergency calls and the third one contains just the false emergency calls proportion. The definition used by the COCOM is not the same as the one used in the previous chapters of this document.

| Country | False and hoax calls proportion | Hoax calls proportion |
|-------------|---------------------------------|-----------------------|
| Austria | 30% | |
| Estonia | less than 1%, | |
| Finland | 16% | 3% |
| Germany | 4-30% | |
| Greece | 99% | |
| Netherlands | 55% fixed and 50% mobile | |
| Romania | 61% | 18,63% |
| Slovakia | 85,36% | |
| Spain | 55% | |
| Sweden | 58% | 3% |
| Croatia | 2,40% | |

7.3 EENA

| | |
|-------------|--|
| Estonia | Amount of prank calls relatively low |
| Finland | 4.2 million enquiries received annually by ERCs, of which <ul style="list-style-type: none"> • 3 million are emergency calls • 880,000 non-ERC calls, of which • 750,000 calls made in error or unintentionally • 130,000 inappropriate or malicious calls |
| Hungary | False emergency calls: ~ 75 % |
| Ireland | False emergency calls ~65% - this is the % of calls not forwarded to an emergency service. With the new PSAP provider and new procedures in place, this figure is expected to change. |
| Italy | The proportion of non-sim calls is 40% while the calls received by 112 which can be considered not appropriate, are quoted 53% |
| Luxembourg | False emergency calls : 10-15% of total calls |
| Poland | Total number of false emergency calls: 6 438 843 (24.81%) (Ratio of 112 false emergency calls alone, may reach 80%) |
| Romania | Percent of false emergency calls from total: 76 % |
| Netherlands | Mobile networks 2010: handled in the ERC 5.045.936 calls of which approx 70% are false Fixed networks 2010: figures not available yet till mid January. |
| UK | 43% of all emergency calls to 999 and 112 are false emergency calls. |
| Spain | <p>Data per location: <i>NOTE: False emergency call classification and management varies from one region to another.</i></p> <p>STAGE 1 PSAP (SIM-less calls permitted only for calls to 112, and therefore Stage 1 PSAP get many more false emergency calls)</p> <ul style="list-style-type: none"> • <u>112 Andalucía</u>: Fines can be applied. • <u>112 Aragón</u>: False, abusive, insulting or hoax calls can be prosecuted. Fines can be applied. They currently apply 500€ fine followed by press-release, as education. • <u>112 Asturias</u>: Almost 50% are false emergency calls. Black listing used. Fines applied since 2010. • <u>112 Basque Country</u>: Black lists are used (calls directed to a different queue). No fines. |

- 112 Cantabria: False emergency calls to 112 can be fined.
 - 112 Catalonia: Only one out of 4 calls are real emergency calls (a 50% decrease in the total of false emergency calls from 2006 to 2009). After an initial warning, fines can be applied (lowest fines are applied when no resources were dispatched); if the offenders are minors, other re-education measures can be taken.
 - 112 Castilla La Mancha: They may reach up to 80% of non-emergency calls; average of false emergency calls in 2009 was 17% (all false emergency calls are grouped in a single type - trap/malicious/false or even hoax; other non-emergency calls include invalid call, noise, improper (telephony or other), test calls. Reluctant to act against offenders, except in extreme cases (a formal complaint was filed against a caller with over 200 prank calls logged in the system). No black listing.
 - 112 Extremadura: They do file formal complaints (if caller is a child, they take different measures). Up to 70% of the calls may be non-emergency calls. They rely on the call-takers and dispatchers (with support of ANI/ALI and mobile call location system). No black listing used.
 - 112 Galicia: A decrease in the number of false emergency calls has been detected.
 - 112 Illes Balears: A decrease in the number of false emergency calls has been detected (a 74% decrease between 2006 and 2009). Fines can be applied (sanctioning capabilities rely on the General Directorate of Emergencies of the region). In 14 years only two offenders have been fined for a total of 18.000€. If the offenders are minors, other re-education measures can be taken (i.e. taking the kid to the PSAP and explaining the consequences).
 - 112 Melilla: Up to 80% of false emergency calls that take 10 or 15 seconds of the 112 lines. Formal complaints can be filed.
 - 112 Murcia: Black lists are used (calls directed to a different queue). When a false emergency call involves dispatching of resources, police is informed, and offenders are made to pay for the cost of the service.
 - 112 Valencia: 11% of false emergency calls in 2009. The cost of dispatching resources to a false incident can be billed to the offender. There are also different levels of fines.
- STAGE 1 and 2 PSAP** (they get their incoming calls either directly or from the 112 Stage 1 PSAP)
- SEM (Catalonia): Invalid calls can be malicious, mistaken or incomplete calls. Black lists are used (calls directed to a different queue).
 - SUMMA 112 (Madrid): False or malicious calls are considered as belonging to the same pool as invalid calls; they make up to 12% of all calls. No black listing is used.