

A European perspective of 112

Legislative update

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The opinions expressed do not necessarily represent the official position of the Institution

112 Roundtable - Žilina, 19 November 2009



European Commission
Information Society and Media

112 EU legal framework

- **Council Decision 1991**
 - Introduction of 112 by 1997
- **ONP Directive 1997**
 - 112 available free of charge from fixed and mobile phones
- **Current Regulatory Framework 2002**
 - Caller location information
 - Inform citizens about existence and use of 112
- **EU Telecoms Reform 2009**
 - Agreement reached on 4 November 2009



Role of the European Commission

- **Ensuring the correct implementation of the 112 provisions**
- **Reinforcing the legal framework**
- **Working with the national authorities to promote best practice exchange**
- **Financing research projects**
- **Raising awareness of 112**

Implementation of 112 in the EU

- **Access free of charge from fixed and mobile phones**
 - 112 is currently available in all EU Member States
 - Two cases were already closed
- **Answering and handling 12 calls**
 - Case pending against Italy
- **Caller location information**
 - Case pending against Italy
 - 13 cases were already closed
- **Information on existence and use of 112**

EU Telecoms Reform 112

- **Access to 112 through new technologies (VoIP)**
- **Better access to emergency services by disabled**
- **Strengthen obligation on caller location information**
- **Awareness specifically targeted for travellers**



Working with MS

- **COCOM**
- **EGEA**
- **INCOM**



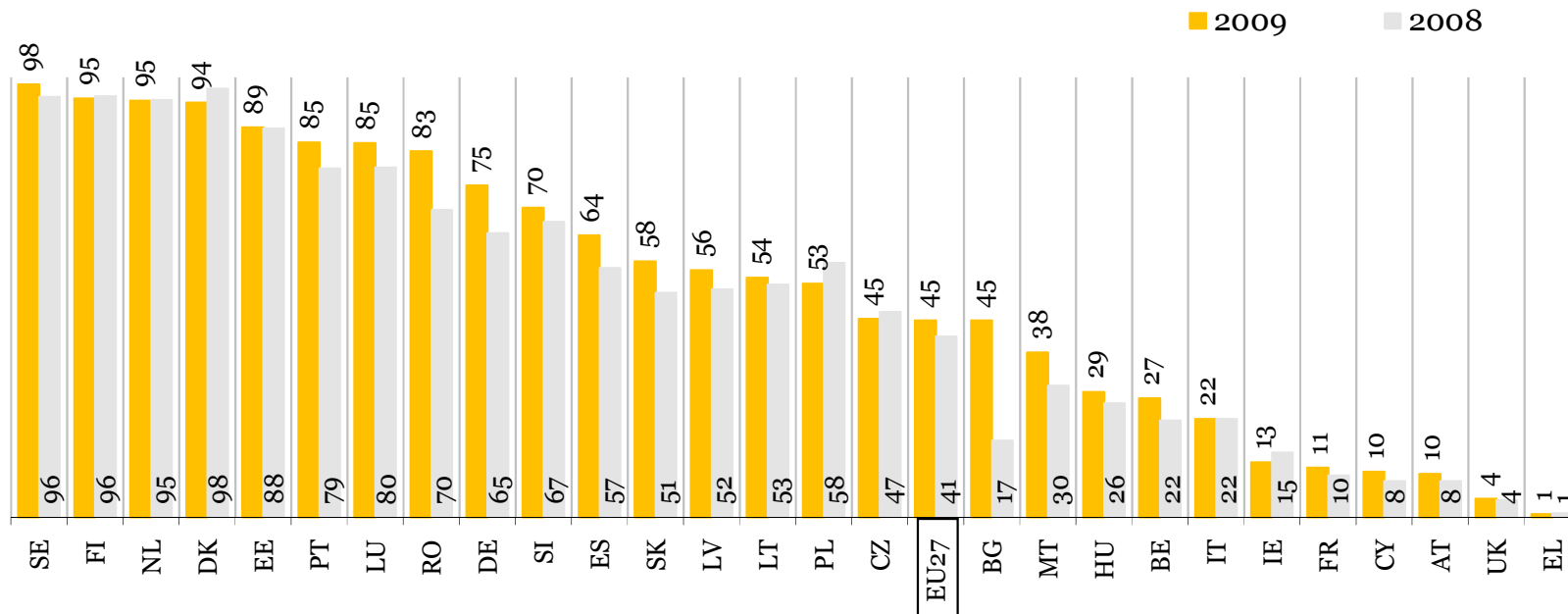
eCall

- Memorandum of understanding
- Standardisation
- European eCall Implementation Platform
- Commission Communication
- eCall Summit
- Pre-deployment pilots



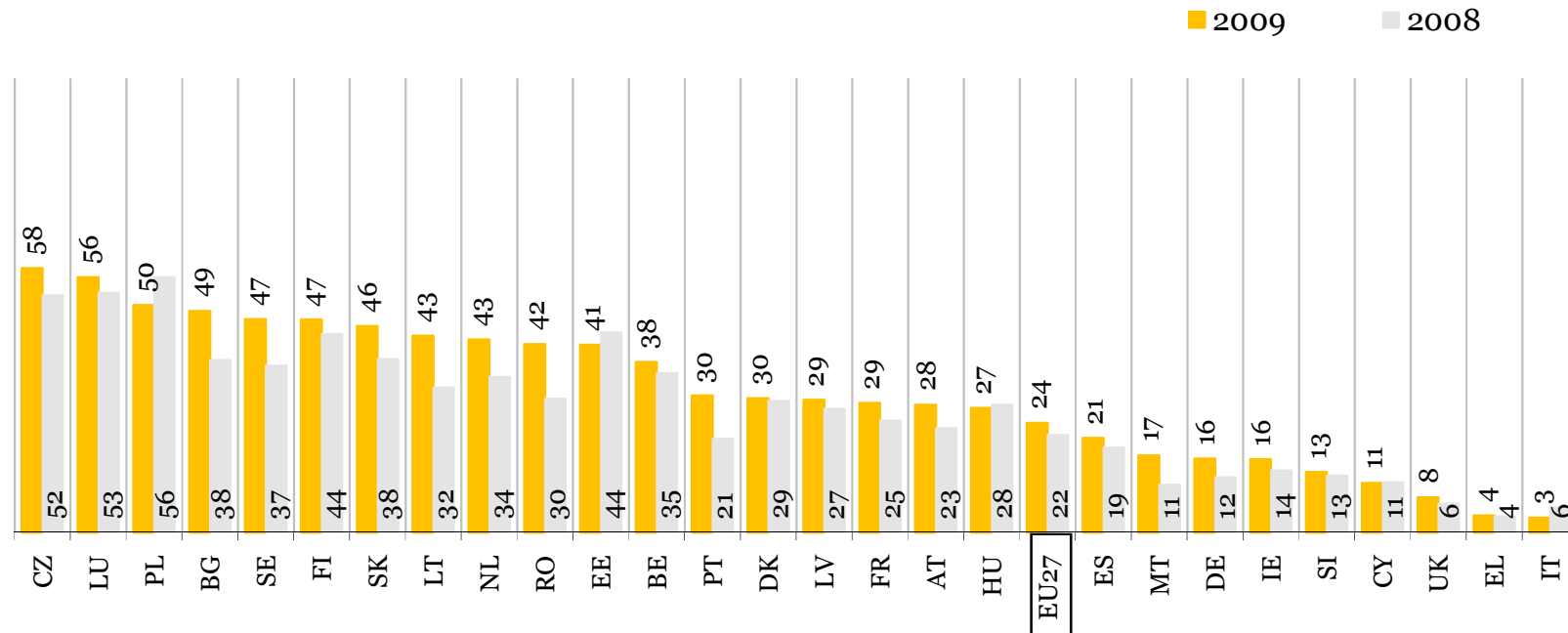
112 Eurobarometer

Awareness of 112 in case of emergency in your home country



112 Eurobarometer

Awareness of 112 in case of emergency
in another EU country



Raise awareness of 112

- June 2008: launch 112 website
<http://ec.europa.eu/112>
- 11 February 2009: European 112 Day
- February 2009: launch of a 112 kids' corner
- July 2009: roaming SMS



Next European 112 Day

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	February 2010					





Thanks for your attention

