

## **WRITTEN QUESTION E-3470/04**

**by Stavros Arnaoutakis (PSE)  
to the Commission**

Subject: Making caller location information available for calls to the single European emergency call number '112' and notifying the public of the existence of this number

Given that Article 26 (3) of Directive 2002/22/EC<sup>1</sup> of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) provides, in respect of the single European emergency call number '112', that 'Member States shall ensure that undertakings which operate public telephone networks make caller location information available to authorities handling emergencies, to the extent technically feasible, for all calls to the single European emergency call number "112" ';

Given also that this kind of arrangement is technically feasible in Greece, since mobile telephone companies already have services to locate callers for commercial purposes, what measures does the Commission intend to take to ensure that Greece meets its obligation to provide caller location information?

Furthermore, given that only 5% of the population of Greece - according to Commission research in 2001 - seems to know about the single European emergency call number '112', although the fourth paragraph of the above article of the same directive provides that Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number '112', what measures does the Commission intend to take to ensure that Greece meets its obligation to inform the public about the existence and use of the single European emergency call number '112'?

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### **Reply by Mrs. Reding**

The Honourable Member questions what measures the European Commission will take to ensure the provision of information on caller location in relation to the dialing of the 112 number and to raise public awareness of the existence and use of this number, in Greece.

The Commission has opened infringement proceedings against Greece concerning the non- transposition the Universal Service Directive<sup>2</sup>, which are currently pending before the European Court of Justice. Meanwhile, the Commission has been informed that appropriate organisational structures for the provision of the 112 call number have been set in place in Greece. Indeed, within the framework of the Communications Committee, and in order to prepare a working document on the 112 emergency number<sup>3</sup>, the Commission requested information on the state of play from the Member States.

Greece informed the Commission that OTE (Organismos Tilepikinonion Ellados – Greek Organisation of Telecommunications), as the universal service designated provider, manages the 112 number. Greece explicitly stated in its reply that no caller location information is available and that a public awareness campaign was made when the service was introduced, mainly by TV and newspapers.

The Commission has also adopted a Recommendation<sup>4</sup> advising the Member States to ensure that caller location information is made available to the emergency services. Members States are expected to provide

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<sup>1</sup> OJ L 108, 24.04.2002, p. 51.

<sup>2</sup> 2002/22/EC of the European Parliament and of the Council on universal service and users' rights relating to electronic communications networks and services

<sup>3</sup> Implementation of the single European emergency number 112, 28 April 2004 - COCCOM04-30REV1

<sup>4</sup> C/2003/2657 final – Commission Recommendation of 25/07/2003 on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services

relevant information on this specific issue to the Commission by 31 January 2005.

The practical implementation of all the provisions of the Directive will be examined by the Commission as soon as the transposition measures are notified to it and will take all necessary measures including, where appropriate, infringement proceedings, to ensure that all obligations derived from Article 26 of the Universal Service Directive are exercised appropriately.