

ANNEX to document COCOM10-09 ‘Report on the Implementation of 112’

TABLE 1 – AVAILABILITY of 112

	Are VoIP PATS operators required to ensure that their users can access to 112?	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over another domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112
Belgium	No	Yes	Yes for two MNOs; the third MNO is considering the possibility to introduce this facility	No	100, 101
Bulgaria	Yes	n/a	Yes	No. Service stopped since 01.07.2009	150 – ambulance/ 166-police/ 160 – fire brigade
Czech Republic	Yes	No	Yes	Yes	150, 155,156, 158
Denmark	Yes	No	Yes	Yes	No
Germany	Yes	No	Yes	No	110
Estonia	Yes	No	Yes, but SIM card has to be removed first	Yes	110 – police (transfer to 112 possible)
Ireland					

	Are VoIP PATS operators required to ensure that their users can access to 112?	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over another domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112
Greece	Yes, subject to being technically feasible	No	Yes	Yes	166 – ambulance/ 100- police/ 199– fire brigade/ 108 – coast guard
Spain	Yes	Yes	Yes	Yes	062 – Guardia Civil/ 091 – police/ 061 – ambulance/, regional (900.858.381) and local (080, 092)
France	Yes	No, because all VoIP operators must provide access to 112	Yes	No	15 – ambulance, 17 – police, 18 – fire brigade, 115 – social emergencies, 119 – child helpline
Italy	Yes	Yes	Yes	Yes	118 – ambulance/ 113- police/ 115– fire brigade/ - not specifically promoted
Cyprus	Yes	n/a	Yes	Yes	199 – national emergency number
Latvia	No	No	Yes	Yes	01- fire brigade, 02 – police, 03- ambulance – legacy numbers, available from fixed networks

	Are VoIP PATS operators required to ensure that their users can access to 112?	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over another domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112
Lithuania	Yes	No	Yes	Yes	Legacy numbers: 01 – fire brigade, 02 – police, 03 – ambulance (fixed networks) 011 – fire brigade, 102/022 – police, 103/033 – ambulance (mobile networks)
Luxembourg	Yes	No	Yes	Yes	113 - police
Hungary	Yes	No	Yes	Yes	104 – ambulance , 105 – fire brigade, 107 - police
Malta	Yes	Yes	Yes	Yes	Legacy numbers: 199 – emergency, 191 – police, 196 – ambulance
Netherlands	Yes	No	Yes	Yes	No

	Are VoIP PATS operators required to ensure that their users can access to 112?	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over another domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112
Austria	Yes	N/a	Yes	Yes	122 fire brigade, 128 – gas-related emergency, 133 – police, 140 – mountain rescue, 141- physicians on call, 144 – ambulance etc.
Poland	Yes	No	Yes	Yes	999 – ambulance, 998 – fire brigade, 997 - police
Portugal	Yes	Yes	Yes	Yes	115, 117 – legacy numbers
Romania	Yes	Yes	Yes	No	No
Slovenia	Yes	No	Yes	No	113 - police
Slovakia	Yes	No	Yes	Yes	150 – fire and rescue brigade, 155 – ambulance, 158 - police
Finland	Yes	Recommended	Yes	Yes	10022 – police, 0204100x – maritime rescue (no full emergency number status)- legacy number

	Are VoIP PATS operators required to ensure that their users can access to 112?	Legal requirement for VoIP non-PATS operators to inform subscribers in case they do not provide access to 112	112 available over another domestic mobile network when out of coverage of the home network	112 available from handsets without SIM cards	National emergency numbers used alongside 112
Sweden	Yes	No	Yes	Yes	90000 – from fixed networks, legacy number
United Kingdom	Yes	Yes, for operators who allow calls from PSTN. No for the operators who only offer internet-to-internet calls.	Yes	No	999
Croatia	Yes	No	Yes	No	92 –police, 93 – fire brigade, 94 – ambulance and 9155 - maritime rescue
Norway	Yes	No	Yes	Yes	110 – fire brigade, 113 – ambulance, 1412 – emergencies for hearing disabled and 149 – SMSs (to 2080 code word 149)

TABLE 2 – 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
Belgium	N/a	N/a	N/a	English – direct calls some operators are able to handle Reference manual with the most used English words – at the disposal of operators	N/a
Bulgaria	MEASURED: 0.34% (fixed); 0.61% (mobile) <u>Time:</u> 2.5 month (fixed); 1 month (mobile) <u>Calls:</u> 31699 (fixed); 5252 (mobile) <u>PSAPs:</u> 6 (all)	MEASURED: 0.66 sec. (fixed); 4.35 sec. (mobile) <u>Time:</u> 2.5 month (fixed); 1 month (mobile) <u>Calls:</u> 31699 (fixed); 5252 (mobile) <u>PSAPs:</u> 6 (all)	MEASURED: 99.5% (1 348 560 out of the total 1 356 455 calls) Average response time: 5 sec. <u>Time:</u> from 30.09.2008 to 28.09.2009 <u>Calls:</u> all calls to 112 within this timeframe <u>PSAPs:</u> 6	English, French, German – direct calls and transfer - call taker shifts at PSAPs are arranged so that to ensure support for these languages at all times. Call transfer to another PSAP possible if no appropriate call taker is available in the PSAP which receives the call.	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
Czech Republic	<p>MEASURED: 0.76% (fixed); 0.04% (mobile)</p> <p><u>Time:</u> January – November 2009</p> <p><u>Calls:</u> all calls to 112</p> <p><u>PSAPs</u> - all</p>	<p>MEASURED: 1.78 sec. (fixed); 0.72 sec. (mobile)</p> <p><u>Time:</u> January – November 2009</p> <p><u>Calls:</u> all calls to 112</p> <p><u>PSAPs</u> - all</p>	<p>MEASURED: 100% (average: 4.1 sec)</p> <p><u>Time:</u> January – November 2009</p> <p><u>Calls:</u> all calls to 112</p> <p><u>PSAPs</u> - all</p>	<p>English, German is generally available in all PSAPs. In addition, Russian, French and Polish can be provided by call transfer to another PSAP (information on the availability of language skills of call handlers in different PSAPs is included in the service application).</p> <p>Operators' application software includes a module of expert questioning system in several foreign languages (EN, DE, FR, ES, IT, RU)</p>	N/a
Denmark	<p>ESTIMATED: 0%</p>	N/a	<p>ESTIMATED:</p> <p>Percentage of calls: N/a</p> <p>Response time - 20 sec.</p>	<p>English – direct calls - all PSAPs</p>	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 3%	ESTIMATED: less than 4 sec;	MEASURED: 97% in 20 sec. <u>Average response time:</u> 7 sec	English (partially) and the languages of neighbouring countries in border areas	4 to 30%
Estonia	ESTIMATED: less than 0.1%	ESTIMATED: 2.5 sec.	MEASURED: <u>Average:</u> 8.5 sec. <u>Time:</u> 4 months <u>Calls:</u> 250 000	Russian, English, Finnish for direct calls	Less than 1%. Mainly from mobile networks
Ireland					
Greece	MEASURED: 0.52% <u>Time:</u> October 2009 <u>Calls:</u> -	MEASURED: 0.5 sec. <u>Time:</u> First ten months of 2009 <u>Calls:</u> 2 482 757	MEASURED: <u>Average:</u> 9 sec. <u>Time:</u> October 2009 <u>Calls:</u> -	English, French – for direct calls	99%

	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
Spain	<p>MEASURED: 0.02% (fixed) and 0.24% (mobile)</p> <p><u>Time:</u> fixed – 1st half 2009 mobile -3 Q 2009</p>	<p>MEASURED: 2.25 sec. (fixed) and 3.22 sec. (mobile)</p> <p><u>Time:</u> fixed – 1st half 2009 mobile -3 Q 2009</p>	<p>MEASURED: 91.52%</p> <p><u>Time:</u> 1st half 2009.</p> <p>ESTIMATED: 5.75 sec. on average.</p>	<p>English, French, Portuguese, German, Italian, Arab - for direct calls. Transfers to and interpretation are possible in a limited number of centres also for some other languages.</p> <p>The availability of languages and the method used differs from centre to centre.</p>	<p>55% (hoax calls prevail, the majority originating on handsets without SIM cards).</p> <p><u>Response:</u> the use of warning pre-recorded messages, blacklists, sanctions, and prioritising calls made from fixed and mobile handsets using SIM cards</p>
France	N/a	N/a	N/a	English if linguistic resources of the PSAP allow it or by recourse to interpretation service covering more languages	N/a
Italy	N/a	N/a	N/a	English and French – in all cases, Spanish and German- many cases, Slovenian – one region – through transfers to 19 operation rooms	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
Cyprus	<p>MEASURED: 0.005% (fixed - Cyta); 0.0065% Cyta and 1.13% MTN (mobile)</p> <p><u>Time:</u> September – October 2009 (fixed); September – Cyta, and January – October 2009 – MTN (mobile)</p> <p><u>Calls:</u> 19 248 (fixed); 30 916 (mobile)</p>	<p>MEASURED: 2 sec. (fixed); 3 sec. – Cyta, 5.8 sec. – MTN (mobile)</p> <p><u>Time:</u> September – October 2009 (fixed); September – Cyta, and January – October 2009 – MTN (mobile)</p> <p><u>Calls:</u> 19 248 (fixed); 30 916 (mobile)</p>	<p>MEASURED: 91.4% (fixed); N/a (mobile)</p> <p>Average: 9.53 sec. Cyta (fixed&mobile)</p> <p><u>Time:</u> September – October 2009 (fixed); September</p> <p><u>Calls:</u> 19 248 (fixed); 30 916 (mobile)</p>	English	N/a
Latvia	<p>ESTIMATED: 10%</p>	<p>ESTIMATED: 3sec.</p>	<p>MEASURED: 97% (in 10 sec.)</p> <p><u>Time:</u> January- September 2009</p> <p><u>Calls:</u> 714 522</p> <p><u>PSAPs</u> – the main 112 call centre in Riga</p>	<p>English - by call transfer to the main 112 PSAP in Riga</p> <p>Russian – direct calls to local centres</p>	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	<p>ESTIMATED: From 0.65% to 3% (mobile) and</p> <p>MEASURED: from 13.26% to 51% (fixed)</p> <p><u>Time:</u> 1.06-30.09.2009</p> <p><u>Calls:</u> 2% of 460 000 incoming calls</p>	<p>ESTIMATED: From 0.4 sec. to 6 sec.</p>	<p>ESTIMATED: About 90%</p> <p><u>Average:</u> from 4.9 sec to 15 sec.</p>	N/a	N/a
Luxembourg	<p>ESTIMATED: 0.9%</p> <p>Reference Tango SA</p>	<p>MEASURED: 0.415 sec. (fixed) and 2 sec. (mobile)</p> <p><u>Measurement</u> according to EG 202 057-2</p> <p>Reference EPT</p>	<p>ESTIMATED: 98.02%</p> <p><u>Average:</u> 4.29 sec.</p> <p><u>Time:</u> 12 months</p> <p><u>Calls:</u> 2% of 460 000 incoming calls</p>	English (in addition to the official languages of Luxemburgish, French and German)	N/a
Hungary	<p>ESTIMATED: Less than 1% calls</p>	<p>MEASURED: 13.1 sec. (fixed) and from 12.06 to 12.46 sec. (mobile)</p> <p><u>Time:</u> 1 day</p> <p><u>PSAP</u> – Budapest call centre</p>	<p>ESTIMATED: less than 1% calls</p> <p><u>Average:</u> 30-45 sec.</p>	English and possibly languages of neighbouring countries in border areas	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	<p>MEASURED: 33.67%</p> <p><u>Time:</u> 01.01 - 31.03. 2009</p> <p><u>Calls:</u> All calls</p> <p><u>PSAPs</u> – all</p>	N/a	N/a	Only Maltese and English	N/a
Netherlands	N/a	N/a	<p>ESTIMATED: 8 sec.</p> <p>Monthly report. National benchmark.</p>	<p>English, German, French</p> <p>Phonetic texts for 112 call takers available in all EU languages</p>	<p>Calls from fixed lines – 55%</p> <p><u>Response:</u> warning, penal sanctions</p> <p>Calls from mobile handsets with SIM card – 50%</p> <p><u>Response:</u> Contact history registration, warning SMS, automatic voice warning, penal sanctions</p> <p>Calls from mobile handsets without SIM card – 99.8%</p> <p><u>Response:</u> Contact history registration, penal sanctions</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
Austria	ESTIMATED: 1% (mobile) and less than 1% in the fixed network of the incumbent	ESTIMATED: 1 to 3 sec. (mobile) and less than 1 sec. in the fixed network of the incumbent	MEASURED: 85% (50% within 5 seconds) <u>Average:</u> 11 sec. <u>Time period:</u> October 2008 (one month) <u>Number of calls:</u> 109 771 <u>PSAPs covered:</u> City of Vienna	English – PSAPs in larger cities and tourist areas	Approx. 30% (calls that are not resulting in a public safety organisation dispatch) No response (no legal protection)
Poland	ESTIMATED: 0.02% According to the ratio for the 1 st semester 2009 for universal service	ESTIMATED: 1.2 sec. According to the ratio for the 1 st semester 2009 for universal service	ESTIMATED: 93% <u>Average:</u> 14 sec.	Some PSAPs can handle directly other languages (English - 54, German - 17, Russian - 13, Slovak - 3)	N/a
Portugal	ESTIMATED: 1.35%	ESTIMATED: 2.3 sec	ESTIMATED: 14.6 sec.	Not yet available	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
Romania	N/a	N/a	<p>MEASURED: 97.47%</p> <p><u>Average:</u> 4 sec.</p> <p><u>Time period:</u> 01.01 – 30.09.2009</p> <p><u>Number of calls:</u> 17 638 557</p> <p><u>PSAPs covered:</u> all 41</p>	<p>English and French by all PSAPs,</p> <p>Hungarian, German, Italian, Spanish, Russian – by transferring to another PSAP; each PSAP call handler has is informed about the available language skills in other PSAPs</p>	<p>01.01-30.09.2009:</p> <p>Hoax calls 18.63% (88% from mobile networks).</p> <p>Silent calls: 26.16% (84% from mobile networks).</p> <p>Wrong number: 12.32% (83% from mobile networks).</p> <p>For information: 3.92% (84% from mobile networks).</p> <p><u>Response:</u> hoax calls are sanctioned by fine</p> <p>Pilot project 2009: sending a large number of warning SMS</p> <p>Measures considered: black lists, automatic warning calls</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
Slovenia	<p>MEASURED: 1.2%</p> <p><u>Time:</u> 01.01 - 30.09. 2009</p> <p><u>Calls:</u> All calls</p> <p><u>PSAPs</u> – all</p>	<p>MEASURED: 2.5sec.</p> <p><u>Time:</u> 01.01 - 30.09. 2009</p> <p><u>Calls:</u> All calls</p> <p><u>PSAPs</u> – all</p>	<p>MEASURED: 97.5%</p> <p><u>Average:</u> 8.9 sec.</p> <p><u>Time:</u> 01.01 - 30.09. 2009</p> <p><u>Calls:</u> All calls</p> <p><u>PSAPs</u> – all</p>	<p>English in all PSAPs; Italian and Hungarian in PSAPs of border areas – direct calls and transfers</p>	N/a
Slovakia	<p>ESTIMATED: 0.1%</p>	<p>ESTIMATED: 2 sec.</p>	<p>MEASURED: 77.4%</p> <p><u>Average:</u> 11.375 sec.</p> <p><u>Time period:</u> 01.01 – 31.10.2009</p> <p><u>Number of calls:</u> 2 229 620</p> <p><u>PSAPs covered:</u> all</p>	<p>Czech in all PSAPs; Russian, Hungarian and Polish in PSAPs of certain areas.</p> <p>Transfer is possible for calls in Russian, Hungarian, Polish, English, German and French.</p> <p>Support – basic conversation phrases.</p>	<p>85.36% of all calls to 112</p> <p>99.9% (calls from mobile handsets without SIM card)</p> <p><u>Response:</u> fine possible - €638</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
Finland	ESTIMATED: Performance considered satisfactory	ESTIMATED: Performance considered satisfactory	MEASURED: 96% answered within 30 sec., 91% answered within 10 sec. (10 sec. is set as the target time) and 75% answered within 5 sec. <u>Time period:</u> first half of 2009 <u>Number of calls:</u> 1.5 million calls <u>PSAPs covered:</u> 15	English (in addition to official languages Finnish and Swedish) in all PSAPs; German, French and Russian – by involving interpretation service	16% of the calls to 112 in the 1 st half of 2009 (i.e. 10% misdialled, 3% malicious and 3% silent) <u>Response:</u> serious cases of hoax calls may be notified to the police and penal sanctions are possible

	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	<p>MEASURED: 93%</p> <p><u>Average:</u> 6.9 sec.</p> <p><u>Time:</u> 2009</p> <p><u>Number of calls:</u> all calls</p> <p><u>PSAPs covered:</u> All 18 PSAPs</p>	English in all PSAPs. Transfer is possible (co-listening). Interpretation is available.	<p>58% (3% hoax calls).</p> <p>Most of them come from mobile handsets (silent calls). A smaller part comes from mobile handsets without SIM cards. The main part of non emergency calls however originates from mobile phones which are not handled correctly or by technical shortcomings.</p> <p><u>Response:</u> stricter routines to get help from telecom-operators and in certain cases police to get rid of hoax calls. A filter for false calls has been tested in cooperation with the major telecom operators.</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
United Kingdom	ESTIMATED: to be very low since 112 and 999 calls are prioritised on the networks	ESTIMATED: to be very short For 112 calls, call set up time on some fixed networks is delayed by 4 seconds to avoid some of the issues associated with accidental generation of pulsed 112 on the networks.	MEASURED: 99.81% (97.72% answered within 5 sec.) <u>Time period:</u> 1.12.2008–30.09.2009 <u>Number of calls:</u> 25 363 714 calls to 112 and 999 <u>PSAPs covered:</u> all	Interpretation service available in 170 languages	N/a There are a large number of “phantom” calls to 112 from landlines generated by pulses on the network. <u>Response:</u> A “4 second gap” is used by some landline operators to filter out many of these phantom calls.
Croatia	MEASURED: 0.083% <u>Time period:</u> 1.01.2008–31.12.2008 <u>Number of calls:</u> all <u>PSAPs covered:</u> all	MEASURED: 1.27sec. <u>Time:</u> 1 year <u>Calls:</u> All calls to the incumbent operator <u>PSAPs</u> – all	MEASURED: N/a <u>Average:</u> 8 sec. <u>Number of calls:</u> All calls to the incumbent operator <u>PSAPs covered:</u> all	Some PSAPs	<u>False calls</u> - 2.4% in August 2009-11-25 <u>Response:</u> temporary or permanent disconnection of the subscriber <u>Hoax calls:</u> 2-3 cases in 5 years of functioning of the system

	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
Norway	<p>MEASURED: 14.52%</p> <p><u>Time period:</u> 16.02– 19.03.2009</p> <p><u>Number of calls:</u> 16.838 answered calls and 2.862 unanswered</p> <p><u>PSAPs covered:</u> 3</p>	<p>MEASURED: 5.8 sec. (mobile) and 9.3 sec. (fixed)</p> <p><u>Includes a voice message</u></p>	<p>MEASURED: N/a</p> <p><u>Average:</u> 7.67 sec.</p> <p><u>Time period:</u> 16.02– 19.03.2009</p> <p><u>PSAPs covered:</u> 3</p>	<p>English – directly by all PSAPs</p> <p>Some German and French – if operators available</p>	<p>Between 16.02 and 19.03.2009 (10,975 calls answered) – only 3% were genuine 112 calls.</p> <p>Usually no response to hoax/false calls. Manual filtering in Oslo PSAP.</p>

TABLE 3 - 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
Belgium	<p>Pull</p> <p>ESTIMATED:</p> <p><u>Time:</u> – 2 to 3 sec.</p> <p>90%</p>	<p>The database of the fixed incumbent, which includes also subscribers of some alternative operators.</p> <p><u>Frequency of updating:</u> daily.</p> <p>For subscribers of other operators caller location is obtained by contacting the relevant network operator directly</p>	Yes	Yes	VoIP cannot be used to call 112	Yes
Bulgaria	<p>Push</p>	<p>Centralised and comprehensive location information database.</p> <p><u>Frequency of updating:</u> twice a month</p>	Yes	Yes	<p>Yes for fixed VoIP subscribers</p> <p>Nomadic - no</p>	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	Pull MEASURED (January – September 2009, 1 011 393 requests): <u>Time</u> : – average 0.5 sec. 100%	Centralised and comprehensive database <u>Frequency of updating</u> : weekly	Yes	Yes	Yes Refers to the registered address	No
Denmark	Push	Centralised comprehensive database <u>Frequency of updating</u> : daily	Yes	Yes	Yes, when technically feasible Refers to the registered 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
Germany	Pull ESTIMATED: <u>Time:</u> – 70 sec. 40%	Centralised comprehensive point of contact having access to databases of individual providers <u>Frequency of updating:</u> from daily to weekly depending on provider	Yes	Yes	Yes, the registered address can be provided which may not be the real one in case of nomadic VoIP	No
Estonia	Pull ESTIMATED: <u>Time:</u> – 23 sec. 95%	Caller location obtained directly from the relevant operator	No	No	No	No
Ireland						
Greece	Pull ESTIMATED: <u>Time:</u> – 3 to 7 min.	Caller location obtained directly from the relevant operator	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
Spain	13 emergency centres Push / 6 emergency centres Pull MEASURED: <u>Time:</u> 1.2 sec. 98%	Some emergency centres use CMT database, completed by other databases. <u>Frequency of updating:</u> overall update every six months, partial updates every two weeks.	Yes (in some emergency centres only)	Yes	Yes Refers to the registered address	Yes
France	Pull (postal code); ESTIMATED: <u>Time:</u> – a few seconds for listed numbers	The public directory is used in the majority of cases, for the rest directly from the relevant operator Updated in a few days	80% cases	N/a	Yes No	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
Italy	Push MEASURED: <u>Time:</u> 2 sec. 100% – all PSAPS	Caller location obtained directly from the relevant operator	Yes	Yes	Yes The registered subscription address is provided by nomadic VoIP	Yes
Cyprus	Pull (Cyta) ESTIMATED: <u>Time:</u> – 60 sec. (police) 90%	Caller location obtained directly from the relevant operator (MTN)	Yes	Yes	Yes The registered subscription address is provided by nomadic VoIP	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	Pull (one operator – Push) MEASURED (1.06-1.10.2009): <u>Time</u> : 0.1 sec. (immediately) 100%	Centralised comprehensive database <u>Frequency of updating</u> : as soon as there are changes	Yes	Yes	No	No
Lithuania	Push	Caller location obtained directly from the relevant operator	Yes, for a part of operators	Yes, for a part of operators	Yes in case of two operators Refers to the registered address	No
Luxembourg	Pull ESTIMATED : <u>Time</u> : – less than 1 sec.	Caller location obtained directly from the relevant operator	Yes	Yes	No	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
Hungary	Push	Operators database, Mending database <u>Frequency of updating:</u> daily	No	Yes	No	Yes
Malta	Pull MEASURED: <u>Time:</u> average 1 h during office hours; potentially longer during silent hours and if number is 'withheld'	Separate unsynchronised offline databases (except for subscribers wanting extra-privacy)	Yes, but with a more lengthy procedure	Yes, but with a more lengthy procedure	Yes	No
Netherlands	Push	Centralised comprehensive database 98% complete <u>Frequency of updating:</u> monthly	Yes	Yes	Yes The subscriber's address	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
Austria	<p>'Pull' by electronic request to the telephone directory or verbal/ written request to the respective network operator regarding unlisted numbers</p> <p>ESTIMATED:</p> <p><u>Time:</u> less than 2 sec. for electronic requests and up to 30 minutes for verbal/written requests</p> <p>100% - electronic requests</p>	<p>Centralised database including all subscribers of fixed PATS operators, except unlisted numbers</p> <p><u>Frequency of updating:</u> daily</p>	Yes – by verbal/written request to the respective network operator	Yes	Yes The subscriber's address	Yes (recommendation)
Poland	<p>Pull</p> <p>ESTIMATED:</p> <p><u>Time:</u> average 40 sec.</p> <p>77% - electronic requests</p>	<p>Currently caller location obtained directly from the relevant operator</p>	Yes	Yes	No The subscriber's address	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
Portugal	Push	Centralised comprehensive database <u>Frequency of updating:</u> daily	Yes	Yes	Yes	Yes
Romania	Push	Centralised comprehensive location database <u>Frequency of updating:</u> monthly	Yes	Yes	Yes Registered subscriber address or user updated location	Yes
Slovenia	Push in case of 'four operators Pull in case of four operators ESTIMATED: <u>Time:</u> 10 sec. push, 10 min. pull 80%	Centralised comprehensive database <u>Frequency of updating:</u> daily	Yes	Yes	Yes No	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
Slovakia	Push	Database of the incumbent operator 'Slovak Telecom' and a centralised database of alternative fixed operators updated once every 3 months	Yes	Yes	Yes	Yes
Finland	'Pull' by electronic request to a database; ESTIMATED: <u>Time:</u> 2 sec and up to 10 sec in times of heavy traffic	Centralised comprehensive location database <u>Frequency of updating:</u> daily	Yes	Yes	Yes Registered subscriber's address	Yes
Sweden	'Pull' by automatically retrieving caller location from a database ESTIMATED: <u>Time:</u> max. 1 sec.	Centralised comprehensive location database (although there is no legal requirement) <u>Frequency of updating:</u> daily	Yes	Yes	Yes to the extent technically feasible Registered subscriber's address	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
United Kingdom	<p>'Pull' by retrieving caller location from a database to which it is forwarded automatically for every call</p> <p>ESTIMATED:</p> <p><u>Time:</u> less than 2 sec.</p>	<p>Centralised comprehensive location database</p> <p><u>Frequency of updating:</u> at least daily</p>	Yes	Yes	Yes for VoIP services provided at fixed location	Yes
Croatia	<p>Pull</p> <p>MEASURED:</p> <p><u>Time:</u> average 60 sec.</p>	<p>Currently caller location obtained directly from the relevant operator</p>	N/a	Yes	Yes N/a	N/a
Norway	<p>Push</p>	<p>Centralised comprehensive database</p> <p><u>Frequency of updating:</u> daily</p>	Yes	Yes	Yes Registered subscriber's address	Yes

TABLE 4 – CALLER LOCATION – MOBILE CALLS

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Belgium	Pull	Cell ID / Sector ID	Yes	Yes	No	N/a
Bulgaria	Push	Cell ID / Sector ID	No	Yes	Yes	N/a
Czech Republic	Push	Depending on the network operator, the caller location provided is sector ID accuracy from 1 - 7 km -70% or the Best Server Base Transceiver Station with accuracy from 700 - 1500m - 70% and exact geographic location for special objects	Yes, upon request	Yes	Yes	Yes
Denmark	Push	Cell ID, including 'Timing advance'	Yes	Yes	Yes	Yes (IMEI is used for tracing)

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Germany	Pull; measured average 70 sec./40% within 1 min Automatically network provided location information not yet possible; regarding subscriber data (contract address):	Sector ID (only on request and only by manually supported procedures)	Yes	Yes (only on request and only by manually supported procedures)	Yes (only on request and only by manually supported procedures)	SIM-less 112-calls not possible anymore since 1 st July 2009.
Estonia	Pull ESTIMATED: <u>Time:</u> – 23 sec. 95%	N/a	No	No	No	No
Ireland						
Greece	Pull; measured time (the first 10 months of 2009) - from 2 to 150 min (35 min. on average).	Cell ID	Yes, upon request for some of the mobile operators	Yes	Yes	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Spain	<p>Push in 15 PSAPs (1 PSAP only receives the subscriber address, answer not available for another PSAP and a third PSAP is implementing the system.</p> <p>Pull in 3 PSAPs (1 PSAP only receives the subscriber address). Measured average time: 1.2 sec. / 100% within 1 min.</p>	Cell ID/Sector ID	Yes in general, but with the exception of an operator for pre-paid cards	Yes, except in 5 PSAPs	Yes, except in 5 PSAPs.	Yes, except in 6 PSAPs.
France	Pull, estimated time needed: about 10 min. during working hours and less than 30 min outside working hours.	Postal code of the local community of the relevant cell Base Transceiver Station (BTS) (there are 36 000 local communities in France). This provides for accuracy of a few kilometres	No	Yes	Yes	N/a

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Italy	Push MEASURED: <u>Time:</u> 4 sec. 100% – all PSAPS	Cell ID/ Sector ID	Not at the moment	Yes	Yes	No

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets	
Cyprus	Push (Cyta) Pull (MTN)	<p>Cyta:</p> <ol style="list-style-type: none"> 1. Installation address of the base station 2. Cell ID 3. Latitude and longitude of the bases station 4. Map with the Cell coverage area 5. Name and number 	<p>MTN:</p> <ol style="list-style-type: none"> 1. Cell ID/Sector ID 2. LAC 3. Site address 4. Site coordinates 5. Sector orientations <p>Police: Directional Angle of Antenna</p>	<p>Yes (Cyta, Police) No (MTN)</p>	Yes	Yes	Yes

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Latvia	Push – 2 operators Pull – 2 operators, average measured time for 5232 requests (1.06-1.10.2009): 11.2 sec./ 96.5% within 1 min.	Cell ID/ Sector ID Cell ID calculation	No	Yes	No	No
Lithuania	Push	Cell ID/Sector ID	No	Yes	Possible for two of three mobile networks	Possible for two of three mobile networks
Luxembourg	Push	Cell ID	Yes, for mobile subscribers registered to directory services	Yes	Yes	Yes
Hungary	Push – some operators	Cell ID/ Sector ID	Yes	Yes	Yes	Yes
Malta	Pull MEASURED: <u>Time:</u> average 1 h during office hours; potentially longer during silent hours and if number is 'withheld'	Cell ID	Yes, if registered	Yes	Yes, upon special request to the operator	Unknown (perhaps IMEI could be used)

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Netherlands	Semi-Push	Cell ID	Yes, upon request to the data base of the Ministry of Justice	Yes (two of three providers)	Yes	Yes
Austria	Pull – verbal/written request to the respective network operator Estimated time needed: 10 up to 30 minutes	Cell ID or location of base station Sector ID if available	Yes	Yes	No	No
Poland	Pull; Estimated average time: 55 sec / 70% within 1 min.	Cell ID/ Sector ID Timing advance technology with accuracy of 100 m to 1 km	Yes	Yes	Yes	Yes
Portugal	Push	Cell ID and radius Accuracy from 100 m in urban areas to 30 km in rural areas	No	Yes	Yes	Yes
Romania	Push	Cell ID/ Sector ID	Yes	Yes	Yes	N/a (calls not possible)

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
Slovenia	Push in case of most mobile operators Pull in case of Si.mobil; estimated time: 10 min.	Cell ID/ Sector ID	No	Yes	Yes	No
Slovakia	Push Pull in case of additional information – 48 h	Cell ID/ Sector ID/LBS	Yes	Yes	Partially (national roaming generally not available)	Yes
Finland	Pull – by electronic request to a centralised mobile positioning database; measured average time: 6 sec.	Cell ID/ Sector ID and also more accurate information based on the best available calculation method depending on the operator	Yes	Yes, upon request to the operator	No	No
Sweden	'Pull' from a database; estimated time: average 4 sec.	Cell ID, with or without timing advance	Yes	No, discussions started on implementing this facility	No, discussions started on implementing this facility	No

	Method of providing mobile caller location and the time needed to provide it on request (Pull)	Type of caller location information	Possibility to additionally obtain the address of the subscriber	Availability of caller location in case of users of International roaming	Availability of caller location in case of users in the situation of national roaming	Mobile caller location for SIM-less handsets
United Kingdom	'Pull' by retrieving caller location from a database to which it is forwarded automatically for every call; estimated time: max. 2 sec.	Cell ID, with or without timing advance	Yes, but not for all pre-paid customers of all service providers	Yes, but less accurate as for domestic users	Yes, but less accurate as for domestic users	No
Croatia	Pull, measured average time – 60 sec.	Cell ID/ Sector ID	No	Yes	Yes	No
Norway	Push	Cell ID as a minimum for 2G. Timing Advance + Sector ID when available Polygonal positioning – 3G	Yes	Yes	Yes	Yes

TABLE 5 – PROMOTION OF 112

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Belgium	No	Yes	No	Yes	No	Yes (some operators)	Yes	Yes	Leaflets in international airports and train stations N/a	Yes – campaign 2008	No
Bulgaria	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Welcome SMS to visiting mobile roaming users informing them about 112	N/a	N/a
Czech Republic	Yes	Yes	Yes	Yes	Yes	Some operators	Yes	Yes (Czech and English)	Information in hotels and travel agencies Yes	Yes	Yes Open door days, radio broadcast, leaflets

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Denmark	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes Yes	No	Publishing an article on NITA's website is considered
Germany	Yes	Yes	Yes	Yes	N/a	Yes, depending on provider	Yes	Yes	Yes - 112 included in several Länder brochures and in ADAC's (German automobile club) publications	Partly; at least on BNetzA websites	No
Estonia	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Posters in airports Yes	Not very actively	No
Ireland											

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Greece	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Regular leaflet available at the airport N/a	Partially	No
Spain	Yes	Yes	Yes	Yes	No	Yes (1 operator)	Yes	Yes	Multilingual leaflets distributed in highway toll points and information sessions for foreign residents Yes	Yes	Yes
France	No	No	No	No	No	No	No	Yes	112 included in tourist publications N/a	No	No
Italy	No	No	No	No	Yes	Yes	Yes	Yes	Yes (SMS)	Yes	No

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Cyprus	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes Yes – Cyta, MTN through its roaming partners	Yes	Poster on the Ministry of Communications' website
Latvia	Yes	Yes	Yes	No	Yes	No	No	No	No N/a	Yes	Street activities in Riga reflected by TV
Lithuania	Yes	Yes	Yes	Yes	Yes	Yes	No (except a fixed operator)	No	Yes	N/a	N/a
Luxembourg	Yes	Yes	Yes	No	No	Tango SA from 2010 on	Yes	Yes	No N/a	Yes	Press release, public awareness, info on 112 website, Tango SA – SMSs to its customers

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Hungary	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No
Malta	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes – press release
Netherlands	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No
Austria	No	Yes	Yes	No	Yes	Yes some operators	Yes	Yes	112 signs on highways, FMK promotion activities Yes	Yes	No
Poland	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Promotional activities by fire brigades
Portugal	Yes	No	No	Yes	No	No	No	No	No	Not completely	No

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Romania	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Public campaign – press, schools, open doors, use of 112 anthem
Slovenia	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	N/a	Yes	Advertised on the Agency's website
Slovakia (detailed info available)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Campaign targeting the youth (eBook)
Finland	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes, some operators	Partially	Public events with special themes involving emergency organisations

	Measures by the Authorities/NGOs				Measures by the operators				Specific measures for travellers in the EU / SMS to roaming users	Addressing the need to inform citizens about 112 as the EU emergency number	Promotion European 112 Day 2010
	Dedicated programs / campaigns in mass media	Display on posters, leaflets, websites etc.	Promotion in kindergartens / schools	Display on emergency vehicles	Publication on operator's websites, invoices etc	Inclusion in SIM address books	Display in telephone directories	Display in pay telephone booths			
Sweden	Yes	Yes	Yes	Yes	No	No	Yes	No	N/a	N/a (prioritized groups – children, immigrants, elderly)	Public activities, films, media coverage in the 18 PSAP cities
United Kingdom	No	No	No	No	Yes	Yes	Yes	Yes	Some operators	Yes	Planning some general promotional activities
Croatia	Yes	Yes	Yes	Yes	Some operators	No	Yes	Yes	No	Yes	Leaflets distributed to schools, citizens, tourists
Norway	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes (info on websites)	N/a	No

TABLE 6 – GENERAL QUESTIONS

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Belgium				
Bulgaria	National 112 Emergency System	+359 296 010 204	The electronic communication law /22.05.2007 National Emergency Call System with a single European phone number – 112 Law/ 28.11.08	http://www.crc.bg/files/bg/ZAKON_za_elektronnite_syobseniq http://www.mes.government.bg/documenti/zakoni/zakon-za-nacionalnata-sistema-za-speshni-povikvaniya-s-edinen-evropeiski-nomer-112/ http://www.mes.government.bg/kis

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Czech Republic	Ministry of Interior - General Directorate of Fire and Rescue Service, Operational Management Department		Electronic communication Act No. 127 of 2005 Collection Location and identification information providing Regulation No. 238 of 2007 Collection	
Denmark	National IT and Telecom Agency	Regulatory matters: http://en.itst.dk	Executive Order of the Provision of Electronic Communications Networks and Services (2 nd chapter)	http://en.itst.dk/interconnection-and-consumer-protection/obligations-for-providers-1
	Danish National Police	Operation of 112: http://www.politi.dk/en/service/menu/home/		
Germany	Bundesministerium für Wirtschaft und Technologie	Referat VI A 6 - Villemomblerstraße 76 53123 Bonn (general questions – legal requirements)	Section 108 of the Telecommunications Act of 22 June 2004 TKG Ordinance on emergency connections	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

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
	Bundesnetzagentur	Referat 425 - Canisiusstraße 21 55122 Mainz (technical issues)	of 6 March 2009 (NotrufV) Additional information	www.bundesnetzagentur.de unter Sachgebiete > Telekommunikation > Technische Regulierung Telekommunikation > Notruf bereit.
	Regional authorities	Call handling		
Estonia		+372 6287400, 112@rescue.ee +372 6672000 info@tja.ee		https://www.riigiteataja.ee/ert/act.jsp?id=13202327 http://www.tja.ee/public/ESS/Electronic Communications Act.pdf http://www.rescue.ee/emergency-centre
Greece	General Secretariat for Civil Protection	infocivilprotection@GS PC.gr		http://www.adae.gr/portal/fileadmin/docs/nomoi/FEK1898.2008.pdf http://www.yme.gr/imagebank/categories/ctg742_9_1192088298.pdf

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Spain	Regional autonomous authorities	Detailed information provided for each authority provided in the Spain's reply	Ley 32/2003 Real Decreto 903/1997 Orden de 14 de octubre de 1999 Resolución de 21 de noviembre de 2008 Resolución de 30 de junio de 2005 Resolución de 30 de septiembre de 2003	http://www.mityc.es/telecomunicaciones/es-ES/Legislacion/Paginas/Legislacion.aspx
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	
Italy	No responsible authority at the moment	-	DM 22/01/2008 and integrative DM close to being approved	-

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Cyprus	Police	+357 22 808 740 +357 22 808 400	Law on telecommunications regulation	(L. 112(I)2004) Articles 101, 101A, 103
Latvia	State Fire and Rescue Service	http://www.112.lv/	Electronic Communications Law Fire Safety and Fire-fighting Law	http://www.likumi.lv/doc.php?id=96611 http://www.likumi.lv/doc.php?id=68293
	State Joint Stock Company „Electronic Communications Office”	http://www.esd.lv	Regulations regarding the Specification, Processing, Maintenance and Further Transfer of Data Regarding Caller Location	http://www.likumi.lv/doc.php?id=173388&from=off
	Ministry of Transport of Republic of Latvia	http://www.sam.gov.lv		
	Ministry of the Interior of Republic of Latvia	http://www.iem.gov.lv		

	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> Švitrigailos str. 18 LT-03223 Vilnius, www.bpc112.lt +370 5 239 1904 bpc112@vrm.lt	Information on NRA's website 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://www.rrt.lt/index.php?-454350515&PHPSESSID=d6d3d03e9d533c745a944619190e2441 http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=314662&p_query=pagalbos%20tarnyb%F8&p_tr2=2 http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_e?p_id=332292 Additional information: http://www.sos112.lt/ http://www.bpc112.lt/
	Communications Regulatory Authority	availability of 112 on telephone networks Algirdo str. 27A, Vilnius gakinskiene@rrt.lt +370 5 210 5664		
Luxembourg	Administration des services de secours	1, Rue Robert Stümper L-2557 Luxembourg +352 49 77 11		www.112.lu
Hungary	-	-	-	-

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Malta	Malta Communications Authority	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	Electronic Communications Networks and Services (General) Regulations	http://docs.justice.gov.mt/lom/Legislation/English/SubLeg/399/28.pdf
	Asst. Commissioner	Police General Head Quarters, Floriana Tel: (356) 21224001 e-mail: josie.brincat@gov.mt		

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Netherlands	<p>National Police Agency</p> <p>The Minister of Interior and Kingdom Relations</p> <p>Regional police forces, the mayors of the largest municipalities</p>	<p>Mobile 112 calls</p> <p>112 calls from fixed networks</p>	Telecommunications law	
Austria	<p>RTR – the Austrian Regulatory Authority for Broadcasting and Telecommunications</p> <p>BMVIT – the Austrian Ministry for Transport, Innovation and Technology</p>	Availability of 112 on telephone networks	<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>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
	BM.I – the Austrian Ministry of the Interior – “Bürgerdienst”	112 call handling and answering by PSAPs and the provision of information on 112: infomaster@bmi.gv.at		
Poland	Ministry of Interior and Administration	http://www.mswia.gov.pl/portal/pl/11/72/Kontakt.html		http://www.112.gov.pl/portal/112/275/Prawo.html www.112.gov.pl
Portugal	ANACOM MAI INEM/ PROCIV	Availability - www.anacom.pt Call handling - www.mai.gov.pt Information on 112- www.inem.pt www.prociv.pt	E112 Regulation	http://www.anacom.pt/render.jsp?contentId=863978
Romania	The Special Telecommunications Service	www.stsnet.ro www.112.ro	Law no. 160/2008 for the approval of the OG no. 34/2008 concerning the implementation of	www.ancom.org.ro www.112.ro

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
	The National Authority for Administration and Regulation in Communications	www.ancom.org.ro	the Unique National Emergency Call System (UNECS) Government Decision no. 682/ 2009 concerning the National Coordination Committee of the activity and functioning of the Unique Emergency Call System 112.	www.mcsi.ro
	The Ministry of Communications and Information Society	www.mcsi.ro	ANCOM Decision no. 1023/2008 on realization of communications to 112 Emergency Call System Disposition concerning the implementation of the UNECS no. 112/ 07.04.2005	

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Slovenia	Post and Electronic Communications Agency (APEK)	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	Electronic Communications Act Rules on the quality of service for the single European emergency call number 112	Official Gazette RS, no. 13/07 – UPB1 and no. 102/07-ZDRad – http://www.apek.si/sl/predmetna_zakonodaja http://zakonodaja.gov.si/rpsi/r05/predpis_PRAV5965.html
	Administration for Civil Protection and Disaster Relief (URSZR)	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	General act on transparency and availability of information	Official Gazette RS, no. 59/08: http://www.apek.si/sl/veljavni_predpisi_po_zekom
Slovakia	Press Department Ministry of Interior of the Slovak Republic	Pribinova 2 812 72 Bratislava http://www.minv.sk	Act No. 610/2003 Coll. on Electronic Communications	http://www.telecom.gov.sk/index/open_file.php?file=telekom/legsr/Act_on_electronic_communications_consolidated_text_final.pdf&lang=en
	Telecommunications Office of the Slovak Republic	Továrenská 7 P.O. Box 18 810 06 Bratislava 16 http://www.teleoff.gov.sk/index.php?ID=9	Decree of the Ministry of Interior of the Slovak Republic No. 612/2008	Coll. on Provision of the Caller Identification Displaying and Provision of Localisation Data to Coordination Centre or Operation Centre of the Integrated Rescue System National 112 website: http://www.minv.sk/?linka-112-jednotne-europske-cislo-tiesnoveho-volania

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Finland	Emergency Response Centre Administration	www.112.fi P.O. BOX 112 FI-28131 PORI, FINLAND +358 (0)71 4716 500	Communications Market Act Act on the Protection of Privacy in Electronic Communications	http://www.finlex.fi/en/laki/kaannokset/2003/en20030393.pdf http://www.finlex.fi/en/laki/kaannokset/2004/en20040516.pdf
	Finnish Communications Regulatory Authority (FICORA)	On availability of 112 on telephone networks www.ficora.fi Postal address: P.O. Box 313 FI-00181 HELSINKI +358 9 69 661	Regulation on routing and ensuring emergency traffic	http://www.ficora.fi/attachments/englantiav/5kbMwxzBC/FICORA33C2006M.pdf

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Sweden	<p>The Swedish Post and Telecom Agency (PTS)</p> <p>The Swedish Civil Contingencies Agency</p>	<p>Box 5398, 102 49 Stockholm, Phone: 08-678 55 00, Email: pts@pts.se</p> <p>for availability of 112 on telephone networks</p> <p>http://www.112.se</p> <p>http://www.sosalarm.se</p> <p>for call handling and answering and the provision of information on 112</p>	<p>The Electronic Communications Act (Chapter 5, section 7)</p> <p>PTS regulation on emergency calls</p>	<p>Swedish version: http://www.riksdagen.se/webbnav/index.aspx?nid=3911&dok_id=SFS2003:389&rm=2003&bet=2003:389</p> <p>English version: http://www.pts.se/en-gb/Regulations/Legislation/Electronic-Communications-Act/</p> <p>(only in Swedish) http://www.pts.se/upload/Foreskrifter/Tele/ptsfs-2008-2-nodsamtal.pdf</p>
United Kingdom	OFCOM	<p>020 7981 3040</p> <p>0300 123 3333</p>	<p>General Conditions of entitlement -</p> <p>Universal Service Order 2003 -</p>	<p>http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/cvogc160909.pdf</p> <p>http://www.opsi.gov.uk/si/si2003/20031904.htm</p>

	Contact information of the competent national authorities dealing with 112		National legislative / regulatory acts on 112	
	Authority	Contact	Act	Reference
Croatia	National Protection and Rescue Directorate	www.duzs.hr	<ul style="list-style-type: none"> – Act on Protection and Rescue (OG no. 174/04, 79/09 and 38/09); – Electronic Communications Act (OG no 73/08); – Ordinance on the Manner and Conditions for the Provision of Electronic Communications Networks and Services (OG no 154/08) – Ordinance on Single European Emergency Number (OG no 82/09) 	<p>www.duzs.hr</p> <p>www.hakom.hr</p>
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)	<p>http://www.npt.no/ikbViewer/Content/ekom_eng.pdf?documentID=7922</p> <p>http://www.npt.no/ikbViewer/Content/ekomforskrift_eng.pdf?documentID=30917</p>