



## Emergency Communications (EMTEL); Collection of European Regulatory Texts and orientations

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# Foreword

This Technical Report (TR) has been produced by ETSI Special Committee Emergency Communications (EMTEL).

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# Modal verbs terminology

In the present document "**should**", "**should not**", "**may**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](#) (Verbal forms for the expression of provisions).

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# Introduction

The rapid evolution of the market in Europe, the important multiple technical developments, the new decentralized structures for the management of Communications Networks and Services are associated to a revision of the regulatory conditions applicable in the Communications sector in the EU.

This created a number of new difficulties, some of them related to the need of ensuring a high level of support from Communications systems in Emergency conditions and a permanent increase of the effectiveness of the responsible bodies in such situations. In fact, if in a single network an Emergency situation is already a delicate case to consider, when two or more Telecommunications Networks are interconnected and the corresponding operators have different and sometimes opposite interests, the solution for each problem may be more complex and difficult to find.

In this context the standardization may be the only solution to promote freely and widely accepted solutions fulfilling the needs of the population, particularly those identified in regulatory documents.

The goal of the present document is to facilitate a stronger standardization in this area by bringing together the most important easily identified rules in EU. In order to enable also to take into account trends that might result in future regulatory rules, the present document includes a list of main sites where these orientations can be found (Communication, working documents, statements from official groups, etc.).

The present version is actualized from the previous one produced in 2013. The intention is to collect more information focused in the relationship between standardization work and EMTEL needs expressed in regulatory documents and update the present document in future versions, when appropriate with more and more updated details.

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# 1 Scope

The present document identifies:

- the regulatory documents applicable for the emergency communications. The documents are listed in clause 2.1 and the significant extracts are given in clause 5 and beyond.
- other information or references which are considered to be useful in relation to Emergency Communications (EMTEL), generally applicable regulatory principles, or main orientations which are still under consideration at the date of revision.

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## 2 References

### 2.1 Normative references

Normative references are not applicable in the present document.

### 2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the reference document (including any amendments) applies.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] Directive 2002/21/EC of the European Parliament and of the council of 7 March 2002 on a common regulatory framework for electronic communications networks and services (Framework Directive).
- [i.2] Directive 2002/22/EC 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).
- [i.3] Directive 2002/58/EC of the European Parliament and of the council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications).
- [i.4] Directive 2002/19/EC of the European Parliament and of the council of 7 March 2002 on access to, and interconnection of, electronic communications networks and associated facilities (Access Directive).
- [i.5] Directive 2002/20/EC of the European Parliament and of the council of 7 March 2002 on the authorisation of electronic communications networks and services (Authorisation Directive).
- [i.6] Commission Recommendation 2003/558/EC of 25 July 2003 on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services.
- [i.7] Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.
- [i.8] Council Decision 2001/792/EC of 23 October 2001 establishing a Community mechanism to facilitate reinforced cooperation in civil protection assistance interventions.

- [i.9] Official texts relating to Community co-operation on Civil Protection.
- [i.10] Decision No 676/2002/EC of the European Parliament and of the Council of 7 March 2002 on a regulatory framework for radio spectrum policy in the European Community (Radio Spectrum Decision).
- [i.11] Void.
- [i.12] Void.
- [i.13] Void.
- [i.14] Void.
- [i.15] Directive 98/34/EC of the European Parliament and of the Council of 22 June 1998 laying down a procedure for the provision of information in the field of technical standards and regulations on information society services.
- [i.16] Commission Decision C(2006)/6364 of 11th December 2006, updating the list of standards (application of Article 17 of the framework Directive). Chapter V addresses localisation.
- [i.17] Commission staff working document of June 14 2004 on "The treatment of Voice over Internet Protocol (VoIP) under the EU Regulatory Framework" (Doc 406-V2).
- [i.18] ERG (European Regulators group) document of December 2005: ERG (05) 12 "ERG Common Statement for VoIP regulatory approaches"
- [i.19] COM(2003) 542 final Communication from the Commission to the Council and the European Parliament: "Information and Communications Technologies for Safe and Intelligent Vehicles" (SEC(2003) 963) Brussels, 15.9.2003.
- [i.20] COM(2005) 431 final: Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions: "The 2nd eSafety Communication, bringing eCall to citizens" Brussels, 14.9.2005.
- [i.21] Directive 2006/24/EC of the European Parliament and the Council (15 March 2006) on the retention of data generated and processed in connexion with the provision of publicly available electronic communications services or public communications networks and amending Directive 2002/58/EC.
- [i.22] COM(2006) 723 final Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions: "Bringing eCall back on track - Action Plan"; (3rd eSafety Communication) Brussels, 23.11.2006.
- [i.23] COM(2007) 541 final Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions: "Towards Europe-wide Safer, Cleaner and Efficient Mobility: The First Intelligent Car Report" Brussels, 17.9.2007.
- [i.24] Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009 amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services, Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector and Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws.
- [i.25] Directive 2009/140/EC of the European Parliament and of the Council of 25 November 2009 amending Directives 2002/21/EC on a common regulatory framework for electronic communications networks and services, 2002/19/EC on access to, and interconnection of, electronic communications networks and associated facilities, and 2002/20/EC on the authorisation of electronic communications networks and services.
- [i.26] Regulation (EC) No 1211/2009 of the European Parliament and of the Council of 25 November 2009 establishing the Body of European Regulators for Electronic Communications (BEREC) and the Office.



NOTE: Regulation (EC) No 1211/2009 is repealed per article 51 of Directive (EU) 2018/1972 [i.32].

[i.27] Commission Recommendation 2011/750/EU of 8 September 2011 on support for an EU-wide eCall service in electronic communication networks for the transmission of in-vehicle emergency calls based on 112 ("eCalls").

NOTE: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:303:0046:0048:EN:PDF>.

[i.28] Directive 2010/40/EU of the European Parliament and of the Council of 7 July 2010 on the framework for the deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other modes of transport.

NOTE: <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:207:0001:0013:EN:PDF>.

[i.29] Council Decision 1999/468/EC of 28 June 1999 laying down the procedures for the exercise of implementing powers conferred on the Commission.

[i.30] Council Decision 91/396/EEC of 29 July 1991 on the introduction of a single European emergency call number.

[i.31] European Parliament resolution 2010/2274(INI) of 5 July 2011 on universal service and the 112 emergency number.

[i.32] Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code.

NOTE: <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1550232867026&uri=CELEX:32018L1972>.

[i.33] Commission Delegated Regulation (EU) 2019/320 of 12 December 2018 supplementing of Directive 2014/53/EU of the European Parliament and of the Council.

## 3 Definition of terms, symbols and abbreviations

### 3.1 Terms

Void.

### 3.2 Symbols

Void.

### 3.3 Abbreviations

For the purposes of the present document, the following abbreviations apply:

AML	Advanced Mobile Location
BEREC	Body of European Regulators for Electronic Communications
CEC	Commission of the European Communities
CEN	European Committee for Standardization
CENELEC	European Committee for Electrotechnical Standardization
CEPT	European Conference of Postal and Telecommunications administrations
COI	Common Open Interface
EC	European Commission
EECC	European Electronic Communication Code
EMTEL	Emergency Communications
ETSI	European Telecommunications Standards Institute
EU	European Union
IEC	International Electrotechnical Commission
INI	own INItiative procedure



ISO	International Standardization Organization
ITS	Intelligent Transport System
NGN	Next Generation Network
PATS	Publicly Available Telephone Service
PSAP	Public Safety Answer Point
RED	Radio Equipment Directive
SR	Special Report
VoIP	Voice over Internet Protocol

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## 4 General

The present document tries to identify the most relevant regulatory principles applicable to EMTEL. A careful study of the EU and national regulation is required for a complete understanding of all the implications of the presently applicable legal measures.

To facilitate the access to the source texts and minimize the risk of misunderstandings and false interpretations, the majority of the text was literally copied from the official documents. This text is printed in *italics* to allow a clear identification. In some cases, more important words or statements are printed in **bold** to call the attention of the reader.

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## 5 Documents relevance for EMTEL activities

### 5.0 Classes of relevance

The documents produced within the frame of the Commission should be considered on the basis of their relevance towards emergency telecommunications. Three classes are proposed to sort them adequately:

- regulatory documents having relevance for EMTEL;
- other regulatory documents with less direct impact on EMTEL; and
- documents giving orientations for future regulations.

### 5.1 Regulatory documents in application, having relevance with EMTEL

The documents in this category are in application and should be well known or addressed in the course of any activity in emergency telecommunications.

References [i.1], [i.2], [i.3], [i.4], [i.5], [i.6], [i.7], [i.16], [i.24], [i.25], [i.32] and [i.33] fall in this category.

NOTE: The directives [i.1], [i.2], [i.3], [i.4], [i.5] are amended by the directives [i.24] and [i.25] and in order to have the official version of the directive the reader should have both the basic directive and the amending directive. In order to ease the reader the present document contains emergency telecommunications related "whereas" texts both from the basic directive and the amending directive but concerning the articles in the directives only the texts in force are included.

### 5.2 Other documents with less direct impact in EMTEL

These documents are also regulatory and in application but they should be considered as elements of the framework of communications services and precisising the overall context; but they have no direct impact on emergency telecommunications.

References [i.8], [i.9], [i.10], [i.15] and [i.21] fall in this category.

## 5.3 Non regulatory documents related to orientations for future regulations

Rapid progress in technology makes it worthwhile to quote different topics that are addressed within the Commission or related groups. These orientations have not yet resulted in regulations, but are linked to the standardization activities in the field of Emergency Telecommunications, or can have an influence on them:

- NGN and Internet based telephony services.

References [i.17] and [i.18] fall in this category.

In [i.17], clauses 5.2. "Emergency Services", 5.3. "Routing Emergency Calls" and 5.4. "Enhanced Emergency Service - Caller location", and in [i.18] clause 4 "Specific Statement on Access to Emergency Services" have a specific interest:

- Road Safety related services.

In 2005, the Commission launched the eCall project with an objective to deploy a service of automatic call in case of road accident.

References [i.19], [i.20], [i.22] and [i.23] fall in this category.

## 6 Framework Directive

### 6.0 Directive 2002/21/EC

Directive 2002/21/EC [i.1] of the European Parliament and of the Council of 7 March 2002 on a common regulatory framework for electronic communications networks and services (Framework Directive) as amended by the Directive 2009/140/EC [i.25].

### 6.1 Executive Summary of EMTEL relevant text

The list of standards published by the Commission in the Official Journal of the European Communities may contain standards and/or specifications relevant to EMTEL.

### 6.2 Chapter IV, general provisions

#### 6.2.1 Article 17, Standardisation

The text of the amending directive contains some changes to the text of the Directive 2002/21/EC [i.1].

*"1. The Commission, acting in accordance with the procedure referred to in Article 22(2), shall draw up and publish in the Official Journal of the European Communities a list of non-compulsory standards and/or specifications to serve as a basis for encouraging the harmonised provision of electronic communication networks, electronic communications services and associated facilities and services. Where necessary, the Commission may, acting in accordance with the procedure referred to in Article 22(2) and following consultation of the Committee established by Directive 98/34/EC, request that standards be drawn up by the European standards organisations (European Committee for Standardisation (CEN), European Committee for Electrotechnical Standardisation (CENELEC), and European Telecommunications Standards Institute (ETSI)).*

*2. Member States shall encourage the use of the standards and/or specifications referred to in paragraph 1, for the provision of services, technical interfaces and/or network functions, to the extent strictly necessary to ensure interoperability of services and to improve freedom of choice for users.*

*As long as standards and/or specifications have not been published in accordance with paragraph 1, Member States shall encourage the implementation of standards and/or specifications adopted by the European standards organisations.*