



SLOVENSKI STANDARD

SIST-TS CEN/TS 17148:2018

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Inteligentni transportni sistemi - e-Varnost - Proforma sporazum med nadzornimi centri in tretjimi ponudniki storitev

Intelligent Transport Systems - eSafety - ProForma eCall Agreement between TPSP and ERO

Intelligente Verkehrssysteme - ESicherheit - Pro-forma Abkommen zwischen Leitstellen und dritter Dienstanbieter

Systèmes de transport intelligent - ESafety - Accord type entre fournisseur de service eCall et centres de secours d'urgence

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35.240.60	Uporabniške rešitve IT v prometu	IT applications in transport
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English Version

**Intelligent Transport Systems - eSafety - ProForma eCall
Agreement between TPSP and ERO**

Systèmes de transport intelligent - ESafety - Accord
type entre fournisseur de service eCall et centres de
secours d'urgence

Intelligente Verkehrssysteme - ESicherheit - Pro-forma
Abkommen zwischen Leitstellen und dritter
Dienstleister

This Technical Specification (CEN/TS) was approved by CEN on 27 November 2017 for provisional application.

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European foreword

This document (CEN/TS 17148:2018) has been prepared by Technical Committee CEN/TC 278 “Intelligent transport systems”, the secretariat of which is held by NEN.

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Introduction

An eCall is an emergency call generated either automatically via activation of in-vehicle sensors or manually by the vehicle occupants; when activated, it provides notification and relevant location information to the most appropriate 'public safety answering points (PSAP)', by means of 'mobile wireless communications networks', carries a defined standardized 'minimum set of data', notifying that there has been an incident that requires response from the emergency services and establishes a voice channel between the occupants of the vehicle and the 'most appropriate PSAP'.

There are two variants of eCalls:

- a) 112-eCalls;
- b) Third Party Service supported eCalls (TPS eCalls).

112-eCalls progress automatically from the vehicle to the "Public Safety Answering Point" (PSAP).

Third Party Service Provider (TPS) involve the services and support of a "Third Party Assistance Provider" (TPSP) who may filter out false calls, determine if an emergency call requires the emergency services or other services (such as breakdown assistance), and may provide additional information requested by the owner of the vehicle to be passed to emergency services in the event of an emergency Call, or where the vehicle does not have the capability to send the full set of MSD data, may add data and consolidate the MSD before forwarding it to the PSAP.

TPS assisted eCalls are therefore more complex to manage and require an agreement between each TPSP and each "Public Authority responsible for Emergency Services" (PARES). Up till the development of this document there has been no 'standard' agreement, nor guidance, and it is left to the TPSP to work out what information it provides to the PARES when requesting an agreement, and to the PARES to work out what information it needs from the TPSP.

While the decision as to whether or not to accept an eCall from a particular TPSP, and the terms under which such calls are accepted from any particular TPSP remain firmly in the hands of the PARES and the jurisdiction under which it operates, it is considered to be advantageous to start such negotiations from a standard template. This document provides a pro-forma template which a PARES can require from any applicant TPSP, or an applicant TPSP can offer to any PARES that it approaches to request an agreement to accept their eCalls.

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1 Scope

This document provides a pro-forma template “Operational Support Agreement” (OSA) for guidance of “Public Authorities responsible for Emergency Services” (PARES) and Third Party Service Providers (TPSP) of third party assisted eCalls who are considering a formal agreement to accept eCall messages from a TPSP.

While the decision as to whether or not to accept eCall from a particular TPSP, and the terms under which such calls are accepted from any particular TPSP remain firmly in the hands of the PARES and the jurisdiction under which it operates, it is considered to be advantageous to start such negotiations from a standard template. This document provides a pro-forma template which a PARES can require from any applicant TPSP, or an applicant TPSP can offer to any PARES that it approaches to request an agreement to accept their eCalls.

NOTE This pro-forma template is presented as a start point to a formal agreement between a PARES and a TPSP, not the format of the conditions of a final agreement.

CAVEAT: The template that is the subject of this deliverable is advisory, and any agreement between a TPSP and a PARES should be checked by someone legally competent in the jurisdiction that the agreement covers. This document does not claim to be a statement or interpretation of EU law or the national law of any EU Member State. This document is entirely without prejudice to the views of relevant national statutory authorities and their legal functions and powers, whether under EU law or the national law of their Member State.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15722:2015, *Intelligent transport systems — ESafety — eCall minimum set of data*

EN 16062:2015, *Intelligent transport systems — ESafety — eCall high level application requirements (HLAP) using GSM/UMTS circuit switched networks*

EN 16072:2015, *Intelligent transport systems — ESafety — Pan-European eCall operating requirements*

EN 16102:2011, *Intelligent transport systems — eCall — Operating requirements for third party support*

EN 16454:2015, *Intelligent transport systems — ESafety — eCall end to end conformance testing*

ETSI/TS 122 003, *Digital cellular telecommunications system (Phase 2+); Universal Mobile Telecommunications System (UMTS); LTE; Circuit Teleservices supported by a Public Land Mobile Network (PLMN) (3GPP TS 22.003 version 8.0.0 Release 8)*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

112

single European emergency call number

3.2

112-eCall

‘eCall’ provided by a ‘Teleservice 12’ mobile communication network, as defined in EN 16072 Intelligent transport systems — eSafety — Pan European eCall operating requirements

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3.3

agent of the PARES

officially designated PARES service provider such as a PSAP, emergency rescue organisation, emergency service such as police, ambulance, paramedics, fire brigade, etc. as notified by the PARES to the TPSP

3.4

call line identifiers (CLI)

calling line identification (CLID), calling number delivery (CND), calling number identification (CNID) or calling line identification presentation (CLIP), is a telephone service, available in analogue and digital phone systems and most voice over Internet Protocol (VoIP) applications, that transmits a caller's number to the called party's telephone equipment during the ringing signal, or when the call is being set up but before the call is answered (A modem can pass CLID information to a computer for purposes of call logging) or blocking,

3.5

client

party with whom a TPSP has a valid contact for the provision of eCall TPS services for an equipped vehicle

3.6

data

representations of static or dynamic objects in a formalized manner suitable for communication, interpretation, or processing by humans or by machines

3.7

data dictionary

organized and constructed (electronic data base) compilation of descriptions of data concepts that provides a consistent means for documenting, storing and retrieving the syntactical form (i.e. representational form) and the meaning and connotation of 'eCall' data concept'

Note 1 to entry: A data registry provides definition of the metadata concept, it does not store the values of individual instances. For example a data registry with a data concept 'registration plate identification of a vehicle' defines how the identification numbers/letters are represented. It does not contain a list of particular licence plates.

3.8

data element

single unit of information of interest (such as a fact, proposition, observation, etc.) about some (entity) class of interest (e.g., a person, place, process, property, concept, association, state, event) considered to be indivisible in a particular context

3.9

data registry

registration process to store data definitions, characterized in a consistent manner, as determined according to the provisions of an international standard, in a data dictionary

Note 1 to entry: Neither a data registry nor a data dictionary provides a database of specific values of instances of the use of the registry/dictionary in an implementation.

3.10

E112

emergency communications service using the single European emergency call number, 112, which is enhanced with location information of the calling user

Note 1 to entry: See European Commission Recommendation C 2657 (2003).

3.11**E164**

ITU-T recommendation which defines the international public telecommunication numbering plan used in the PSTN and some other data networks

3.12**eCall**

defined in EN 16072 Intelligent transport systems — eSafety — Pan European eCall operating requirements as “emergency call generated either automatically via activation of in-vehicle sensors or manually by the vehicle occupants; when activated, it provides notification and relevant location information to the most appropriate ‘public safety answering points (PSAP)’, by means of ‘mobile wireless communications networks’, carries a defined standardised ‘minimum set of data’, notifying that there has been an incident that requires response from the emergency services and establishes a voice channel between the occupants of the vehicle and the ‘most appropriate PSAP’

3.13**emergency call**

call from a user to an emergency control centre including and especially E112

3.14**emergency control centre**

facilities used by emergency organizations to accept and handle emergency calls

Note 1 to entry: A PSAP forwards emergency calls to the emergency control centres.

3.15**emergency response organisation**

authority in charge of emergency services within a jurisdiction/Member State; referred to as a Public Authority responsible for Emergency Services” (PARES) within this document

3.16**equipped vehicle**

vehicle equipped with operational means to trigger a *TPS eCall*

3.17**IVS dataset**

minimum set of vehicle-generated data elements which are essential for the performance of the ‘TPS-eCall’. The format and content of this ‘IVS dataset’ is not defined by EN 16102, but it must be possible for the service provider to create an MSD as defined in EN 15722 (Intelligent transport systems — eSafety — ‘eCall’ minimum set of data) based on this ‘IVS dataset’

Note 1 to entry: This may be a sub-set of the MSD data elements, as some MSD elements can be inferred/looked-up from other elements by the TPSP.

3.18**most appropriate PSAP**

PSAP defined beforehand by national authorities to cover emergency calls from a certain area or for emergency calls of a certain type

Note 1 to entry: A number of different instantiations of PSAP service are supported within this Technical Specification. A PSAP may be a Public Authority or a private service provider operating under the control of a Public Authority.

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3.19

minimum set of data (MSD)

standardised data concept, as specified in EN 15722 (Intelligent transport systems — eSafety — 'eCall' minimum set of data), comprising data elements essential for the notification of a 'TPS-eCall' to a PSAP

3.20

Pan-European eCall

see 112-eCall

3.21

'Public Safety Answering Point' (PSAP)

physical location where emergency calls are first received under the responsibility of a public authority or a private organisation recognised by the government. See also 'most appropriate PSAP'

Note 1 to entry: A number of different instantiations of PSAP service are supported within this Technical Specification.

3.22

PARES

Public Authority responsible for Emergency Services: Emergency Response Organisation nominated in the Agreement

3.23

OSA

Operational Support Agreement which is the subject of the Agreement between the TPSP and PARES

3.24

Service

Provision of eCall TPS services for equipped drivers and vehicles with whom a TPSP has a contract, performed in accordance with EN 16102:2011 as nominated in the Agreement

3.25

TPSP

eCall Third Party Service Provider

3.26

TPS eCall

eCall or other triggered emergency call made from an equipped vehicle via a TPSP in accordance with EN 16102

Note 1 to entry: In summary, it includes the transmission of the 'IVS data set' (plus possibly additional data) from the vehicle to a TPSP, and the establishment of a voice call with this TPSP. In the event of an emergency situation likely to require assistance from the emergency services, the TPSP shall establish a voice connection with the 'most appropriate PSAP'. The TPSP shall also forward all relevant information concerning the event, including the information specified as mandatory by the MSD standard (EN 15722) as a minimum, to this 'most appropriate PSAP'. The TPSP shall also provide voice communication between the PSAP and the vehicle occupants, at least by setting up a conference call, if this is required by any of the parties involved.

3.27

TPS-eCall generator

occupant of a vehicle or equipment within a vehicle that has caused to trigger a 'TPS-eCall transaction' by automatic or manual means

3.28**TPS-eCall notification**

notification from a 'TPS-eCall notifier' to a 'most appropriate PSAP' about a 'TPS-eCall' likely to require assistance from the emergency services, and provision of all relevant information concerning the event (if necessary collating data from the 'IVS dataset' and data from other sources), including the information specified as mandatory by the MSD standard EN 15722 (Intelligent transport systems — eSafety — 'eCall' minimum set of data) as a minimum

3.29**TPS-eCall notifier**

organisation specifically trained for managing emergency situations, which performs a 'TPS-eCall notification'. As a consequence of a 'TPS-eCall responder' receiving a 'TPS-eCall' likely to require assistance from the emergency services

Note 1 to entry: The 'TPS-eCall notifier' shall also make best efforts to provide voice communication between the PSAP and the vehicle occupants, at least by setting up a conference call, if this is required by any of the parties involved.

Note 2 to entry: The 'TPS-eCall responder' and 'TPS-eCall notifier' will often be the same organization but, to clarify the separate stages involved, distinct roles and definitions are used in this Technical Specification for each stage of the 'TPS-eCall'. Within the 'TPSP-eCall responder' different organisations can handle the voice connection and the data management of an 'eCall' event.

3.30**TPS-eCall responder**

organisation specifically trained for managing assistance or emergency situations, which receives a 'TPS-eCall' and notifies the vehicle or caller that the call has been received

Note 1 to entry: The 'TPS-eCall responder' and 'TPS-eCall notifier' will often be the same organization but, to clarify the separate stages involved in a 'TPS-eCall', distinct roles and definitions are used in this Technical Specification. Within the 'TPS-eCall responder' different organisations can handle the voice connection and the data management of an 'eCall' event.

3.31**TPS-eCall transaction**

transmission across a mobile network of a set of data from a vehicle to a 'TPS eCall responder' and the establishment of a voice channel between the vehicle and the 'TPS-eCall responder'

3.32**TPS in-vehicle equipment**

equipment within the vehicle that provides or has access to in-vehicle data required for the 'IVS dataset' to effect the 'TPS-eCall transaction' via a public mobile wireless communications network providing a link between the vehicle and a 'TPS-eCall responder'

3.33**TPS in-vehicle system (TPS-IVS)**

'TPS in-vehicle equipment' together with the means to trigger, manage and effect the 'TPS-eCall transaction'

3.34**TPS in-vehicle system provider**

provider of a 'TPS in-vehicle system'

Note 1 to entry: The 'TPS in-vehicle system provider' may be the vehicle manufacturer or the provider of aftermarket equipment.