



**SLOVENSKI STANDARD**  
**oSIST prEN 16072:2021**  
**01-januar-2021**

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**Inteligentni transportni sistemi - e-Varnost - Zahteve za delovanje vseevropskega elektronskega klica v sili**

Intelligent transport systems - ESafety - Pan-European eCall operating requirements

Intelligente Verkehrssysteme - eSicherheit - Betriebsanforderungen für den gesamteuropäischen eCall

Systèmes de transport intelligents - eSafety - Exigences opérationnelles du service eCall paneuropéen

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**Ta slovenski standard je istoveten z: prEN 16072**  
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**ICS:**

03.220.20	Cestni transport	Road transport
13.200	Preprečevanje nesreč in katastrof	Accident and disaster control
35.240.60	Uporabniške rešitve IT v prometu	IT applications in transport

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**en,fr,de**

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**DRAFT**  
**prEN 16072**

October 2020

ICS 03.220.20; 13.200

Will supersede EN 16072:2015

English Version

## Intelligent transport systems - ESafety - Pan-European eCall operating requirements

Systèmes de transport intelligents - eSafety - Exigences  
opérationnelles du service eCall paneuropéen

Intelligente Verkehrssysteme - eSicherheit -  
Betriebsanforderungen für den gesamteuropäischen  
eCall

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 278.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

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<b>Contents</b>	<b>Page</b>
European foreword .....	4
Introduction .....	5
1 Scope.....	7
2 Normative references.....	7
3 Terms and definitions.....	8
4 Symbols and abbreviations .....	12
5 Conformance.....	13
6 High level functional requirements .....	13
6.1 General high level functional requirements .....	13
6.1.1 General.....	13
6.1.2 Linguistic aspects.....	14
6.1.3 High level In-vehicle system requirements.....	14
6.1.4 eCall architecture.....	14
6.1.5 eCall operation sequence.....	14
6.2 eCall service chain .....	15
6.2.1 General.....	15
6.2.2 Actors in eCall service provision.....	15
6.2.3 Privacy aspects .....	15
6.2.4 Use of location and heading at PSAP.....	16
7 Operational requirements.....	16
7.1 General.....	16
7.2 Liability.....	17
7.3 Routing of an eCall.....	17
7.3.1 General.....	17
7.3.2 eCall 'flag'.....	17
7.3.3 eCall routing to PSAP .....	18
7.4 Prioritization of an eCall .....	18
7.5 Post-crash performance of in-vehicle equipment.....	18
7.6 Location and direction .....	18
7.6.1 Location data .....	18
7.6.2 Data concerning direction and location .....	19
7.7 Minimum Set of Data (MSD) .....	19
7.7.1 Data within the MSD.....	19
7.7.2 Optional additional data .....	20
7.8 Modes of operation for automatic triggered eCall.....	20
7.9 In-vehicle 'Human Machine Interface' (HMI) aspects.....	20
7.9.1 General.....	20
7.9.2 HMI aspects in the case of automatic triggering.....	21
7.9.3 HMI aspects in the case of a manual triggering.....	21
7.9.4 Alerting of initiated eCall (automatically or manually triggered) .....	21
7.10 Triggering.....	21
7.10.1 Automatic eCall triggering strategy .....	21
7.10.2 Manual eCall triggering strategy .....	22

7.10.3	Manual termination of eCall by vehicle occupants before trigger confirmation.....	22
7.11	Termination of an in progress eCall .....	22
7.12	Requirements to physical layer.....	22
7.12.1	Transport protocol.....	22
7.12.2	Performance requirements- time required to transmit data.....	22
7.12.3	End-to-end performance criteria.....	22
7.12.4	Performance criteria – Wireless network.....	23
7.12.5	Performance criteria – PSAP .....	23
7.13	Establish voice channel .....	23
7.13.1	General .....	23
7.13.2	Service area issues .....	23
7.13.3	Roaming requirements for service .....	24
7.14	Acknowledgement of eCall .....	24
7.15	Continuing availability .....	24
7.16	PSAP response .....	24
7.17	eCall termination .....	24
7.17.1	General .....	24
7.17.2	IVS redial.....	24
7.17.3	PSAP call-back.....	24
7.17.4	Record transaction.....	25
8	Defences against attack.....	25
8.1	Call line security.....	25
8.2	Hoax calls.....	25
8.3	False generation of eCalls.....	26
8.4	End of life management.....	26
8.5	Denial of service attack.....	26
8.6	Malicious attack on PSAP.....	26
9	Different and additional requirements for specific UNECE vehicle categories.....	27
10	Test and conformance requirements.....	27
10.1	General .....	27
10.2	In-vehicle equipment conformance .....	27
10.3	Network conformance .....	27
10.4	PSAP conformance .....	27
10.5	Interoperability conformance .....	28
11	Marking, labelling and packaging.....	28
	Bibliography .....	29

**prEN 16072:2020 (E)****European foreword**

This document (prEN 16072:2020) has been prepared by Technical Committee CEN/TC 278 “Intelligent transport systems”, the secretariat of which is held by NEN.

This document is currently submitted to the CEN Enquiry.

This document will supersede EN 16072:2015.

The following revisions have been introduced:

- Subclause 7.10.1 has been adapted to better cover electrical vehicles;
- Subclause 7.17.3 has been adapted to comply with regulations;
- Subclause 11.3 has been changed to avoid conflicting requirements ;
  - Removed references to the type of (mobile) networks (e.g. circuit switched (GSM and UMTS) or packet switched (aka IMS eCall) where it caused text to be less readable or duplicated;
  - Added clarification or reworded text to improve readability.

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## Introduction

The scale of death and injury on roads in Europe needs to be fully comprehended to understand the need for 'Emergency Call' (eCall). In 2008 there were 38 900 fatalities in EU-27. The figure for 2009 is around 34 500 fatalities. The trend 2001 to 2008 is around 5 % reduction annually. Road accident injuries are in the region of 1,7 million (2008). Roads remain unsafe and further efforts are needed. The pan-European in-vehicle emergency call, eCall, is estimated to have the potential to save up to 2 500 fatalities annually in EU-28 when fully deployed and furthermore to reduce the severity of injuries, to bring significant savings to the society in and to reduce human suffering.

Emergency calls made from vehicles or mobile telephones using wireless technologies can assist with the objectives of significantly reducing road deaths and injuries, but drivers often have poor (imprecise) location- awareness, especially on interurban roads or abroad. Additionally, in many situations, the car occupants may not be in a position to call using a normal mobile phone.

The situation is worse for those travelling abroad: A high (and increasing) number of vehicles travelling outside their home country is thus also contributing to the need for automated emergency call system in vehicles. In EU there are over 100 million trips to another EU country per year (EU-15). 65 % people feel less protected while abroad and most do not know which number to call in an emergency (in some countries over 60 %). Language problems are pertinent and may render proper communication difficult. Yet, in the most crucial cases, the victim(s) may not be able to call because they have been injured/trapped, do not know the local number to call and in many cases, particularly in rural situations and late at night, there may be no witnesses, who happen to have a mobile phone and a sense of community.

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eCall, in the context of 'Road Traffic and Transport Telematics' (otherwise known as 'Intelligent Transport Systems' or 'ITS'), can be described as an 'automatic or user instigated system to provide notification to Public Safety Answering Points (PSAP), by means of wireless communications, that a vehicle has crashed, and to provide coordinates, a defined Minimum Set of Data, and where possible a voice link to the PSAP'.

The objective of implementing the pan-European in-vehicle emergency call system (eCall) is to automate the notification of a traffic accident, wherever in the European Union and associated countries, with the same technical standards and the same quality of services objectives of other emergency (TS12) services.

Definition of the Minimum Set of Data, the communications media and means of transferring the data are not specified in this European Standard.

This European Standard specifies the generic operational requirements for the provision of an eCall service. The practical provision and operation of eCall service and equipment is dependent on the communications medium being available throughout the lifetime of equipment installed in vehicles.

NOTE The term PSAP, which is most widely used in the eCall documentation, European Commission documents etc., equates to the term emergency call response centre.

The European Committee for Standardization (CEN) draws attention to the fact that it is claimed that compliance with this European Standard may involve the use of patents concerning eCall given in this European Standard.

The patents held may refer to the implementation of eCall in general using the network access device referenced (but not defined) in this European Standard, but do not specifically directly refer to any of the application specification clauses defined herein.

CEN takes no position concerning the evidence, validity and scope of these patent rights.

The holder of these patent rights has ensured to CEN that he/she is willing to negotiate licenses under reasonable and non-discriminatory terms and conditions with applicants throughout the world. In this

**prEN 16072:2020 (E)**

respect, the statement of the holders of these patent rights are registered with CEN. Information may be obtained from:

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Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights other than those identified above. CEN shall not be held responsible for identifying any or all such patent rights.



## 1 Scope

The objective of implementing the pan-European in-vehicle emergency call system (eCall) is to automate the notification of a traffic accident, wherever in Europe, with the same technical standards and the same quality of services objectives by using 'Public Land Mobile Networks'(PLMN) (such as GSM and UMTS), which supports the European pre-assigned emergency destination address (see normative references) and to provide a means of manually triggering the notification of an incident.

This document specifies the general operating requirements and intrinsic procedures for in-vehicle emergency call (eCall) services in order to transfer an emergency message from a vehicle to a Public Safety Answering Point (PSAP) in the event of a crash or emergency, via an eCall communication session and to establish a voice channel between the in-vehicle equipment and the PSAP.

Private third party in-vehicle emergency supporting services may also provide a similar eCall function by other means. The provision of such services are defined in EN 16102, and are outside the scope of this document.

The communications protocols and methods for the transmission of the eCall message are not specified in this document.

This document specifies the operating requirements for an eCall service. An important part of the eCall service is a Minimum Set of Data (MSD). The operating requirements for the MSD are determined in this document, but the form and data content of the MSD is not defined herein. A common European MSD is determined in EN 15722.

This document does not specify whether eCall is provided using embedded equipment or other means (for example in the case of aftermarket equipment).

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15722:2020, *Intelligent transport systems — eSafety — eCall minimum set of data (MSD)*

EN 16062:2020, *Intelligent transport systems — eSafety — eCall high level application requirements (HLAP)*

EN 16454:2015, *Intelligent transport systems - ESafety - ECall end to end conformance testing*

CEN/TS 17184:2018, *Intelligent transport systems - eSafety - eCall High level application Protocols (HLAP) using IMS packet switched networks*

CEN/TS 17240:2018, *Intelligent transport systems. ESafety. ECall end to end conformance testing for IMS packet switched based systems*

EN ISO 24978:2009, *Intelligent transport systems - ITS Safety and emergency messages using any available wireless media - Data registry procedures (ISO 24978:2009)*

### 3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <https://www.iso.org/obp>

#### 3.1

##### 112

single European emergency call number supporting *Teleservice 12*

#### 3.2

##### E112

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

#### 3.3

##### association

*data concept*; structural relationship

#### 3.4

##### cellular network

*wireless communications network* consisting of multiple adjacent access points (cells) with the capability of homogeneous transfer of a communications session instance to an adjacent cell without significant interruption to the session

#### 3.5

##### data

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

#### 3.6

##### data concept

any of a group of *data* structures (i.e., object class, property, value domain, *data elements*, message, interface dialogue, *association*) referring to abstractions or things in the natural world that can be identified with explicit boundaries and meaning and whose properties and behaviour all follow the same rules

#### 3.7

##### 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

#### 3.8

##### eCall

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 Point*, 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 an audio channel between the occupants of the vehicle and the most appropriate *Public Safety Answering Point*

**3.9****eCall generator**

occupant of a vehicle or equipment within a vehicle that has cause to trigger an *eCall transaction* by automatic or manual means

**3.10****eCall identifier**

one of two information element bits (flags) included in the emergency call set-up message that may be used by the mobile network to filter and route automatically and manually initiated *eCalls* to a designated PSAP

**3.11****eCall in-vehicle system**

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

**3.12****eCall service**

capability of *in-vehicle equipment* to be an *eCall generator*, triggering of an *eCall transaction*, intent of a PSAP to be an *eCall responder* and provision of that response

**3.13****eCall transaction**

establishment of a *mobile wireless communications session* across a *public wireless communications network* and the transmission of a *Minimum Set of Data* from a vehicle to a *Public Safety Answering Point* and the establishment of a voice channel between the vehicle and the PSAP

**3.14****eCall trigger**

signal emanating from within the vehicle to the *eCall in-vehicle equipment* which requests to start an *eCall transaction*

**3.15****emergency call response centre**

Term used in ITS Implementation Directive to mean 'Public Safety Answering Point' (PSAP)

**3.16****geographic information service/system (GIS)**

system or service that provides spatial data, management, retrieval, analysis, and visualization functions designed to capture, store, manipulate, analyse, manage, and present all types of geographical data

**3.17****identifier**

any label, symbol or token that names or identifies an entity or a collection of *data* or the means of designating or referring to a specific instance of a *data concept*

**3.18****engine control activated**

vehicle status where vehicle functions are available following first action taken by a driver to make the vehicle operate

Note 1 to entry: This is typically initiated by pressing the start/stop button, the turning of a key in an ignition sequence or other methods of vehicle activation as specified by *vehicle manufacturer*.

## prEN 16072:2020 (E)

## 3.19

**engine control deactivated  
vehicle status where vehicle functions and related systems are shut down following action taken by the driver**

Note 1 to entry This action is typically initiated by pressing the start/stop button, turning the ignition key to an 'off' position, or other method of deactivation as specified by the vehicle manufacturer. Related systems may take a few seconds to shut down before 'ignition –off' is achieved

## 3.20

**in-vehicle equipment**

within the context of this European Standard 'in-vehicle equipment' refers only to 'in-vehicle equipment' for the purposes of eCall (*eCall in-vehicle equipment*), sometimes referred to as *eCall in-vehicle system* or *IVS*, and does not refer to any other in-vehicle equipment provided for purposes other than eCall; see *eCall in-vehicle system*

## 3.21

**in-vehicle equipment provider**

provider of *eCall in-vehicle equipment* which is given access to the relevant *Minimum Set of Data* by the *vehicle manufacturer*, or which is providing the relevant *Minimum Set of Data* in order to effect the *eCall service*

Note 1 to entry: The *in-vehicle equipment provider* can be the *vehicle manufacturer* or the provider of aftermarket equipment.

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## 3.22

**in-vehicle system**

see *eCall in-vehicle system*; *in-vehicle equipment* together with the means to trigger, manage and effect the *eCall transaction*

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## 3.23

**Minimum Set of Data (MSD)**

standardized *data concept* comprising *data elements* of relevant vehicle generated *data* essential for the performance of the *eCall service*

## 3.24

**mobile telecommunication network operator (MNO)**

provider of a mobile *wireless communications network* that supports TS12 emergency services

## 3.25

**mobile wireless communications network**

*wireless communications network* with homogeneous handover between *network access points*

## 3.26

**most appropriate PSAP**

PSAP defined beforehand by the responsible authorities (Member State) to cover emergency calls from a certain area or for emergency calls of a certain type

Note 1 to entry: See also PSAP.

Note 2 to entry: A number of different instantiations of PSAP service are supported within this European Standard. A PSAP can be a Public Authority or a private *service provider* operating under the control of a Public Authority.