

FORM FOR TABLING PARLIAMENTARY QUESTIONS

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To the: COUNCIL
COMMISSION

ORAL QUESTIONS	WRITTEN QUESTIONS
Oral Question with debate (Rule 108) <input type="checkbox"/> Question Time (Rule 109) <input type="checkbox"/>	Written Question (Rule 110) <input checked="" type="checkbox"/> Priority Written Question (Rule 110 (4)) <input type="checkbox"/>
AUTHOR(S): Piiia-Noora Kauppi	
SUBJECT: Quality standards of emergency call cases (please specify)	
TEXT: In Finland, there are standards for maximum response time in case of emergency. Can the Commission guarantee that Finnish citizens travelling to other Member States are entitled to the same level of standards? According to the Article 26 of Directive 2002/22/EC on universal service, emergency calls to 112 have to be "appropriately answered and handled". What is the Commission doing to ensure a proper quality of service? In Finland calls to 112 are answered in several languages. What is the Commission doing to ensure that citizens from Finland travelling abroad and calling 112 are answered with the same high-quality of service?	
Signature(s): Piiia-Noora Kauppi	Date: 09.2.2007