

WRITTEN QUESTION E-6238/07  
by Adina-Ioana Vălean (ALDE)  
to the Commission

Subject: 112 emergency number and caller location

For several years, it appears that States which say that they are using the 'pull' system for locating 112 calls have been deemed to be complying with Community law on this subject (Article 26 of Directive 2002/22/EC<sup>1</sup>). However, this system is not an appropriate method of locating 112 emergency callers, given the considerable delay needed in order to pass on the location data to emergency services not having the proper equipment. Recently, the Commission decided not to open infringement proceedings against Belgium, which had admitted in 2005 that it only had the 'pull' location system and was unable to provide the 'push' system. It is clear that location via the 'push' system can save lives, while the 'pull' system is only of marginal interest. In this connection, the fact that the Commission is proposing in its telecoms reform to make the 'push' location system compulsory is to be welcomed as a major breakthrough.

On 27 November 2007, the Commission announced that it intended to open infringement proceedings against Romania with regard to 112 caller location.

- How does the situation in Romania differ from that in Belgium, given that both countries use the pull location model?
- What methodology has the Commission used to check the location of 112 calls, the accuracy of the system and the availability of the 112 number throughout EU territory?
- On the basis of this methodology, will the Commission provide accurate information on the way in which the location of 112 calls operates in the EU Member States (push/pull, country-wide availability of 112 number and accuracy of location system)?

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Answer given by Ms Reding  
on behalf of the Commission  
(5.2.2008)

112 is available in all Member States, from fixed and mobile public telephony networks, except Bulgaria (an infringement proceeding against Bulgaria was opened on 17 October 2007). Infringement proceedings for failure to ensure fully the provision of caller location information are currently pending against 7 Member States: Poland, Latvia, Italy, The Netherlands, Lithuania, Slovakia and Romania.

Already in 2003, the Commission recommended<sup>2</sup> to Member States to implement the 'push' method whereby operators automatically provide caller location information for 112 calls. Moreover, as the Honourable Member has pointed out, the Commission has recently proposed<sup>3</sup> to make the 'push' method mandatory and it hopes that this proposal will be supported by the Parliament and the Council. However, the current Community regulatory framework for electronic communications (Article 26 of the

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<sup>1</sup> OJ L 108, 24.4.2002, p, 51

<sup>2</sup> Commission Recommendation of 25 July 2003 on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services, OJ L 189, 29.7.2003.

<sup>3</sup> Proposal for a Directive amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks, 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 consumer protection cooperation, 13.11.2007, COM(2007) 698 final.

Universal Service Directive<sup>4</sup>) does not prescribe the method, according to which the caller location information should be made available. Therefore, the 'pull' method, whereby operators make caller location information available to the authorities handling emergencies on their request, is also currently deemed an acceptable implementation of this Community law provision.

On 28 November 2007, the Commission opened an infringement proceeding against Romania for not ensuring the provision of caller location information for 112 calls from mobile phones, either by the 'push' or 'pull' methods. As regards Belgium, referred to in the written question of the Honourable Member, on 19 July 2006 the Commission actually opened an infringement proceeding against this Member State on the same issue. However, on 27 June 2007, the Commission decided to close the case after it had come to the conclusion that caller location information was provided at least according to the 'pull' method. To ascertain compliance with the requirements of the Universal Service Directive in this respect, the Commission takes into account the information officially provided by the relevant Member State authorities, which it then verifies by contacting the relevant mobile operators.

The description of the system used and the precision of caller location in the case of mobile 112 calls has been included in a Questionnaire on the Implementation of 112, which the Commission has sent to the Member States through the Communications Committee<sup>5</sup> and to which responses are requested by 1 March 2008. The Commission will subsequently publish the results of this questionnaire. The implementation of 112 is also a part of annual implementation reports published by the Commission. The 2007 Report is presently under preparation and will be published in spring 2008<sup>6</sup>.

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<sup>4</sup> Directive 2002/22/EC of 7 March 2002 on universal service and user's rights relating to electronic communications networks and services, OJ L 108, 24.4.2002.

<sup>5</sup> Document COCOM07-47 FINAL, available on CIRCA website of the Communications Committee:  
<http://circa.europa.eu/Public/irc/infso/cocom1/home>.

<sup>6</sup> The 2006 Implementation Report is available on the website of the Directorate-General for Information Society and Media  
[http://ec.europa.eu/information\\_society/policy/ecom/implementation\\_enforcement/index\\_en.htm](http://ec.europa.eu/information_society/policy/ecom/implementation_enforcement/index_en.htm).