OFFICE OF UTILITIES REGULATION

ADOPTION

OF

ALTERNATIVE EMERGENCY NUMBERS

(TOWARDS GLOBALLY HARMONIZED EMERGENCY NUMBERS)

DETERMINATION NOTICE

OUR
OFFICE OF UTILITIES REGULATION

September 2011

DOCUMENT TITLE AND APPROVAL PAGE

DOCUMENT NUMBER: TEL2010013_DET001

DOCUMENT TITLE: Adoption of Alternative Emergency Numbers

PURPOSE OF DOCUMENT

This document details of the Office's decision to adopt the provisions of the ITU Recommendation, ITU-T E.161.1, for the establishment of an internationally harmonized emergency number solution for dialling access to local emergency services, and to implement, in Jamaica, the two ITU-T-recommended emergency numbers – the short codes, **112** and **911**.

RECORD OF REVISIONS

Revision Number	Description	Date
	Initial Document	September 28, 2011

APPROVAL

This document is approved by the Office of Utilities Regulation and the decisions therein become effective on **September 28, 2011.**

On behalf of the Office:

…………………………..
Ahmad Zia Mian
Director General

September 28, 2011

Date

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1. INTRODUCTION AND BACKGROUND

Purpose of Document

1.1 Section 8 (3) of the Telecommunications Act, 2000 (the Act, the Telecoms Act) provides that the Office, as Numbering Administrator, "In carrying out its functions … shall develop a plan for the numbering of telecommunications services and may make rules pursuant to that plan regarding the assignment and use of numbers by carriers and service providers".

1.2 This document details the Office's decision to formally implement the provisions of the International Telecommunications Union (ITU) Recommendation ITU-T E.161.1, "Guidelines to Select Emergency Number for Public Telecommunications Networks", and accordingly, to amend the National Numbering Plan. The document also outlines the key considerations that guided the Office's final decision.

1.3 Recommendation ITU-T E.161.1 provides guidance to help ITU Member States who are in the process of selecting a single emergency number for the first time, or selecting a secondary alternative emergency number for public telecommunications networks. The stated ITU objective is that "in the long run, this Recommendation will contribute to, globally harmonized emergency numbers".

1.4 In this document, the Office discontinues the use the short code **110** as the access code for the Emergency Operator Service, currently operated by LIME, to reach the Fire Department, the Police and an ambulance service, separately or jointly. **110** is replaced with the short code **112**. **110** will be withdrawn after a permissive dialling period of at least one year. The Office will assign the short code **911** also for the Emergency Operator Service. Thus there will be two codes for access to this service.

1.5 The existing '**119**' emergency number will be retained for the Police Emergency Service provided by the Jamaica Constabulary Force, for direct access to the police in case of emergencies – including air/sea rescue.

UN/ITU Definitions

1.6 The United Nations defines **emergencies** as "sudden and usually unforeseen events that call for immediate measures to minimize their adverse consequences" DHA[1], 1992)

1.7 In ITU-T Q-series Recommendations – Supplement 47(2004), an **emergency call** is defined as "a call requesting emergency services. A caller is given a fast and easy means of giving information about an emergency situation to the appropriate

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[1] United Nations - Department of Humanitarian Affairs

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emergency organization (e.g., fire department, police, ambulance). Emergency calls will be routed to the emergency services in accordance with national regulations".

1.8   Recommendation ITU-T E.161.1 provides the ITU's formal definition for an **emergency number** as: A non-E.164 number allocated in the national numbering plan to enable emergency calls. Normally, the emergency number is a short code.

1.9   Recommendation ITU-T E.161.1 also formally defines a **short code** as: A string of digits in the national numbering plan, as defined by the national Numbering Plan Administrator which can be used as a complete dialling sequence on public networks to access a specific type of service/network. The short code is referred to as a non-E.164 number, and its length is normally shorter than a subscriber number.

Background

1.10   Concomitant with increased international trade and travel is a heightened concern for the safety and well-being of people when they travel abroad. Unfortunately, a high percentage of travellers do not know what number they could dial or procedure to follow, to reach an emergency service in a foreign country, and sometimes with dire consequences.

1.11   Internationally, a broad spectrum of work is being done to develop comprehensive response capabilities in telecommunications that are globally relevant and locally applicable, to respond to emergencies resulting from natural and manmade disasters. However, there was an unattended need to also consider the critical requirement for foreign travellers visiting a country to be able to reach the local emergency services - with minimal risk of not knowing the emergency number in an attempt to call for help.

1.12   People normally know how to reach emergency services within their country, usually by dialling the easily remembered abbreviated dialling sequence specified by the national regulatory authorities, when they face a life-threatening or otherwise time-critical situation. They however should also readily know how to make such contact with emergency agencies in any foreign country to which they travel, and get timely and quality help at the place of an emergency. Ensuring the latter facility, however, would require the availability of a globally consistent emergency calling arrangement to reach regular local emergency services.

1.13   This is especially important in today's globalised world. Globalisation is now a routine fact of our everyday lives and the main ways in which it is experienced are through communications, trade and travel. The World Tourism Organization reported that international tourist arrivals worldwide in 2008 totalled 900 million.

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1.14 Visiting travellers rely on the same sources of assistance and intervention as ordinary citizens of a country but potentially are at far greater risk because of their usual lack of knowledge of how to reach local emergency services by telephone.

1.15 These issues underscored the need for the establishment of a global emergency number to reach local police, fire, ambulance and other emergency services, making it as easy as possible for a person travelling from one country to another, to get needed assistance in an emergency, regardless of the country and location.

1.16 This need for a global emergency number was brought to the attention of the government of Jamaica, and in May 2005 the Minister of Commerce, Science and Technology directed the Office to approach the International Telecommunications Union regarding the creation of a globally consistent secondary (to national emergency numbers specified by the respective national regulatory authorities) emergency number, which might be dialled in any country to reach the regular local emergency services.

1.17 Accordingly, the Office carried out a comprehensive study on the use of emergency numbers worldwide, and explored several options for its recommendation to the ITU. The Office opined that choice of number was arguably the most crucial of the factors that a decision was likely to be predicated on, and importantly, the number selected had to be adaptable to the numbering plans of most countries. The Office subsequently prepared an ITU Contribution, entitled "Proposal for a Global Emergency Number", which was presented at the ITU Study Group 2 meeting in December 2005.

1.18 The issue was deliberated at several scheduled Study Group meetings in Geneva held:

- December 6-12, 2005
- o May 29, 2006 - Start of the Telecommunications Standardization Bureau's international survey for the opinions of the Administrations of Member States of the Union
- October 30 – November 8, 2007
- o November 2007 - An Ad-hoc committee was created to begin development of the draft Recommendation including defining what emergency services were to be included.
- May 6-15, 2008
- September 23, 2008

1.19 On September 24, 2008, the Director of the ITU'S Telecommunications Standardization Bureau issued TSB Circular 239 COM 2/RH, to the Administrations of Member States of the Union that 14 Member States participating in the last meeting of Study Group 2, approved the newly developed Recommendation E.161.1 during its plenary session held on 23 September 2008. The Recommendation was later ratified by the administrations, including Jamaica.

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2. THE OFFICE'S CONSULTATION ON THE ADOPTION OF THE PROVISIONS OF ITU RECOMMENDATION ITU-T E.161.1

2.1   The Office issued its Consultation Document (Document No. TEL2010013_CON002) entitled **Adoption of Alternative Emergency Numbers**, on December 3, 2010. In that document the Office provided industry stakeholders with a comprehensive account of the relevant issues explored, and set out the premises for its proposal to adopt the provisions of the ITU Recommendation ITU-T E.161.1, for the establishment of an **internationally harmonized emergency number** solution for dialling access to local emergency services, and proposed the implementation, in Jamaica, of the two ITU-T recommended emergency numbers – the short codes, 112 and 911.

2.2   The five (5) proposed alternative approaches for the simultaneous introduction of the two recommended short codes were assessed and the Office's preferred option proposed as the optimal approach. The proposed implementation approach will optimise**:** the attainment of the global harmonisation objective, caller confusion avoidance, the conservation of scarce numbering resources, and conformance with the National Numbering and Dialling Plans.

2.3   The Office sought stakeholder comments on its proposal to adopt the provisions of Recommendation E.161.1, and their responses to a specific set of related question as to:

-    whether they agreed with the Office's analysis of the ITU-T E.161.1 implementation approaches and its proposed choice

-    whether they agreed that there is no compelling reason to apply the provisions of the 3GPP specification TS 22.101 in PLMNs in Jamaica which would mandate carriers to accept emergency calls from SIM-less mobile phones

-    their views on the adequacy of a permissive dialling period of one year

-    their views on a requisite consumer awareness campaign, including stakeholder roles

2.5   Respondents were also asked to highlight potential difficulties and challenges in relation to the proposed solution. The Comments and answers, from the three respondents, the Spectrum Management Authority, Cable & Wireless Jamaica Limited (t/a as LIME) and Columbus Communications Jamaica Limited (t/a as Flow), are summarised in section 3 of this document.

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3. SUMMARY OF COMMENTS ON THE NPRM, RESPONSES TO CONSULTATION THEQUESTIONS, AND OFFICE RESPONSES

Stakeholder Comments

3.1   Three stakeholder responses, from The Spectrum Management Authority, LIME and FLOW, were received within the stipulated timeframe. The responses are reproduced below.

SMA Comments

3.2   The Spectrum Management Authority said it agreed with the move to harmonize the use of emergency numbers as proposed, and that the recommended numbering option seemed to be the most logical and simplest to implement, while satisfying the ITU recommendations to promote harmonization in the use of emergency numbers.

3.3   The SMA also considered the permissive period of one year to be adequate and suggested that it be tightly managed so that persons would be aware when it is at an end.

3.4   The SMA Further agreed with the need for an extensive consumer awareness campaign and noted that special attention should be paid to children, the elderly and the disabled or otherwise challenged. Additionally, the Authority recommended that, given the importance of the changes, there also should be frequent impact assessments to determine acceptability of the changes and to ensure that there are no adverse effects on any part of the population, especially the most vulnerable.

LIME Comments

3.5   LIME agrees with the OUR that harmonization of emergency numbers is supportive of globalization. Tourism will benefit from it, and it also addresses the long standing issue with which local service providers have had to grapple; that of the routing of emergency calls, made by travellers roaming in Jamaica, to access codes such as 112, which are not formally recognized as emergency codes in the domestic Jamaican market, LIME opines. LIME also agrees with the OUR's preferred implementation option within the context of the OUR's objectives to harmonize emergency numbers while at the same time minimizing disruption.

3.6   LIME identifies a twofold benefit: travellers to Jamaica can dial a standard, universal code for emergency services, and Jamaicans travelling abroad will also have the benefit of calling that standard, universal emergency number having become familiar with the access code from home.

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3.7   LIME agrees, in the context of the OUR's objective, that the OUR is not compelled to adopt the optional provisions of the 3GPP specification TS 22.101 which allows for public telecommunications networks to accept emergency calls from mobile telephones without an identity module or SIM card. LIME notes however, that while service providers do not have a legal obligation to provide emergency services to persons who are not customers, LIME does convey emergency calls, that are picked up by its network, from SIM-less mobile phones.

3.8   On the questions of a permissive dialling period (during which both old and new numbers may be dialled), and consumer awareness campaign, LIME is of the view that the providers of the actual emergency services are best placed to provide guidance on the adequacy of any permissive dialling period and to determine the components of an effective consumer awareness campaign

Flow Comments

3.9   Flow supports the OUR's preferred emergency number implementation option and believes that 119 for direct calling to the Police is extremely important and should be retained going forward. Flow also concurs with the OUR that there is no compelling reason for the adoption of the specified provision of the 3GPP specification TS 22.101 for PLMNs in Jamaica

3.10 Flow is of the view that a minimum period of two (2) years of extensive public education will be necessary to make the changes in emergency numbers fully acceptable to customers, and suggests that stakeholders/service providers can help to sensitise and educate customers as they interface with these customers. There should be collaboration between the OUR and stakeholders in the implementation process Flow says.

OUR Response

3.11 The local comments reflect the broad international acceptance of the idea and ultimate goal of globally harmonized emergency numbers, and the Office is satisfied with the support for the local adoption of the ITU-recommended alternative emergency numbers, 112 and 911.

3.12 In its comments, the SMA agrees with the Office's proposal for a permissive dialling period of at least one year. Flow advocates a two-year duration without elaborating. Both entities call for an awareness campaign that extends beyond the respective proposed permissive dialling periods, with appropriate "impact assessments" to, in the further words of the SMA, "ensure that there are no adverse effects on any part of the population, especially the most vulnerable"

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3.13 LIME opines that the "providers of the actual emergency services are best placed to provide guidance on the adequacy of any permissive dialling period and to determine the components of an effective consumer awareness campaign".

3.14 The providers of these services are:

1. The Jamaica Fire Brigade (JFB), which is "the primary fire and rescue emergency response organization in Jamaica".

The Brigade also operates the Jamaica **Emergency Medical Service** (EMS), in collaboration with the Ministry of Health and Environment (MOHE), to provide pre-hospital emergency medical care/treatment to ill or injured persons and, if necessary, transportation to the appropriate point of definitive care. The EMS which is staffed by trained emergency medical technicians, who are also trained fire fighters, is currently provided in the towns of Savanna-la-Mar, Negril, Lucea, Ironshore and Falmouth.

Section 5 of the Fire Brigade Act establishes the duty of the Brigade as follows:

"5. (1) It shall be the duty of the Brigade to protect life and property in the case of fire or other disaster and, without prejudice to the generality of the foregoing, such duty shall include-

(a) extinguishing fires;

(b) protecting life and property endangered by fire or other disaster;

(c) obtaining information with regard to potential risks from fire or other disaster;

(d) inspecting specified buildings to ensure that reasonable steps are taken for the prevention of fire and for protection against the dangers of fire or other disaster;

(e) making arrangements for ensuring that reasonable steps are taken to prevent or mitigate loss or injury arising from fire or other disaster."

The Office opines that the term "without prejudice to the generality of the foregoing" means that the specific duties, (a) to (e), cannot have the effect of limiting the scope of the general principle of protecting life and property in the case of fire or other disaster which may be realized also through other reasonable and responsible actions and roles, on the part of the Brigade.

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Thus, the organization appears to fulfil the general principle above, in two clear ways, in terms of informing the public on how to contact the Brigade "in the case of fire or other disaster":

    i.   The JFB Citizen's Charter, published on its website, sets out the organization's mission, commitment & values, role and expectations (the Brigade's and the citizens'), and provides only **the regular 7-digit telephone number(s)** for the individual fire stations as contact information. In the section entitled "Things you can do to make your home Fire Safe", it states:

        "14. For quickest response, know the phone number of your nearest Fire Station."

    ii.   The JFB publishes the **National Emergency Numbers 110** (operator-assisted) **and 119** (police direct) elsewhere on its website, along with the telephone numbers for the Coast Guard, Public Hospitals, Ambulance Services, "Crisis Centre", ODPEM and "Utilities Companies".

        The Brigade seems to have assumed no other duty in such public information.

2. The Jamaica Constabulary Force (the JCF) which operates an independent **emergency call centre** but also receives emergency calls indirectly, via the '**110**' **emergency operators.** However, the JCF does not advertise the '**110**' emergency number on its website or elsewhere. But the Police Emergency Number **119** is publicized, largely with the inscription '**DIAL 119**' on all police service vehicles. The non-emergency numbers **311,** for Crime Stop, **811**, for Operation KingFish, and 1-888-CORRUPT are advertised on the JCF website together with **119**. All other public advertisement of **311** is handled by the Crime Prevention Fund, the administrators of the Crime Stop programme.

In the section entitled "Dealing with Requests for Help" the JCF Citizen's Charter (which is posted on the JCF website) states:

    "***Emergency Calls***

    In an emergency, you should dial 119…"

3. Ambulance services which are provided through the **Emergency Medical Service**, as mentioned in '1' above, and the **public hospitals**. The '**110**' Emergency Operator will connect callers in the respective service areas, to

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the EMS sites, or to the nearest public hospital, for calling locations that are not served by an EMS site.

There is no mention of these services on the website of the MOHE or those of the four Regional Health Authorities.

3.15 It is clear therefore, that the emergency service providers do not conspicuously, if at all, inform the vast majority of the population regarding the use of the '**110**' **Emergency Number**. Nor is there any expressed statutory obligation for such public information by the said providers. This has had no real impact however, owing to the fact that the **110** code has been in use for the purpose for nearly forty (40) years, and its use has been advertised in every telephone directory published by LIME.

3.16 However, the obligations of **telephone service providers** in this matter are not ambiguous. As stated in the consultation document, and in accordance section 48 (1) of the Telecommunications Act, 2000, all service providers have an obligation, in relation to their retail public voice services, to provide charge-free calling to emergency services. Service providers are also obligated to take the necessary steps to ensure that **each customer** has a reasonable opportunity to know and dial the specified emergency number, on their network, to call an emergency service, and that a reliable facility is provided for the call to be appropriately delivered to the desired emergency services.

Section 48 (1) of the Telecommunications Act, 2000 provides as follows:

"48 - (1) Every service provider shall take such steps as are necessary to ensure that, in relation to its retail public voice services -

(a) **each customer** of that service can reasonably and reliably reach-

(i) emergency services by dialling the number specified for use in connection with such services; and

(ii) ---

(b) no charge is imposed for calls to emergency services".

3.17 It goes without saying, also, that local telecommunications service providers are quite capable of providing information to their subscriber base, for example, via text and voice messaging, email, bill stuffers, etc., as the case may be, to facilitate the requisite public education efforts regarding the introduction of the new emergency numbers. And as Flow posits, "…*service providers can help to sensitise and educate customers as they interface [directly] with these customers*".

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3.18 The "permissive dialling (old and new formats permissible) period" is the period of time during which callers can use either the old or the new numbers to reach the emergency services. It is intended to "provide a transition phase, to allow the public time to adjust to the new numbers" which, at the end of the period, will be used exclusively.

3.19 Such a period, however, should be no longer than is reasonably necessary since a prolonged use, of the 'old' number, could have the contrary effect of appearing to be a permanent retention and result in a less than adequate attention to the new numbers by the public. Currently, across jurisdictions, permissive dialling periods to accommodate **number changes** typically range from three months to one year, based on the relative importance of the numbers involved and on the related circumstances. The average duration seems to be five to six months.

3.20 It seems prudent therefore to establish an initial permissive dialling period of one year, at the end of which the effectiveness of the measure would be assessed – as proposed also by the SMA. Thereafter, the permissive period would be extended, if deemed necessary, or followed by diversion (of calls with the 'old' number) to recorded announcements for a period <u>not less than</u> three months (3 months is typical in the industry). A standard recorded announcement would advise callers that the 'old' number has been discontinued, and inform them of the new ones.

3.21 The Adequacy of the duration of the permissive dialling period can be ascertained by tracking and analysing **110** Emergency call statistics, against those for the new numbers, over the period. The current average call volume is just under 1000 calls per day. In comparison, the police emergency call centre ('**119**' **service**) handles approximately 30,000 calls per day; 75 per cent of these are non-emergencies (largely hoax calls).

3.22 The Office will facilitate and participate in appropriate collaborative efforts among stakeholders to ensure effectual and proper public education regarding the adoption of the new emergency numbers.

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4. SUMMARY CONSIDERATIONS

4.1 Having therefore considered the various facts presented in the consultation and the views articulated by the respondents, the Office sets out the following summary considerations that guided its final decision:

1. The short code **112** was used in Jamaica, from the early 1970's, as the access code for Domestic Operator Assistance Service which was offered only by LIME. LIME has now discontinued the service altogether.

2. The short code 911 is one of the nine N11 codes that are allocated in the National Numbering Plan to provide three-digit dialling access to special services that are categorised in the National Numbering Plan under **Public Interest (Nationally uniform)**; a qualifying service must be for some **general welfare** purpose and accessible across public networks, using a uniform number assigned by the OUR, exclusively for that purpose.

3. The National Numbering Plan formally recognizes two emergency services for which access codes, which have been designated Emergency Numbers, have been allocated. These are the **Emergency Operator Service**, traditionally provided by LIME, (to reach the Fire Brigade, the Police and an ambulance service, separately or jointly, depending on the nature of the emergency), and the **Police Emergency Service** provided by the Jamaica Constabulary Force, for direct access to the police in case of emergencies – including air/sea rescue. The standard Emergency Numbers 110 and 119 have been assigned, respectively.

4. Implemented numbering changes, or externally recommended standards in and of themselves, should not be used by anyone as a basis for justifying existing or future misappropriations of unassigned numbering resources.

5. The Office proposes an implementation approach (illustrated in table 1 below and involves simultaneous introduction of the two ITU-T E.161.1 recommended short codes, 112 and 911) that will optimise: the attainment of the global harmonisation objective, caller confusion avoidance, the conservation of scarce numbering resources, and conformance with the National Numbering and Dialling Plans.

Table 1 Implementation of Emergency Numbers

PLAN	CALLING TO		COMMENTS
	Emergency Operator {For Fire, Police} { or Ambulance }	**Police (Direct)**	
1 (Old)	110	119	Standard authorised uses – on fixed and mobile network
2 (New)	112; 911	119	**-** Start with Plan 1 and withdraw 110 after at least 1 year. **-** Use of 112 & 911 consistent with other countries'.

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6. It has been posited that numbers which people rarely call are difficult to remember and that memory recall also deteriorates in stressful situations such as emergencies. Thus, knowing and being able to readily recall the local emergency number is of great importance to the safety and wellbeing of every person in the country, and therefore, such awareness, as far as practicable, must be ensured.

7. The preferred Implementation option proposes a permissive dialling period of one year, during which time both the new emergency numbers and the one to be withdrawn may be dialled to reach the respective emergency agencies.

8. An implementation of the proposed substitution and reallocation of numbers for emergency services will require more than normal time and effort for public education and information.

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5.   DETERMINATION

5.1   Consequent upon the foregoing discussions analyses and conclusions, the Office makes the following determinations:

Determination 1.0:

The Office supports the ITU goal of globally harmonized emergency numbers. In this connection, the Office adopts the provisions of ITU-T Recommendation E.161.1 for implementation in Jamaica.

Determination 2.0:

N11 codes (where N represents digits 2 through 9) represent a limited but significant set of 3-digit abbreviated dialling resources. These resources are for the purpose described in the National Numbering Plan as **Public Interest**.

Accordingly, the Office assigns the N11code **911** for **Emergency Services (Fire, Police, Ambulance) – Operator Assisted**. The code will have a common meaning across all telephone networks in Jamaica.

Determination 3.0:

11X codes (where X represents digits 0 through 9) have a common meaning across all telephone networks in Jamaica.

The Office withdraws the assignment of the 11X code **112** for **Local Operator Assistance Service**.

Determination 3.1:

The Office assigns the 11X code **112** for **Emergency Services (Fire, Police, Ambulance) – Operator Assisted**.

Determination 3.2:

The Office shall withdraw the assignment the 11X code **110** for Emergency Services (Fire, Police, Ambulance) – Operator Assisted, after a permissive dialling period of at least one year commencing at the start of public dialling of the new emergency numbers, **112** and **911**, as provided in Determination 4.0.

Determination 4.0:

Public dialling of the new emergency numbers, 112 and 911, shall commence 30 business days after the effective date of this decision.

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6.   Recommendation ITU-T E.161.1 (Summary Extract)

Purpose

The purpose of the Recommendation is: To provide guidance to help Member States who are in the process of selecting a single emergency number for the first time or selecting a secondary alternative emergency number for public telecommunications networks.

Terms defined

Recommendation E.161.1 defines the following terms:

Emergency call [as defined in ITU-T Q-Sup.47]: A call requesting emergency services. A caller is given a fast and easy means of giving information about an emergency situation to the appropriate emergency organization (e.g., fire department, police, ambulance). Emergency calls will be routed to the emergency services in accordance with national regulations.

Emergency number: A non-E.164 number allocated in the national numbering plan to enable emergency calls. Normally, the emergency number is a short code.

Short code: A string of digits in the national numbering plan, as defined by the National Numbering Plan Administrator which can be used as a complete dialling sequence on public networks to access a specific type of service/network. The short code is referred to as a non-E.164 number, and its length is normally shorter than a subscriber number.

Key Provision

The following are the key provisions of the Recommendation:

- **Single initial Emergency Number**

    A Member State that is planning to introduce an emergency number could use either 112 or 911, in adherence with applicable regulations concerning emergency numbers (e.g., the usage of 112 for EU Member States [b-EU 91/396/ECC]).

- **Selection of a second alternative Emergency Number**

    A Member State that is planning to introduce a second alternative emergency number could use either 112 or 911, or both, which should be routed to the

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existing emergency number. A second alternative emergency number facilitates, for example, emergency calling by travellers visiting the country.

- **Emergency Numbers for mobile networks**

  This clause give examples of how emergency numbers are used in terminals and identity module cards (e.g., SIM) for different kinds of mobile networks (PLMNs).

- **PLMNs based on GSM/UMTS system**

  For mobile equipment (ME) based on the GSM/UMTS system, there is a built-in recognition of the emergency numbers 112 and 911. If the SIM/USIM/ISIM card is not present in the ME, then, in addition to 112 and 911, the following national numbers will act in a similar way as national emergency numbers: 000, 08, 110, 999, 118 and 119 [b-3GPP TS 22.101]. It will be left to the Member State to decide whether the public telecommunications network accept emergency calls without the SIM/USIM/ISIM.

END OF DOCUMENT

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