



Regulation

ON ROUTING AND ENSURING EMERGENCY TRAFFIC

Issued in Helsinki on 22 June 2010

The Finnish Communications Regulatory Authority (FICORA) has, under sections 55 and 129 of the Communications Market Act Of 23 May 2003 (393/2003), prescribed as follows:

Section 1

Scope of application

This regulation applies to emergency calls in a public communications network.

Section 2

Definitions

In this regulation, *emergency call* means a call to the general emergency number 112.

In this regulation, *sparsely populated area* means rural municipalities as referred to in the statistical grouping of municipalities made by Statistics Finland, and those semi-urban municipalities which in the Rural Development Programme are classified as sparsely populated rural areas.

In this regulation, *locality* means a housing concentration as defined by Statistics Finland.

In this regulation, *central locality* means a locality which is important for the administration or economic activity of a municipality and complies with Statistic Finland's definition of a central locality (kt) or village centre (kk).

Section 3

Implementation of emergency calls

A telecommunications operator must provide a possibility for the user to make an emergency call.

The telecommunications operator must inform its customers of possible service-related technical restrictions concerning the emergency call requirements laid down in this regulation.

The telecommunications operator must see to that users can make an emergency call

- 1) from a functioning telephone network subscription the use of which has been restricted or which has been closed for reasons attributable to the user;
- 2) from a prepaid subscription where the balance is zero; and
- 3) from a mobile phone which does not have a card identifying the subscription.

The telecommunications operator must see to that the calling line number, which is transmitted with the emergency call,

- 1) allows getting information about the subscriber, user and installation address;
- 2) enables call-back to the relevant subscription, and
- 3) in case of a mobile subscription, enables positioning of it.

Section 4

Routing of emergency calls

Emergency calls from each geographic area must be routed to the emergency response centre specified for the relevant area also when the user dials an area code before the emergency number. A telecommunications operator must ensure correct routing primarily on the basis of the user's position defined by the network. If this is not technically possible, routing must be based on the information given by the user about the relevant municipality.

The telecommunications operator must see to the eventual rerouting of emergency calls made from a corporate network (company's internal IP network, PABX network or other corresponding network), and the eventual number modification in the originating centre or equivalent so that the calls can be routed on the basis of the information received from the above-mentioned network to the emergency response centre determined for the geographical area of the user.

The telecommunications operator must see to that calls cannot be forwarded to the general emergency number 112.

Operators who connect an emergency response centre to the public telephone network must see to that the calling line number is always transferred with the emergency call to the emergency response centre when the gateway exchange has received the number and the interface to the emergency response centre enables the number transfer.

Section 5

Ensuring emergency calls in general

A telecommunications network must dedicate priority to emergency calls in a public communications network.

The redundancy of priority 1 and 2 components, complying with FICORA regulation 54, as well as connections between them must be implemented so that emergency traffic of the connection that functions as back-up is prioritised the same way as the connection that is backed.

The redundancy of connections between the emergency response centre and the operator connecting the emergency response centre to the public communications network must be ensured.

The telecommunications operator must ensure that the base station carrier waves are turned off in case the transmission connection between the mobile network base station and the base station controller breaks.

Section 6

Ensuring redundancy of the network used for emergency calls in localities of sparsely populated areas

A telecommunications operator must ensure that a single transmission connection break between a mobile network base station and a priority 2 component referred to in FICORA regulation 54 does not prevent emergency calls via mobile networks in any entire locality mentioned in annex 1.

The telecommunications operator must ensure that a single transmission connection break between a concentrator for more than 100 fixed telephone network subscribers and a priority 2 component referred to in FICORA regulation 54 does not prevent emergency calls via the fixed telephone network in any entire central locality of municipalities mentioned in annex 1.

The telecommunications operator must document its plan and implementation of redundancy referred in this section for each locality in sparsely populated areas.

Section 7

Transitional provisions and entry into force

This regulation enters into force on 1 July 2010 and will remain in force until further notice.

The regulation repeals FICORA regulation 33 C/2006 M of 16 October 2006 on routing and ensuring emergency traffic.

Telecommunications operators must document its redundancy plan referred to in section 6(3) by 31 March 2011.

The telecommunications operator must implement the requirements of section 6(1) and 6(2) regarding ensuring emergency calls in localities by 30 September 2012.

Section 8

Information and publication

This Regulation is included in the Series of Regulations issued by the Finnish Communications Regulatory Authority and it can be obtained from the FICORA Customer Service Office:

Office address	Itämerenkatu 3 A, HELSINKI
Postal address	P.O. Box 313 FI-00181 HELSINKI
Tel. national	09 69 661
Tel. international	+358 9 69 661
Fax national	09 6966 410
Fax international	+358 9 6966 410
Website	http://www.ficora.fi/
Business ID	0709019-2

Helsinki 22 June 2010

Director-General Rauni Hagman

Director Timo Lehtimäki