

ROUTING OF EMERGENCY TRAFFIC FROM CORPORATE NETWORKS

FICORA's recommendations

309/2011 S

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1 INTRODUCTION

This recommendation contains guidelines for routing emergency traffic from corporate networks. Corporate networks mean here a corporate network's internal IP networks, PABX networks and other corresponding networks.

The recommendation is mainly targeted at telecommunications operators and holders of corporate networks.

This recommendation replaces the former version 309/2007 S, dated 5 June 2007.

Routing is provided as follows in FICORA's regulation 33 E/2011 M on *routing and ensuring emergency traffic* (section 4):

Emergency calls from each geographic area shall 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 shall ensure correct routing primarily on the basis of the user's position defined by the network. If this is not technically possible, routing shall be made according to the user's information about the relevant municipality.

The telecommunications operator shall ensure possible rerouting of emergency calls from a corporate network (corporate's internal IP network, PABX network or other corresponding network) and associated number modification in the originating centre or in some other corresponding unit so that calls can be routed to the emergency response centre situated in the user's geographic area on the basis of information received from the relevant network.

2 EMERGENCY TRAFFIC FROM CORPORATE NETWORKS

In case the extension and the gateway exchange belong to different emergency response centres, FICORA recommends that the routing number is composed as shown below in order to make companies' emergency traffic routing comply with the regulation:

This means that when a caller dials 112 in a corporate network, the routing number to the public network is:

3979 abc 112

3979 is a part of a subscriber number range reserved for this purpose in all telecommunications areas
abc = code for the municipality in which the emergency response centre is situated

The routing number composed in a corporate network is modified in the corporate network's gateway exchange to a hexadecimal routing number for emergency traffic as referred to in section 26 of FICORA's regulation 32 P/2011 M *on numbering in a public telephone network*:

3979 abc 112 → 0X(Y) 0C abc 112

0X(Y) = area code to the telecommunications area where the emergency response centre is situated

C = hexadecimal character C

abc = code for the municipality in which the emergency response centre is situated

On request of the Emergency Centre Administration, FICORA has assigned numbers ending with 113 and 114 to be used for routing emergency traffic to various emergency response centres on the basis of municipality. This feature is used to route emergency calls according to language. **Instead of 3979 abc 112** it is possible to use the following numbers as routing numbers from corporate networks:

3979 abc 113

3979 abc 114

Note! The police emergency number 10022 will be terminated. As of 1 September 2011, the public network will route all calls made to this number to an announcement telling that the number is not in use. It is recommended that corporate networks stop using 10022 as an emergency number as of 1 September 2011 and inform their customers on the matter in an appropriate manner.

A table containing routing numbers for each municipality can be obtained from FICORA.

Upon agreement on a corporate connection to the public telephone network it must be ensured that the gateway exchange can handle the relevant emergency routing numbers originating from a corporate network.

3 POSITIONING IN CORPORATE NETWORKS

The holder of a corporate network is responsible for ensuring that the emergency call routing numbers transferred from the corporate network to the public telephone network correspond to the emergency caller's geographical position. The holder of the corporate network must inform users of possible restrictions.

If it is not possible to locate the user of the service by means of network technology, it is recommended that the routing numbers are determined according to place of installation. The operator may also offer the user a possibility to notify his or her position at each phase at least with the municipality's accuracy. The routing numbers are then composed according to the user's notification about the relevant municipality.

In case the corporate network has been implemented by means of mobile stations, it is recommended that the mobile operator routes emergency calls from the corporate network's mobile stations directly to

the emergency response centre through the mobile network. The calling number is in this case the relevant mobile subscription number.

4 DIALLING THE EMERGENCY NUMBER

For calls from an extension to emergency numbers FICORA recommends two alternatives which both can be used: to dial the special emergency number directly and to dial first the code to connect the line to the public telephone network and then the emergency number 112.