



Brussels, 2013

Support for the need for Next Generation 112 testing in Europe

This paper has been prepared by the European Emergency Number Association calling for the need for Next Generation 112 testing in Europe.

At this moment, the majority of the 112 Public Service Answering Points (PSAPs) in Europe are based on old analogue technologies and legacy-based networks. As a result, the PSAPs have a very limited capability to handle emergency communications other than voice and are significantly out of step with the fast pace of modern communications systems. Citizens' expectations are also significantly greater than the capability of the emergency services and many of our citizens who suffer from disabilities are not receiving an equivalent service¹. The COCOM Report 2013 also highlighted the lack of accessibility for citizens with disabilities².

EENA believes strongly that there should be a fully resourced testing programme in order to ensure that NG112 communications are capable of meeting the needs of the emergency services and the citizens of Europe. It is apparent that the pace of development for NG112 communications is increasing and there needs to be a robust testing regime to support the changes needed for IP connectivity and communications, data sharing, security, location information, video and messaging channels and many, many more.

In its 2011 resolution³ on universal service and 112, the European Parliament invited Member States and the Commission to improve finance for 112 research projects. They also called for the ICT-PSP funds to be allocated to support the testing and implementation of services based on VoIP and IP-access to 112 and called "*on the Commission to examine also the implementation of Next Generation 112 applications*".

Society will benefit as a whole from NG112 communications but it needs to be adequately supported now by the European Commission.

We therefore call on the European Commission to consider supporting the call for such a testing programme so that our citizens can benefit from the new technologies and so that the emergency services can adopt more efficient and effective ways of doing their important work.

¹as called for in Article 26.4 of the Universal Services Directive (2009/136/EC)

² http://ec.europa.eu/information_society/newsroom/cf/dae/itemdetail.cfm?item_id=9624

³<http://www.europarl.europa.eu/sides/getDoc.do?type=TA&reference=P7-TA-2011-0306&language=EN>



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