

GOVERNMENT OF MONTENEGRO
MINISTRY OF MARITIME AFFAIRS, TRANSPORTATION AND TELECOMMUNICATIONS
IN CO-OPERATION WITH THE
MINISTRY OF INTERNAL AFFAIRS AND PUBLIC ADMINISTRATION

R E G U L A T I O N
ON THE MANNER, CONDITIONS AND TIMEFRAME OF INTRODUCING THE SINGLE EUROPEAN
EMERGENCY TELEPHONE NUMBER, AS WELL AS THE QUALITY OF SERVICING CALLS TO
THAT NUMBER

PODGORICA, September 22, 2009

Pursuant to Article 88 § 2 of the Law on Electronic Communications (*Official Gazette of Montenegro*, No. 50/08), the Ministry of Maritime Affairs, Transportation and Telecommunications, in Co-operation with the Ministry of Internal Affairs and Public Administration, issues the following

REGULATION
ON THE MANNER, CONDITIONS AND TIMEFRAME OF INTRODUCING THE SINGLE EUROPEAN
EMERGENCY TELEPHONE NUMBER, AS WELL AS THE QUALITY OF SERVICE OF SERVICING
CALLS TO THAT NUMBER

("Sl. list Crne Gore", br. 64/09 od 22.09.2009)

Subject matter
Article 1

This Regulation prescribes the manner, conditions and timeframe of introducing the single European emergency telephone number (hereinafter: the number 112), as well as the quality of servicing calls to the number 112.

Definitions
Article 2

Terms used in this Regulation have the following meanings:

- **the number 112** is a unique European telephone number for emergency calls determined by regulations on protection and rescue;
- **the 112 operational communication centre** (hereinafter: OKC 112) is a single operational and communication centre for all emergency calls organized and operating in accordance with regulations on protection and rescue and electronic communications;
- **caller number information** is the telephone number of the terminal from which the number 112 was called;
- **access line** is the link between the caller's network termination point and the termination point of the end exchange or remote concentrator, counting the one which is closer to the caller;
- **OKC 112 access line** is the telecommunications line between the termination point in the operator's telecommunications network and OKC 112.
- **E112** – is an emergency communication service using 112 number, improved with information on caller location;
- **E112 – DB** – is a database containing the information on caller location toward 112 number for emergency calls from publicly available telephone service, including public phone booth, administered and maintained by OKC 112;
- **data on caller location** is a specific geographical area with one or more geographical coordinates from which the call was made;

Information for service users

Article 3

The ministry in charge of protection and rescue affairs will make available to users of electronic communication services all information about the purpose, manner and conditions of using the number 112.

Public communication network operators (hereinafter: operators) are obligated to make available all information about the number 112 to their customers on the territory of Montenegro, as well as in telephone directories, pay-telephone booths, subscribers' and advertising materials.

Installation of public telephones intended exclusively for calls to the number 112 whose users do not need to know the emergency number or speak the Montenegrin language well is mandatory at international bus terminals, railway stations, harbors and airports.

Mobile communication network operators are obliged to inform visiting users of their networks from abroad on the possibility of using 112 number by virtue of an SMS, when registering a subscriber in their networks.

Operation of calls to the number 112

Article 4

An operator is obliged to secure unimpeded availability of the number 112 24 hours a day, seven days a week, 365 days a year, as well as to make available the re-direction of such calls to other telephone numbers free of charge, provided those are scheduled by the Plan on Numeration.

Provision of data on the caller's telephone number

Article 5

Operators are required to submit to the OKC 112 free of charge all available data about recorded telecommunications traffic to the number 112, including specifically data on the name or title of the caller, the caller's telephone number, the time and duration of the call and the location from which the call was made.

Data on the caller's telephone number referred to in § 1 of this Article are submitted to the OKC 112 also in cases where the telephone number is withheld or unlisted.

The data referred to in § 1 of this Article are submitted to the OKC 112 in the manner, form and timeframes established in standard operational OKC 112 procedures, and the OKC 112 is required to treat those data in compliance with specific regulations on the protection of unpublished and personal data.

Servicing calls to No. 112

Article 6

Operators are responsible for the proper processing of calls to the number 112 and are required, in accordance with the technical capacities of their electronic communication systems, to ensure that the telecommunications traffic emanating from the re-direction of the calls referred to in Article 4 of this Regulation does not additionally overload OKC 112 communications.

Reporting and repairing faults

Article 7

Operators are required to secure reporting of faults on OKC 112 access lines 24 hours a day, seven days a week.

Operators are required, in the event of the faults referred to in § 1 of this Article, to ensure re-direction of calls to the number 112 using appropriate reserve electronic communication lines and the procedures agreed with representatives of OKC 112.

Repairing the faults referred to in § 1 of this Article shall take precedence over rectification of all other faults in the operator's telecommunications network.

Specific conditions for accessibility of the number 112

Article 8

Operators are required to:

- separate the obligation to supply a connection to a public electronic communications network at fixed locations from the obligation to supply publicly-available telephone calls to the number 112;
- re-direct emergency calls toward 112 number from private (functional) networks to a public electronic communications network;
- make available data on locations within a private network, under mediation of the network owner;
- in the event of a mains electricity outage, secure minimal electricity supplies at their network termination points of the telephony terminal equipment.
- fulfill the reasonable expectations of users regarding technical possibilities for execution of these calls;

Report on submitting information on the number 112

Article 9

Once every year operators are required to submit to the Agency for Electronic Communications and Postal Activities (hereinafter: the Agency) within the first quarter of the following year report on all measures undertaken in connection with the manner and conditions of servicing calls to the number 112 which are related to parameters of quality of the service of using the number 112.

The Agency will forward prepared and processed reports to the ministry in charge of electronic communications affairs and the ministry in charge of protection and rescue affairs, by the end of April of the following year.

Installation of special devices and equipment

Article 10

By installing special terminal equipment for deaf users, text-sending equipment or other special equipment operators will make possible equal access to calls to the number 112 for people with disabilities. International standards and recommendations valid for these devices shall be subsequently published.

Public telephones exclusively intended for calls toward 112 number must have provision for calls to be made by persons with disabilities.

Impossibility of re-directing calls in boundary effect situations

Article 11

In case calls to the number 112 cannot be re-directed to a geographically adjacent OKC 112 due to a lack of physical definition and variations of the boundaries of radio coverage and the existence of boundary effects, in designing their networks operators are required to limit such occurrences to the smallest possible extent when designing the network.

If it is impossible to re-direct the calls referred to § 1 of this Article, area OKC 112 units must engage in co-operation and organize it in an appropriate manner.

Where it is impossible to re-direct calls to the number 112 in the proximity of national frontiers, international co-operation with the emergency services of such countries shall be sought.

Calls to the number 112 free of charge

Article 12

Operators are obliged to enable calls to the number 112:

- at any moment from any telephone, including all public telephone booths, without using any means of payment;
- for subscribers who have not settled their telephone bills;
- in cases where the telephone is protected by an identification procedure, a code or in other ways; -for users of mobile telephony networks who are outside the zone of coverage of their network, by calling through a different network operator, provided the mobile telephone is technically compatible with the other network.

Deadline for introducing the number 112

Article 13

Calls toward 112 number and assumption of calls from OKC 112 will be possible no later than 1 June 2010, until which date parallel access to emergency services in Montenegro will be available via the existing emergency numbers referred to in the Plan on Numeration, unless special regulation or a responsible State authority decision regulates differently.

Introduction of technology as software/hardware solution for processing locations of calls toward E112 for mobile operators shall be implemented in the following stages:

- Stage one – purchase and installation of technical solution in mobile switches and assembling special equipment on the base stations in rural areas and areas including trunk roads should be carried out within six months from official launching OKC 112
- Stage two – assembling of special equipment on base stations covering tourist areas and including territories of national parks within six months from completion of the stage one;
- Stage three – equipping the remaining base stations for the entire territory of Montenegro within a year from completion of the stage two.

The special equipment on base stations includes devices for processing the data on location. The equipment for establishing calls' location (LMU) must be installed on mobile base stations (BTS) and base station controller (BSC) or mobile phone switch (MSC).

Parameters, limits and methods of measuring parameters

Article 14

The quality of servicing calls to No. 112 is regulated by a specific Regulation on the parameters of the quality of services, limits and methods of measuring those parameters.

Where a public telephony network is operating in aggravated conditions as a result of extraordinary circumstances, speech quality may not be lower than that of a user of the basic telephone service with a majority of calls.

Quality of servicing calls toward 112 number shall be supervised by the Agency.

Sending the data on location

Article 15

Operators are obliged to forward the information on caller location to OKC 112 for each call toward 112 number, by means of a network based platform for location establishment, based on measuring up-link time difference of arrival collected from base stations and determination of the angle of arrival of signals from a base station.

Structure of the information of call location

Article 16

For the purpose of providing information on location, operators are obliged to secure that the data on address, i.e. caller's geographic coordinates (geographic width and length) are delivered in the extent and format in the database E112 – DB in OKC 112.

Abuse of calls to No. 112

Article 17

In the event of three repeated abuses of calls to the number 112, operators are required, on the basis of a written OKC 112 request, to temporarily disconnect from the electronic communication network the terminal equipment of the subscriber or user of services who committed the abuse for a period of seven days, leaving the possibility of receiving calls in that period.

Where it is established that the subscriber or user of services referred to in § 1 of this Article has made three new abuses of calls to the number 112, his terminal equipment will be disconnected temporarily from the electronic communication network for a period of 30 days, leaving the possibility of receiving incoming calls in that period.

Where it is established after the expiry of the period referred to in § 2 of this Article that the same subscriber or user of services has repeated an abuse of calling the number 112, his terminal equipment will be permanently disconnected from the electronic communication network and the subscription contract terminated.

Effectiveness

Article 18

This Regulation shall come into effect on the eighth day from the date of its publication in the *Official Gazette of Montenegro*.

Nr: 01-3498/1

Podgorica, 16. September 2009.

Minister,

dr Andrija Lompar, s.r.