# Code of Practice for The Public Emergency Call Service (Pecs) Between Communication

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1 General Information

1.1 This Code of Practice ("the Code") is intended to deal with the method of handling '999/112' public emergency telephone calls between the Call Handling Agents ("CHAs") and the Emergency Authorities ("EAs") in the UK (Police, Fire, Ambulance and Coastguard).

1.2 The Call Handling Agents (see Appendix 2) and the Emergency Authorities have agreed the contents of the Code through the auspices of the 999 Liaison Committee. The Code is subject to regular review by the 999 Liaison Committee who will arrange for copies to be distributed to the CHAs and to all EA Chief Officers.

1.3 All Communications Providers ("CPs") have obligations under the Communications Act 2003, implemented under Condition 4 of the General Conditions of Entitlement in respect of emergency calls made to 999 and 112.

1.4 The CP must ensure that any end user can access EAs by using the emergency numbers "112" and "999" at no charge and, in the case of a pay telephones, without having to use coins or cards.

1.5 The CP must also make Caller Location Information available to the EAs, to the extent technically feasible, for all calls to the emergency numbers 112 and 999. 'Caller Location' is defined as any data or information processed in an Electronic Communications Network ("ECN") which gives the geographic position of the terminal equipment of the person making the emergency call.

1.6 The CPs deal with the requirement to provide a Public Emergency Call Service partly by contracting out to a Call Handling Agent (CHA). In the UK there are three CHAs, BT, Cable & Wireless and Kingston Communications which allow CPs a choice, while ensuring that the EAs do not have too many points of contact to maintain.

1.7 The handling of an emergency call by a CHA involves the five main phases:

(i) Connection of the caller over the CP and CHA networks to the CHA's Emergency Operator ("EO") via the 999/112 number.
(ii) Selection by the emergency operator of the required EA Control Room (EACR).
(iii) Onward connection of the caller to the EACR over the CP/CHA networks.
(iv) Listening by the EO to ensure that connection has been established with the appropriate EACR and the ability to provide further assistance to the caller or Emergency Authority (EA) when required.
(v) Provision of location information

2 Quality of Service (General)

2.1 Under present legislation there are no quality of service standards laid down for 999/112 call handling by CHAs or the EAs.

2.2 The CHAs have a target of answering 95% of 999/112 calls within 5 seconds.

2.3 To meet this commitment, 999/112 calls receive priority by CHA EOs over all other calls. If the EO has any other call in hand when a 999/112 call arrives the operator will ask that caller to hold the line and will deal with the emergency call.

2.4 In the same manner, the EAs place the highest priority on incoming emergency code calls. All such calls are treated equally with no discrimination between fixed line and mobile callers.
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2.5 EAs are subject to recommended attendance/response times. In addition the 999 Liaison Committee recommends that all the EAs should publish their standards for answering incoming emergency calls to 999/112.
3 Customer Calling Details

3.1 CHA EOs will obtain, or seek to obtain, the following information from a 999/112 caller before connecting a call to the relevant EA:

(i) which EA the caller requires (i.e. fire, police, ambulance, coastguard). If a caller requests more than one EA they will be connected to all EAs requested in the order that they are requested;

(ii) the telephone number of the caller. If the caller's telephone number is not automatically available and the caller cannot provide it, the EO will ask for the approximate location of the caller and will then seek to connect the call to the appropriate EA. Under no circumstances will the CHA EO refuse to onward connect an emergency call (999/112).

3.2 It is the responsibility of the EACR staff to obtain adequate address information from the caller to enable the EACR to locate the incident being reported.

4 EA Selection Details

4.1 When a CHA EO answers an emergency call, the full national calling number and for mobile calls the zone code (group of cells) or Cell ID, will normally be automatically displayed on the operator's console. For 999/112 calls this calling number will be displayed on the operator's console even if the caller withheld their number. The list of EACR routings shown is agreed between the CPs, the CHAs and the EAs. This information is updated as necessary to account for number changes, new cells etc.

4.2 The EACR routings automatically displayed are based on matching the EACR areas to the calling number's postal code (or in absence of a postal code the exchange catchment area or nearest town information) for fixed calls, and to the zone code or Cell ID for mobile calls.

4.3 There are a small number of cases where callers will need to be asked for their number in order to display the correct EACR routing. These cases include (a) Social Alarm Monitoring Centres forwarding calls from their clients (b) when a default number has displayed due to an exchange working in fallback mode.

4.4 Some large business customers have DDI systems and/or private networks. In these, the number automatically presented to the CHA operator can be different to the number that the caller provides when asked by either the CHA or the EA. The CHA EO connects using the automatically presented number, as indicating the most appropriate EACR and to minimise any delay in connection.

4.5 If an EA wishes to change the routing of calls within its handling area, e.g. because of changes to geographical boundaries, it should provide one month minimum advance notice together with full written details of the changes. The information needs to be passed to all the CHAs.

4.6 Calls without service request

There are many calls to 999/112 where a caller does not actually request an EA. In the overwhelming majority of cases these are children playing or customer misdial, but there is always a possibility of it being a genuine caller who cannot speak. In order to prevent the Police from being overwhelmed with these calls, the Association of Chief Police Officers (ACPO) and Association of Chief Police Officers Scotland (ACPOS) have requested that the CHA operators filter such calls. To do so the CHAs use carefully designed procedures agreed with ACPO and ACPOS.

4.6.1 Calls without service request from mobile phones

Very large numbers of accidental 999/112 calls are received from mobile phones. CHA EOs try to obtain a response by asking the normal questions - for example "which service is required", and "if you cannot speak but need help please tap the handset screen." In cases where nothing apart from
general noise (no speech) is heard, or where the voice link is terminated during CHA questioning (perhaps with background speech or noise), it is recognised that there is a negligible chance that it is genuine and the CHA EO can end the call.

Where there is no response, the voice channel remains open and background voices are present it is recognised that the CHA cannot decide whether an EA is needed. In this case the call is connected to a Police voice response system at New Scotland Yard which asks caller to press "5" twice if help is required. If 55 is pressed then immediate connection with the appropriate Police authority is made.

For any cases where suspicious noises are heard the CHA can override the above procedures and connect to a Police EACR.

4.6.2 112 Calls without service request from fixed phones

Switches on fixed networks still have to recognise loop/disconnect dialling and 112 calls can therefore be readily generated by faults within networks or customer equipment. Despite the use of network filters to prevent such calls reaching the CHA EOs, many are still received and appear as silent, open lines, or noisy lines with crackling and interference sounds. The overwhelming majority of callers on fixed networks use 999.

Once CHA EOs have asked their normal questions without response, it is agreed that there is an almost negligible risk of missing a genuine call. Therefore silent and noisy 112 calls can be connected to the Police voice response unit at New Scotland Yard. This provides one final check as described in paragraph 4.6.1 to cover rare case of a genuine 112 caller unable to speak being on the line.

However, calls of this nature reaching the Kingston Communications East Yorkshire Division CHA will be passed through to Humberside Police.

For rare noisy calls to 112 on which the level of noise makes it impossible to listen, the lines are tested (involves clearing the call's voice link) before connection by CHA EOs. If, as can be expected, a fault is found they will not be connected to either Police or the Police voice response unit. In the unlikely event that no fault is found details will be passed to the Police.

This procedure will be kept under review in light of genuine use of the 112 code.
4.7 Misrouted calls

It is possible that the postcode, national calling number, zone code display or Cell ID could give an incorrect but apparently valid EA routing to the emergency operator. This could occur as a result of:

(i) a faulty console;

(ii) a fault in transmitting the information from the database;

(iii) more commonly, where a mobile handset has accessed a base station located in a different zone or Cell to the one where that handset is actually located. Handsets automatically search for the strongest signal and connect to the base station that they find provides it - this does occasionally mean it is not necessarily physically nearest to the site of the incident being reported. (This most typically will occur across river estuaries.);

(iv) where a call has originated from a private network that extends over several areas (DDI systems). In these cases, the number automatically presented to the CHA EO can be different to the number that the caller provides when asked by either the CHA or the EA. This is because any 999/112 call can be fed into the ECN in one of the areas. This can lead to problems as the CHA EO will be presented with a telephone number applicable to this area, and therefore routed accordingly. This will only become apparent at the EACR when the caller is questioned as to their location.

4.7.2 The CHA EO connects using the automatically presented information, as indicating the most appropriate EACR and to minimise any delay in connection. It is the responsibility of the EA controller to establish that the call is proper to the EA area and to instigate means of transfer if it is not. This can be achieved in a number of different ways in decreasing order of preference.

(i) Taking details of the call and passing the information to the correct EACR;
If option (i) is not possible, then ,

(ii) Recalling the CHA operator back into the circuit and requesting that the call is passed to another EA exchange line;

(iii) Recalling and advising the CHA operator of the correct EA. The CHA operator will then look up the appropriate contact number; or

(iv) If it is not possible for the EA to advise on the correct connect-to number, or the correct county, then the CHA EO will instigate a mobile call trace procedure as described in paragraph 4.9 to identify where the mobile handset accessed the mobile network. The CHA EO will then re-route the mobile customer to the applicable EA control.

Note: Call traces can only be carried out providing the cellphone customer continues to hold the connection.

4.8 Boundary Overlap (Mobile ECNs)

Where cell or exchange coverage areas straddle two or more EA coverage areas, the CPs (or their call handling agents) will nominate an Emergency Authority Control Room (in consultation with the EAs as appropriate) to which 999/112 calls from that cell/exchange are to be directed. If this choice later turns out to be incorrect, the arrangements can be changed by mutual agreement. Comparison of exchange area/cell site boundaries and EA boundaries shows that exchange/cell boundaries are unlikely to overlap more than two adjacent EA coverage areas.

4.9 Failure to display zone or Cell ID information (Mobile ECNs)

4.9.1 Failure to display zone or Cell ID information is extremely unlikely. However, should this occur, the CHA EO will ask the caller for location information (e.g. county) and route the call accordingly.
4.9.2 If the location is not known, the CHA EO will tell the caller that there is a network fault and that some information checking will be necessary. The ECN will use the inherent network facilities to locate the cell of origin. If the ECN is unable immediately to determine the zone code or Cell ID it will persist in determining the caller's location.

**Note:** It is recognised that extra time will be needed to go through this procedure.

4.9.3 It is essential that the ECN gives the CHA Operator a zone identity or Cell ID on all occasions and with the minimum of delay.

4.9.4 The cell and zone location facilities described above may be possible providing the calling cellphone holds the connection. If the caller clears, traces are not generally possible, but records are kept by the CPs which include time of call, duration, originating number, the cell which received the call and the resulting zone code (where applicable). These records are kept and will be readily available for cross-checking for approximately three months.

### 4.10 Routing Methods and Network Security

4.10.1 In the digital network, the standard method of routing 999/112 calls from CHAs' EOs to EACRs will be via each PSTN. Calls will normally be connected over the primary route to the nominated EACR. The digital network provides good transmission and fast call set-up. It also provides forwarded 999/112 calls with automatic alternative routing through the network to the nominated EACR, along with priority treatment over normal calls which particularly helps on occasions when the network is busy. This method of routing provides sufficient resilience to meet the obligations under the General Conditions of Entitlement.

4.10.2 All mobile CPs will provide capacity from their Mobile Switching Centres ("MSCs") to enable calls to be routed to the appropriate first choice operator centre. The capacity provided will be secured by supplying diverse transmission routes, where possible, to minimise the effect of equipment or line plant failures.

4.10.3 Alternative routings from the MSCs will be automatically invoked when route congestion to or failure at a switch is detected. **Note:** Any circuit suspected of being faulty will be removed from service until such time as engineering tests have proved the fault rectified and operational tests have been performed.

4.10.4 Further safeguards exist in the form of a back-up service provided between the Operator Centre switches which will be effective against temporary closure of the Operator Centre site due to emergencies such as fire alarms or bomb threats. BT's CHA currently has 7 OCs, CWC's CHA has 3 OCs and Kingston Communications has 1 OC.
5 Call Monitoring and Disconnection

5.1 Once the EA answers the call, the CHA EO will (unless interrupted by the caller) give the name of their Operator Centre (to facilitate recall). They will also give the caller's number, or will advise the EA if:

(i) the caller's number is not known;
(ii) the caller wishes to remain anonymous;
(iii) the caller is from a public payphone (when known);
(iv) the caller is using a mobile phone.

5.2 If the Enhanced Information Service for Emergency Calls ("EISEC") is used, the caller's number and Operator Centre identity are automatically transferred to the EACR's switch and do not need to be verbally passed.

5.3 If the caller remains anonymous the EA should request the customer identification details once the call has been terminated.

5.4 Once connected to an EACR, the CHA EO will listen to establish that the caller is able to pass details to the EA controller. Once the EO is satisfied that the caller is responding to the EA's questions, they will release call from their positions to be held on the Operator Centre switch. However if the caller is very young or very old, is panicking, is having difficulty speaking or where it is apparent that English is not the caller's first language, then the EO will normally listen throughout as it is very likely they will be asked for location information.

5.5 If a caller clears before all relevant information is obtained, and the EA Controller does not end the call, the CHA will be alerted and an EO will return to the line for rapid assistance. Calls are only released from the CHA when both parties clear.

5.6 A separate call can be made to the Operator Centre using agreed contact numbers using priority lines obtained through local liaison points - see Appendix 2. A particular 999/112 can be identified by the EA by quoting the time, the caller's telephone number and the name of the Operator Centre that connected the call. If the call has not been released, the operator centre may then be able to associate the 999/112 call with the operator concerned who can then be advised to go back into circuit to speak further with the EA. If the call has already been released then the call records can be quickly consulted to confirm the basic call details.

5.7 If further 999/112 calls require answering, operators may make themselves available to answer the new calls, thus removing themselves from the above listening process at an earlier stage.

5.8 The CHAs will hold call records for a period of three months. Call records include basic details such as callers telephone number, the time and date of the call, the EACR telephone number to which the call was connected and indications of any delay in connection or any unusual aspects of the call. For fixed calls the installation address will normally be present too.

6 Call Tracing and Customer Identification

6.1 EA requests for confirmation of calling numbers, details of installation addresses and full engineering trace of number and address must be kept to a minimum, consistent with the essential nature of emergency call needs.

6.2 If the EAs need telephone number verification, CHAs will take all possible steps to supply this information promptly. CHAs will also take all steps possible to respond to requests for call tracing.
although such requests should be reduced with advent of full automatic provision of telephone number information.

6.3 Obtaining information on mobile subscribers might be more problematical. These customers fall into two general categories:

(i) Post-Pay - customers who pay call charges in arrears and therefore have registered contact details. These customers have contracts either directly with the mobile networks or resellers (i.e. companies that buy airtime from the mobile networks for reselling to customers). The CHA operator will normally be able to provide the contact name and number of the CP. Subscriber information can be obtained from the CP through completion of the normal Data Protection forms.

(ii) Pre-Pay - customers who pay in advance for their calls. These customers are not required to register their name and address and many do not do so. Subscriber information is not usually available from these customers. Orange require customers to register, however there is no verification of address. Other CPs do not require registration but may hold address information.
6.4 Incident Location and Subscriber Information

(sections 6.4.1-6.4.3 are subject to Home Office approval)

6.4.1 EAs may only request subscriber (caller name and address) details under the provisions of section 22 of the Regulation of Investigatory Powers Act 2000 (RIPA). Other than in limited circumstances it is necessary for EACR’s to obtain a notice under RIPA if it is necessary to request telephone subscriber details in order to respond to a call for emergency assistance.

6.4.2 CHA operators and CPs will only confirm or reiterate caller location information for up to one hour after the original emergency call without the need for a RIPA notice. Caller location information not previously supplied but would otherwise have been available can also be supplied for up to one hour after the original emergency call without the need for a RIPA notice. Use of the information is restricted to helping the EA’s to respond to a request for emergency assistance. If the information is required for other purposes later then, together with all other requests for information, EA’s must make a request via an agreed EA liaison point, and under the requirements of RIPA.

6.4.3 The CHA and the CP will disclose CLI and location information in response to requests for confirmation of communications data made after the 1 hour period for imminent life at risk situations only. This will only be done under a RIPA oral authority (with the EACR issuing a unique reference number (URN). A written Section 22(4) Notice will be required, from the EACR shortly thereafter and sent to the CP.

6.4.4 A copy of the SPOC notice for disclosure of information under section 22(4) of RIPA is at Appendix 8.

6.4.5 If EISEC is used EAs can rapidly obtain fixed line installation addresses and approximate mobile locations for calling numbers automatically by accessing the secure database that temporarily holds the details for 999/112 callers.

6.4.6 CHAs do not guarantee that the accuracy of the name and address information supplied by its CHA staff from databases or from the EISEC system is correct. CHAs do endeavour to maintain a high degree of accuracy. However CHAs do not accept any responsibility for the accuracy of the information provided, and have no liability for any injury, damage or loss caused by provision of the information. Appendix 4 contains practical background and guidelines for use of the name and address information.

6.5 Ex -Directory Telephone Numbers Information

CHAs will provide EAs with name and address information of an ex-directory (XD) number for 999/112 calls only. The EAs must undertake to treat the information in confidence and restrict its use to the incident being investigated.
7 Recording and Playback of Tapes

7.1 CHAs will record all calls terminating on 999/112 circuits. Calls are recorded from the time at which they are presented to the emergency operator until the caller clears and the circuit is released.

7.2 Requests from EAs to listen to or be given a copy of a recording of a 999/112 call must be referred to the agreed contact point within the CHA.

7.3 Requests from the EAs must be authorised by the agreed level within the individual EAs (see Appendix 3).

7.4 CHAs will only keep original 999/112 recording tapes for a period of 3 months (93 days). Evidential quality copies can be requested if necessary.

7.5 CHAs should apply to the Chief Officer of the relevant EA for similar recordings of calls made by the EAs.

7.6 All CHAs inform their customers that they should use the 999/112 number when making emergency calls. CHAs do not tape record emergency calls made on 100 circuits (general operator services access code) when a caller inadvertently uses the 100 code. However, such calls are handled despite the use of the incorrect code.

8 Priority Fault Repair Service

8.1 EACRs need to make clear to the CPs that provide their 999/112 service that priority should be given to maintaining service to all 999/112 circuits in accordance with the relevant regulations.

8.2 Condition 3 of the General Conditions of Entitlement states that all CPs are required to take all reasonably practicable steps to maintain the proper and effective functioning of the network provided by it at fixed locations at all times and uninterrupted access to Emergency Organisations. This will involve the protection of the physical and functional operation of such systems and services against malfunctions or failure caused by electrical conditions, signalling protocols or call volumes.
9 Delivery of Call to EA Control Rooms

9.1 It is the responsibility of the EAs to provide the means of receiving emergency calls and keep the 999/112 liaison point in the CHA Operator Services Sector informed (see Appendix 2) of the equipment and PSTN connect-to routings in use in the EACRs.

9.2 To cater for unforeseen circumstances EAs will provide three separate routes from the Operator Services Centres to the EA (see also para. 10.1 on the use of call queuing systems). The secondary and alternative routes would normally be used in the event of an unusually high level of traffic or a fault on the primary route as follows:

(i) Primary - This is the route that the CHA operator will initially use to connect a caller to the EACR and the EA must provide sufficient capacity on this route to handle normal 999/112 traffic distribution. EAs will reserve primary routes exclusively for receiving 999/112 calls.

(ii) Secondary - In circumstances where the CHA emergency operator receives no reply on the primary number after 60 seconds, the operator will connect the call to a secondary number provided by the EA, except where call queuing is used (see paragraph 10). This procedure should only be necessary in instances when the EACR has an unusually high level of traffic or a fault in its switchboard or one of the ECNs.

(iii) Alternative - In the event of a major problem which results in the primary and secondary routes to an EACR being unavailable to the CHAs, including a further period of 30 seconds of no reply on the secondary number, the EA should provide the CHAs with an alternative means of taking delivery of the call, ideally at a different EACR for maximum security. To provide adequate security this alternative number must be served by a different network route from that providing the primary and secondary routes. EAs will have to consider where appropriate which EACRs are used as alternatives to each other.

Note: Mobile CPs and the Home Office (emergency services spectrum management team) do not advise the use of a mobile phone as an alternative route.

9.3 The EA and its CP(s) need to liaise regularly to ensure that there is no single point of failure affecting both the primary and secondary routes.

9.4 If possible the same primary, secondary and alternative numbers should be used for all 999/112 calls, whether fixed or mobile, and regardless of which CHA connects the call.

9.5 All the routes will need to be staffed on a 24 hour basis.

9.6 EAs also need to provide the CHAs 999/112 liaison points (see Appendix 2) with a 24hr critical contact number within the EACR to be used only when Operator Centres are having difficulty connecting calls to the EACR. This number will only be used for CHA Operator Centre managers to contact EACR managers in the event of 999/112 call handling problems relating to call surges, call answering times, staffing difficulties, or other problems so that corrective action can be agreed. For example, Operator Centre managers will call if there are extended delays in an EACR answering of about 5 minutes, or where there are delays and they have an exceptionally critical call waiting.

Notes:
(i) To ensure EACR managers receive the minimum number of calls, it will normally only be one BT centre and one CWC centre that calls and they should then cascade relevant information to other centres. However as the Kingston Communications East Yorkshire Division CHA is the only one
operated by Kingston Communications East Yorkshire Division they will take all necessary steps to ensure matters mentioned above are handled appropriately.

(ii) If the CHA Manager is unable to contact the EACR Manager on their Critical Contact number, then they will speak to:

a neighbouring EACR of the same type as first choice to see if they can help by either offering callers advice on line, or passing prioritised details back to the original EA (perhaps using radio), or maybe even responding in border areas;

an EACR that covers the same area (but of a different type) as second choice as they may be able to pass prioritised details back to the original EA (perhaps using radio), or will at least be able to offer more help than the CHA to very distressed callers

9.7 EAs should prepare contingency arrangements to cover the receipt of emergency calls during conditions of serious breakdown either in the ECN or the EA communications system. These arrangements must be planned to cover every control centre which normally receives emergency calls and should be tested periodically to ensure that both CHAs and EA staff are familiar with them. The EAs should make use of automatic call diversion facilities where possible.

9.8 CHAs and the EAs should regularly monitor the efficiency of the 999/112 emergency call arrangements and arrange regular liaison meetings at both national and local levels.

9.9 The EAs should inform the 999/112 liaison points in all the CHA Operator Services Sectors (see Appendix 2) of all changes to any EACR connect-to numbers giving a minimum of two weeks' notice. The date and time of any such change should also be given.

9.10 The CHAs 999/112 liaison points should also give the EAs a minimum of two weeks' notice if their own contact numbers change. This information should be notified direct to the EAs.
10 Use of Call Queuing Systems

10.1 Unless there is a known separate agreement or queuing system in use, CHAs' operating procedures state that where no reply has been met for 60 seconds, the CHA operator will cease the primary routing attempt and try the secondary routing. A queuing system is confirmed as present by an acknowledgement message for the operator from the EA.

10.2 If the CHA operator is connected to a call queuing system by clearing the original connection they are only placing themselves further back in the queue of calls and worsening their chances of being answered.

10.3 To avoid this eventuality, the EA must notify the 999/112 liaison point in all the CHA Operator Services Sectors (see Appendix 2) when planning to introduce a call queuing system. This is so the CHAs can amend their information to remind operators not to clear down the original connection if possible before attempting the secondary and alternative routes. The CHAs need to know which of primary, secondary and alternative numbers are in a queue, whether the separate numbers enter the same queue, and whether the separate numbers all have the same priority within the queue.

10.4 If a number is known to enter a queue CHA operators will be instructed to try it for 2 minutes before setting-up to the secondary and/or alternative number, whilst still holding the initial connection if possible.

10.5 The provision of a short acknowledgement message should be used by the EAs to inform both operators and callers that their calls are being held in a queue.

11 Isolation of Customers Due to Network Failure

11.1 In the event of a major failure to a part of an ECN, the CP will notify the affected EAs as soon as possible after the failure is identified or anticipated.

11.2 CHAs and CPs will continue to provide every assistance to the EAs in order to overcome the situation.

11.3 EAs and relevant CHAs should adopt local contingency arrangements in the event of a network failure.

11.4 Draft Media Statement for CHAs/CPs and EAs

(i) The decision on whether to inform the public and what to tell them is not straightforward but may need to be given for any significant failures lasting an appreciable length of time. A CP/CHA should try to help by giving estimated times for the full service to be restored, and by letting you know whether the failure in a given area is affecting all their lines or a scattered distribution across the area.

(ii) Now that mobile telephones are widely available and more than one company may provide fixed telephones in your area, the loss of one ECN is not always as critical as in the past. However, the following sentences are for consideration to be used on occasions when a network failure is judged to require a statement to be issued to the media. It should be jointly agreed and issued by the CP/CHA and EAs concerned with the affected area. It can be modified were appropriate, for example those areas in italics need to be considered for each incident.

(SP/CHA name) have notified us of problems affecting telephone service in the xxx area.

They are currently working to restore full service to everyone as soon as possible.

We are asking people not to make any non-urgent calls for the time being so that all the available phone lines can be used for real emergencies.
Even then, some people may be unable to use their own phones, or public payphones, to call the 999 emergency services. You might be able to call your nearest police station directly even if the 999 service has been affected. Their telephone number may be in your local Phone Book.

You can also try dialling 999 from a mobile phone, if you have access to one, since the mobile phone networks may still be working normally.

Extra police patrols are out on the streets, so if you need help and are able to get out, try to get the attention of a police officer or a passing police car. Additional Fire and Ambulance people are also being alerted.

You could also seek help by going to your nearest police station, hospital, fire or ambulance station in person.

We will give you an update on the situation as soon as we have more information.
12 Telematics Calls

12.1 This service is an early application of the Telematics services where mobile phone technology in a vehicle is linked with position information derived from satellites. (See Telematics Protocol at Appendix 6). The CHA EO will connect call to the appropriate EA in the normal manner but highlight that the call is a "Telematics mobile" and add GPS location information or, if there is a delay in receipt of location, will interrupt with location details when available. The map reference is a fully numeric 14 figure Ordnance Survey grid reference. However due to the limitations of satellite positioning the accuracy should only be taken to be within a 100 metre radius of this point.

12.2 The EA operator is then able to directly question the caller as normal.

12.3 If the caller is unable to supply the needed information, the EA operator can ask the EO for further details and usually obtain direction of travel (N, NW, W, etc), make, model, colour and registration of vehicle, and sometimes other personal information supplied by the customer.

13 Nuisance Calls

13.1 The increasing number of nuisance and hoax calls is a problem for all involved in the 999/112 system. The problems are multiplied when the calls are from unregistered or unauthorised users of mainly pre-pay mobiles making repeated nuisance or hoax calls to the EAs.

13.2 If Hoax 999/112 or malicious calls are being made from a pre-pay or post-pay mobile phone, the CP handling the call will take the appropriate action if requested officially by the authority upon a Data Protection form, signed by minimum of Police Inspector, Fire Control Officer or equivalent. A proforma is included in Appendix 7.

13.3 If this is post-pay, during office hours (please refer to the network appendix for these hours), the EA will be directed to the customer's CP (which may differ from the ECN) to deal with the request.

13.4 If outside office hours (for post-pay only) or the handset is pre-pay this will be dealt with directly by the CP network as follows dependent upon the action required. Upon receipt of a fax advising that calls have been made, steps can be taken to contact the number making the calls and they will be issued with a warning advising that further calls will result in their mobile number being disconnected from the network without further notice. A trace may be actioned by the network to monitor further calls in this instance.

Note: If a fax is received advising that hoax 999/112 calls have been made and requests immediate disconnection, the following wording should be included on the authorised fax to the network:

"Mobile (Mobile number) has made (number of calls) Hoax 999/112 calls to (Emergency Authority). Please disconnect the number from the network immediately so that no further calls can be made. We wish to take further action against the owner of this mobile number, therefore should they subsequently become known to the CP, please supply me with this information."

13.5 This wording on a correctly authorised fax will enable the CP to deal with this promptly and the number will be disconnected from the ECN as soon as practicable and in most cases within 2 hours.

13.6 All requests for disconnection should be sent promptly and no later than one month after the hoax calls were made. The request will be carried out subject to the CP's disconnection policy.
14 Portability

14.1 Many EAs hold records of telephone number ranges and associated CPs which are used to identify the CHA used for each CP. With increased use of number portability this becomes increasingly impractical.

14.2 Number portability permits subscribers to choose the telephony service that they wish to use while retaining their telephone number. As a result the callers telephone number may not be a good indicator of the CHA providing the telephone service.

14.3 Subscriber information should be sought from the CHA who extended the call to the EA. This CHA’s EO will conduct an investigation as outlined in Section 6.
Appendix 1

Glossary of terms

999 Liaison Committee Committee charired by the Office of the Deputy Prime Minister which brings together Emergency Authorities, Call Handling Agents and Communications Providers to consider matters of common interest.

ACPO/ACPOS Association of Chief Police Officers/(Scotland)

BT British Telecommunications plc

CHA Call Handling Agent

CLI Calling Line Identity

CP Communications Provider is a person who provides an ECN or an ECS

CWC Cable and Wireless Communications

DDI Direct Dial In

EA Emergency Authority

EACR Emergency Authority Control Room

ECN Electronic Communications Network

ECS Electronic Communications Service

EISEC Enhanced Information Service for Emergency Calls

EO Emergency Operator

MSC Mobile Switching Centre

OC Operator Centre [Fixed Network]

PECS Public Emergency Call Service

PSTN Public Switched Telephone Network

VDU Visual Display Unit

XD Ex Directory
Appendix 2

CALL HANDLING AGENTS

1 British Telecom
2 Cable & Wireless
3 Kingston Communications (Hull) Plc

[The contact numbers are withheld from this version of the document]
Appendix 3

Authority levels

Access to tape recordings of emergency calls can be gained in two forms:

Normal - For investigatory purposes where it is required as evidence or similar use. Arrangements for access will be agreed at the time of request.

Urgent - Where instant access is required to respond to a 999/112 incident. This is dependent on the availability of suitable equipment within the CHAs (currently this is not available over BT).

For Cable & Wireless Communications and British Telecom the following levels of authority are required for access to be given:

Normal - Assistant Chief Constable (Police), Assistant Chief Officer (Fire), Assistant Chief Officer/Director of Operations (Ambulance) and Regional Inspector (Coastguard).

Urgent - Senior Duty Control Room Officer for all Emergency Authorities.
Appendix 4

Although BT plc endeavours to ensure data accuracy we cannot claim 100% accuracy for the address information. Your experience over the years with addresses supplied verbally by our operators, and now automatically by EISEC, shows we do maintain a high degree of accuracy on our database. A few guidelines for ensuring they are not regarded as infallible by calltakers/despatchers are as follows.

EA Calltaker/despatcher guidelines

(a) In the first instance BT would suggest that the EACR call-taker could place a high degree of confidence on the BT-provided address.

(b) If it is a business address of a reasonably sized company, then as explained at 4 and 5 below the caller may not be where the address shows (which is the main company switch location).

(c) There are other, relatively rare reasons why the address may differ as explained below.

(d) The name that appears in the name and address details may not be that of the caller. An increasing number of BT maintained lines are rented in bulk by CPs that then provide telephone services to individual customers. In such cases it is the CP name that is provided though the actual address is that of the individual customer.

(e) If the EACR call-taker has reason to doubt the address displayed (from what the caller has said) then they can recall the Operator Centre in the normal manner and ask for the address to be checked. For BT customers BT then use their main database, and for other CPs BT call the CP concerned and ask for an address check.

(f) Any discrepancies found when using EISEC should be e-mailed to the BT database team in accordance with detailed procedures provided by BT.

Guidance on the use of name and address information

1 The Databases accessed by BT's staff and EISEC system contains Name & Address (NA) details for BT customers and most customers of other CPs for which they handle 999/112 calls. In both cases the address is the line installation address.

2 BT Addresses and CP addresses are normally distinguishable.

3 BT name and address details are downloaded every night from BT main customer database, and between 1 and 4 times a day for other CPs.

4 Business addresses - Many businesses have private networks known as Private Automatic Branch Exchanges (PBXs). For example a company could have a published main number of 0113 237 6400 with 30 lines that can be used for incoming and outgoing calls for the 200 employees, each with their own extension. External customers dial the main number and are connected to the required extension by a switchboard operator. Outgoing calls go automatically through the switchboard, usually by dialling a network access code such as "9".

5 Direct Dial In (DDI) facilities are now often used, which for this example may lead to this company changing to 200 incoming only lines (e.g. 0113 237 6400 to 0113 237 6599), all accessible to external callers. However outgoing calls still use the 30 outgoing lines all with number 0113 237 6400. This is the number displayed to BT operators and passed to EACRs. The address automatically presented to an EACR is also that of this main switchboard number. Since some companies spread their DDI extensions over a number of sites, or across a large site, the caller may give different address details to those you have, as well as passing their own DDI number.
6 Even if the EACR calls BT to check address details for the customer-passed DDI number, BT records will only show the address of the main switchboard, as customers do not give BT the locations of each extension. The only way to check a caller-passed location on such a call is to recall the DDI extension or main number, and ask the customer or their switchboard staff respectively.

7 **Moving house** - There are about 2,300 changes each day involving customers that move (within an exchange area) taking their number with them. This corresponds to about 0.01% of the records held on our Database. The names and addresses for these numbers will be incorrect for about half a day. This gives a known source of discrepancies between what our database shows and what address a caller may give of about 1 in 10,000.

8 **Clerical error** - human error in inputting details does sometimes occur and is not always overcome by internal system checks.

**Appendix 5**

**Cellular Radio Companies Contact Details**

[The contact numbers are withheld from this version of the document]

Code of Practice for the Public Emergency Call Service (PECS) between Communications Providers and the Emergency Services

**Fire Legislation, Safety and Pensions Division**

**Office of the Deputy Prime Minister**

**September 2004**