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EUROPEAN EMERGENCY NUMBER ASSOCIATION

**AML Report Card
2023 Update**



Introduction

Welcome to the third AML Report Card. This document is intended to provide you with all the information you need about how AML is deployed in each country and how it works operationally.

As more countries implement **Advanced Mobile Location (AML)**, you might find it hard to keep up with all the latest developments. Has your country already deployed this technology to provide accurate caller location information in times of emergency? What features are available and on which devices? How does this compare to your neighbours? The latest edition of our AML Report Card will help you to keep track!

The number of countries having deployed AML keeps increasing, but there's still a long way to go. **That's why the AML Report Card is so important. By providing as much information as possible about how AML has been implemented across the world, countries can see the possibilities and impact of this technology.** Through the publication of this document, EENA aims to make as much information as possible available on the possibilities and impact of implementing AML by indicating how this has been done in other countries.

Our 2023 update addresses the following questions for 30 countries:

- Where is AML deployed?
- How are AML messages transmitted and how quickly are they received?
- In which countries is AML activated for roaming users?
- Where is AML working for Text-to-112 or equivalent?
- How has AML impacted emergency services and citizens?

At the end of the report, you can also find a **summary of information** on the state of AML deployment in 2023.

We would like to thank all of the countries who provided information to us.

Disclaimer

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What is AML?

Accurate caller location in case of an emergency is one of the most significant pieces of information for emergency call takers. Caller location can have a huge impact on the safety of citizens in many ways and helps reduce response times.

AML stands for **Advanced Mobile Location**. In the event of an emergency call, an AML-enabled smartphone (all Android and iOS devices worldwide) automatically sends accurate location information of the caller to the emergency services. This information is derived from the location data of the phone (GNSS, Wifi).

AML is not an app; it does not require any action from the caller. AML is simply a protocol to transport the data (using SMS and/or HTTPS) from the smartphone to the emergency call centre. AML is – of course – free of charge. Emergency services are then able to receive this information in all the countries that have deployed AML.

The European Electronic Communications Code (Directive 2018/1972/EC) makes it mandatory for all the Member States of the European Union to make use of handset-derived location to locate people calling emergency services starting from December 2020. AML is a technology that enables the provision of such information and thus, ensures compliance with this legislation.

Starting from March 2022, all the smartphones sold in the European single market will have to offer the possibility to send handset-derived location information of the caller to the emergency services. This is already the case for a large majority of smartphones, namely all Android and iOS phones.

EENA can:

- Respond to any questions you may have about AML
- Put you in contact with other public safety officials who have already deployed AML
- Facilitate contact with key contact points at Google and Apple as we maintain regular contact with them

Feel free to contact Benoit Vivier at bv@eena.org for more information.



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Austria

Questionnaire answered by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information

1.4 In what year was AML activated in your country?

For Android 2016

Additional details:



1.5 For which emergency service is AML working?

- Emergency Medical Service _____
 - Fire & Rescue Service _____
 - Police _____
 - Coastguard _____
 - Other (please specify) Gas emergency, Mountain rescue,
Emergency doctor
- Additional details: _____
-

1.6 For which emergency numbers is AML activated?

Number	For Android
112	<input type="checkbox"/>
Other: <u>122 (Fire)</u>	<input checked="" type="checkbox"/>
Other: <u>128 (Gas emergency)</u>	<input checked="" type="checkbox"/>
Other: <u>140 (mountain rescue)</u>	<input checked="" type="checkbox"/>
Other: <u>141 (emergency doctor)</u>	<input checked="" type="checkbox"/>
Other: <u>144 (ambulance service)</u>	<input checked="" type="checkbox"/>

Additional details: _____



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

No information



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android
SMS to short number	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

No information

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:



3.4 Which organisation maintains the AML end-point?

Notruf Niederösterreich (Emergency Medical Services of the state of Lower Austria)

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

3.8 How is the location information transmitted from the end-point/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)

No information



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

- | | For Android |
|--|--------------------------|
| <input type="checkbox"/> Yes, using a long number | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, SMS to MCC + shortcode | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, but HTTPS only | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, Other (please specify) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> No | |

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

- | | For Android |
|--|--------------------------|
| <input type="checkbox"/> Yes, SMS-to-112 | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> No | |

Additional details:

4.3 Is any additional data transmitted via AML?

- | | For Android | For iOS (Apple) |
|--|--------------------------|--------------------------|
| <input type="checkbox"/> Caller name | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Caller medical info | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Caller phone language | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Automated detections (e.g. fall, crash) | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Other (Please specify) | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> No | | |



Additional details:

No information

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

Yes

No If no, why not?

Additional details:

Already activated

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

Yes, using SIP messaging

Yes, using HTML5

Yes, using Network Induced Location Request (NI-LR)

Yes, using other (please specify)

No

Additional details:

No information



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

No information



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information

Country: Belgium

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No

Additional details:

2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

There is no specific legislation, BIPT (regulator) did include the EU guidelines for handset derived location into Belgium law. We do have a privacy disclaimer on <https://112.be/en/privacy>.

3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

N.V. Astrid

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Additional details:		

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	20 seconds
For iOS	
Additional details:	

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the end-point/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	8101 and 8112
<input type="checkbox"/> No			

Additional details:

Service has been tested for Apple iOS.

4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Lack of time/budget

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	6.660.780	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	No exact figures, around 90%	
% of mobile originated communications where an AML position is received	n/a	
% of AML messages received within 60 seconds	n/a	
% of AML messages received within 30 seconds	n/a	
% of AML messages received within 15 seconds	n/a	
% of AML messages with an accuracy below 100m	n/a	
% of AML messages with an accuracy below 50m	n/a	
% of AML messages with an accuracy below 30m	n/a	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

- No
If no, why not? Please provide details below.

Additional details:

No reporting tool for that.

6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No reporting tool for that

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Telenet Business and Portalify



Country: Bulgaria

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No

Additional details:

There is a possibility, but it is not implemented



1.4 In what year was AML activated in your country?

For Android 2022

For iOS (Apple) 2022

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Maritime Rescue Coordination Centre

Other (please specify)

Mountain Rescue Service, Civil Aviation Administration

Additional details:

AML data is populated to all emergency services through the National 112 System.

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

The collection and transmission of caller location information are free of charge to the end user and PSAPs. Location is considered to be information that identifies the individual/personality and National 112 System - Ministry of Interior as a personal data operator may receive and process such information, in accordance with national laws and regulatory requirements, e-Privacy DIRECTIVE and GDPR. The information is transmitted via a secure channel, in compliance with all the requirements of the Personal Data Protection Act, and is provided only to the relevant PSAP at the moment the call is established.

Rules determining the conditions and procedure for providing user location information and end user data by undertakings providing interpersonal communication services with emergency numbers

BG https://crc.bg/files/Pravna/Pravila_za_112.pdf

Promulgated, State Gazette No. 20/2021 ELECTRONIC COMMUNICATIONS ACT, Section VI, Article 242a. (3)

BG

<https://dv.parliament.bg/DVWeb/showMaterialDV.jsp?idMat=156329>

https://crc.bg/files/Vlado-Pravna/61_0.pdf

EN

https://www.cem.bg/files/1654151045_electronic_communications_act.pdf



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

National 112 System, Ministry of Interior



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	At start, as soon as an accurate location can be established after 112 is dialed; then 2nd at 20 sec.; 3rd at 90 sec.; then every 90 sec.
For iOS	Variable. Decision is made by the workflow when to be seen by PSAP's operator

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the end-point/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Other (Please specify)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Altitude</u>
<input type="checkbox"/> No			

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

The National 112 System is a closed network system, but there are future plans to receive AML via HTTPS.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	3.446.885	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	98,64%	
% of mobile originated communications where an AML position is received	46,42%	
% of AML messages received within 60 seconds	79,13%	
% of AML messages received within 30 seconds	81,96%	
% of AML messages received within 15 seconds	56,56%	
% of AML messages with an accuracy below 100m	86,07%	
% of AML messages with an accuracy below 50m	76,45%	
% of AML messages with an accuracy below 30m	66,87%	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	29m.

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

No
If no, why not? Please provide details below.

Additional details:



Bulgaria



Given that AML data is received multiple times in each emergency call and the degree of veracity is visualized in CAD and GIS, the call taker and emergency services can make a judgment about the veracity of the data in advance.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

AML data is recorded for subsequent analysis as the technical need arises.

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

On the European 112 Day celebration, during the official speeches, Mr. Emil Neshev, Director of the Mountain Rescue Service, announced that in the past year, mountain rescuers helped more than 2,200 people, with almost all distress signals being handled through the emergency number 112 and AML data. He reported how useful the Advanced Mobile Location (AML) system is, noting that through it a person's in-need location can be established with an accuracy of 5 to 20 meters. This greatly helps rescuers, especially in winter conditions, he emphasized.

Story 1:

Late in the evening in June 2022, an emergency call came in from a woman reporting that she and her companion had been lost in Vitosha Nature Park for four hours, unable to find a trail. It was raining heavily and the people, soaked, exhausted and frightened, couldn't describe their location. The 112 call-taker established a conference call with the Mountain Rescue Service and provided them with the AML data, through which they could locate them and direct them where to go to meet the rescue team.

Story 2:

One Afternoon in April 2022, a 112 call-taker received an emergency call from a foreign-speaking man who reported that he and three other men were lost in Vitosha Nature Park. During a conference call, an on-duty Mountain Rescue Service rescuer received the AML data, which he used to locate them and direct them where to go to meet the rescue team.

Story 3:

Rapid response by Ruse District Police in February 2022, following a 112 call received from a woman reporting domestic violence. When the call-taker asked for the address, her husband pounced on her. Screams are heard and the connection is disconnected. Thanks to the coordinates received from AML, law enforcement established the location and rescued the woman.

Story 4:

In June 2022, on 112 a call-taker received an emergency call within the North Central District in which a dispute/quarrel was heard between a man and a woman. The female caller accused the man of domestic violence and wanted him to leave the residence. At his refusal, she tells him that she has dialed 112 and that the Police are aware of the situation.

During the course of the call, the call-taker on duty transmitted the incident information and location of the caller, received through AML data to the Police emergency service. A police team arrived during the call at the exact address and location.



7.2 List the companies/organisations that helped in deploying AML in your country

OS and deployment: Google and Apple

Integration and implementation: Enterprise Communication Group Ltd.

MNOs - data transport, setup and end user service:

Vivacom LLC, A1 Bulgaria LLC and Telenor Bulgaria LLC



Croatia,

Information provided by EENA based on
information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information



1.4 In what year was AML activated in your country?

For Android 2019

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Croatian auto-club (HAK): road assistance

Additional details:

Emergency Medical Services and Fire & Rescue Services have yet to establish end-points to receive AML data

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 192 (police)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 195 (maritime rescue coordination centre)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 1987 (HAK - Croatian autoclub)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 193 (fire and rescue services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Croatia



Other: 194
(emergency medical services)

Additional details:

193 and 194 have yet to establish endpoints to receive AML data



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Law on the Electronic Communications – OG 73/08, 90/11, 133/12, 80/13, 71/14, 72/17 and Ordinance on the Single European Emergency Number 112 – OG 138/15



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

No information

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:



3.4 Which organisation maintains the AML end-point?

Ministry of the Interior

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

For iOS

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:



3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information



Country: Czech Republic

1. AML coverage in the country

1.1 Is AML operational in the whole country?

- Yes
 No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

- Android
 iOS (Apple)
 Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

- Yes
 No If no, why not?

Additional details:

This is not important information for the PSAP operator.

1.4 In what year was AML activated in your country?

For Android	<u>2020</u>
For iOS (Apple)	<u>2020</u>

Additional details:



1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 150	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 155	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 158	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

There is the Electronic Communications Act (127/2005) in the Czech Republic. This Act defines that the position, including the position generated by the end device, will be made available to PSAPs.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SMS to long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>For roaming</u>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>	
Additional details:			

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

O2 IT Services – provider of IT solution for emergency communication for Fire rescue service of The Czech Republic



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	60 seconds
For iOS	If location has changed

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

Fire rescue service – yes, Police – yes, emergency medical services – yes

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

AML works (for SMS communication) for the Fire rescue service – 150, for the Police – 158 and for the Emergency medical services - 155



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

Police



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

	FRS (Fire & Rescue Services)	Police	EMS (Emergency Medical Services)
Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	FRS 112 2.193.354 calls, 68.273 SMS, FRS 150 262.120 calls, 37.836 SMS	1.227.597 calls, 13 938 SMS	1.967.244 calls
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	100%	100%	n/a
% of mobile originated communications where an AML position is received	51 % communications to 112 and 150	53%	n/a
% of AML messages received within 60 seconds	96%	n/a	n/a
% of AML messages received within 30 seconds	95%	n/a	n/a
% of AML messages received within 15 seconds	94%	n/a	n/a
% of AML messages with an accuracy below 100m	85,5%	n/a	n/a
% of AML messages with an accuracy below 50m	75,6%	n/a	n/a
% of AML messages with an accuracy below 30m	66,4%	n/a	n/a
	Network	Handset	
Average comparison (expressed in metres) between accuracy	n/a	n/a	



provided by network
and accuracy provided
by handset

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

AML is usually only approximately verified by comparison with displayed network-provided location. It is then verified by querying caller by the PSAP operator.

It is not possible to report every AML message with inaccurate location because of time reasons.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

We can share this information on request too.

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

In case we find any irregularities during the inspection, we will contact the MNO and OS providers. This does not happen regularly.



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Fire rescue service of the Czech Republic, Police of the Czech Republic, Emergency medical services, O2 IT Services, Vitkovice IT Solutions, RCS Kladno, Komcentra, Performance, Google, Apple, O2 Czech Republic, Vodafone, T-Mobile.



Country: Denmark

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

Does not include Greenland and the Faroe Islands

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

1.4 In what year was AML activated in your country?

For Android 2019

For iOS (Apple) 2019

Additional details:



1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>911</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

No information



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Greater Copenhagen Fire Brigade



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

For iOS

Additional details:

No information

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Its currently on our 2024-list

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	293461				
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	91 %				
% of mobile originated communications where an AML position is received	71 %				
% of AML messages received within 60 seconds	99%				
% of AML messages received within 30 seconds	99%				
% of AML messages received within 15 seconds	94%				
% of AML messages with an accuracy below 100m	92%				
% of AML messages with an accuracy below 50m	82%				
% of AML messages with an accuracy below 30m	73%				
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	<table border="1"> <thead> <tr> <th>Network</th> <th>Handset</th> </tr> </thead> <tbody> <tr> <td>697m. [Average calculated based on location received by the PSAP of the Greater Copenhagen Fire Brigade]</td> <td>103m. [Average calculated at national level]</td> </tr> </tbody> </table>	Network	Handset	697m. [Average calculated based on location received by the PSAP of the Greater Copenhagen Fire Brigade]	103m. [Average calculated at national level]
Network	Handset				
697m. [Average calculated based on location received by the PSAP of the Greater Copenhagen Fire Brigade]	103m. [Average calculated at national level]				

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below



Denmark



No

If no, why not? Please provide details below.

Additional details:



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



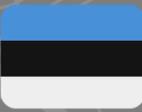
7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Apple, Google



Country: Estonia

1. AML coverage in the country

1.1 Is AML operational in the whole country?

- Yes
- No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

- Android
- iOS (Apple)
- Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

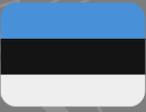
- Yes
- No If no, why not?

Additional details:

1.4 In what year was AML activated in your country?

For Android	<u>2016</u>
For iOS (Apple)	<u>2018</u>

Additional details:



1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

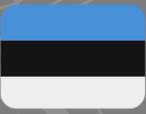
Number

**For
Android**

**For iOS
(Apple)**

112

Additional details:



2. Legislation

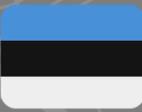
2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Rescue Act

<https://www.riigiteataja.ee/en/eli/ee/Riigikogu/act/505012023001/consolide>

Electronic Communications Act

<https://www.riigiteataja.ee/en/eli/ee/Riigikogu/act/512012023003/consolide>



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

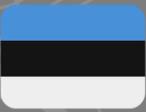
3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

IT and Development Centre of the Ministry of the Interior of Estonia



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	30 seconds
For iOS	Smart solution, messages are sent depending on any movement by the caller

Additional details:

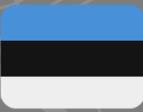
3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

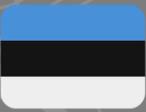
	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

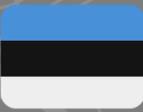
Additional details:

We are considering NG-112 solutions instead of HTTPS.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

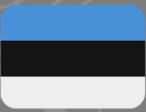
Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	1 135 377 (offered, incl. SIM-less calls)
	859 465 (offered, calls with SIM-card)
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	87,7% (offered, incl. SIM-less calls)
	42,6% (calculated from SIM-less offered calls)
% of mobile originated communications where an AML position is received	56,3% (calculated from offered calls with SIM-card)
% of AML messages received within 60 seconds	96,9%
% of AML messages received within 30 seconds	95,9%
% of AML messages received within 15 seconds	34,6%
% of AML messages with an accuracy below 100m	94,9%
% of AML messages with an accuracy below 50m	81,0%
% of AML messages with an accuracy below 30m	72,2%
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	789,6 m 82,0 m

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

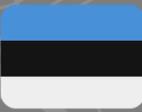


Estonia



- No If no, why not? Please provide details below.

Additional details:



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

Not periodically, only if needed

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

Not periodically, only if needed

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

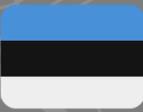
Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

We also receive AML error rates from OS providers if needed.



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

We deployed Multiple AML locations with Apple and Google. It helps to identify caller location on the move.

7.2 List the companies/organisations that helped in deploying AML in your country

Google, Apple, IT and Development Centre of Ministry of the Interior, Telia (MNO), Elisa (MNO), Tele 2 (MNO), Sony, Ministry of the Interior, EENA.



Country: Finland

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

Does not include the Åland Islands

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

HarmonyOS (Huawei), Jolla

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

Reporting tool not yet available in Finland.



1.4 In what year was AML activated in your country?

For Android	2017
For iOS (Apple)	2019
For HarmonyOS (Huawei)	2019
For Jolla	2020

Additional details:

1.5 For which emergency service is AML working?

- Emergency Medical Service
- Fire & Rescue Service
- Police
- Coastguard
- Other (please specify) Social Services

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)	For HarmonyOS (Huawei)	For Jolla
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

The Act on Electronic Communication Services



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	For HarmonyOS (Huawei)	For Jolla
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional details:				

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Emergency Response Centre Agency



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
For HarmonyOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
For Jolla	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

iOS might send several messages starting from spring 2023

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	5, 15, 30, 60, 90.... _____
For iOS	_____ _____
For HarmonyOS	_____ _____
For Jolla	_____ _____

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For Harmony OS (Huawei)	For Jolla
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No				

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	For Harmony OS (Huawei)	For Jolla
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No				

Additional details:

iOS might get AML for SMS during spring 2023



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	For Harmony OS (Huawei)	For Jolla
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No				

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No plans to activate at this moment

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

No reporting data available at the moment.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No reporting data available at the moment.

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Digia, OS providers and MNOs in Finland



France

Information provided by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

No information available

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information available



1.4 In what year was AML activated in your country?

For Android 2020

For iOS (Apple) 2020

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>15</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: <u>18</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information available on other numbers



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

No information available



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information available for iOS

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

No information available

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Agency for Digital in Civil Security (ANSC)



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information available for iOS

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android _____

For iOS _____

Additional details:

No information available

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

No information available

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)

No information available



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information available

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information available



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information available

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information available

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information available



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information available

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information available

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information available



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



Country: Germany

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2019

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Telecommunications Act



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Integrated Control Centre of Freiburg



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	0,15,30, then every 30 seconds
For iOS	

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

API available to integrate in CAD



Germany



3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, but HTTPS only	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

SMS to 112 not available in Germany



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Caller phone language Automated	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Already implementation

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	100%
% of mobile originated communications where an AML position is received	75%
% of AML messages received within 60 seconds	99%
% of AML messages received within 30 seconds	95%
% of AML messages received within 15 seconds	60%
% of AML messages with an accuracy below 100m	90%
% of AML messages with an accuracy below 50m	80%
% of AML messages with an accuracy below 30m	70%
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	1 - 25 km 3 - 30 m

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

Practice shows that the location data is usually correct. There are hardly any complaints about the data being incorrect.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

On demand

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

Of course, there are some special missions where AML has helped locate the scene at all. But AML speeds up the time it takes for emergency services to arrive in almost every emergency call.

7.2 List the companies/organisations that helped in deploying AML in your country

Apple, Deutsche Telekom, Google, Telefonica, Vodafone



Greece

Information provided by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information



1.4 In what year was AML activated in your country?

For Android 2020

For iOS (Apple) 2020

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

- Act 4662/2020 "National Crisis & Hazard Management Mechanism, Restructuring of the General Secretariat for Civil Protection, Upgrade of Civil Protection Volunteering, Restructuring of the Fire Corps and other policies" (National Register Vol. A, Iss. 27).
 - Act 4727/2020 "Digital Governance (Transposition of Directive 2016/2012 (EU) and of Directive 2019/1024 (EU) to Greek Legislation) – Electronic Communications (Transposition of Directive 2018/1972 (EU) to Greek Legislation) and other policies" (National Register Vol. A, Iss. 184).
-



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

General Secretariat for Civil Protection



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information for iOS

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android _____

For iOS _____

Additional details:

No information

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)

No information



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information



Country: Hungary

1. AML coverage in the country

1.1 Is AML operational in the whole country?

- Yes
- No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

- Android
- iOS (Apple)
- Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

- Yes
- No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2020

For iOS (Apple) 2020

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Generally: Act C of 2003 on electronic communications

In detail: National Media and Infocommunications Authority decree No. 8/2020.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Hungarian National Police



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information for iOS

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	30 seconds
For iOS	N/A

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Need for renovation of PSAP systems. The current system does not support HTTPS.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	4,65 million	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	97,14%	
% of mobile originated communications where an AML position is received	30%	
% of AML messages received within 60 seconds	96,74%	
% of AML messages received within 30 seconds	69,01%	
% of AML messages received within 15 seconds	81,07%	
% of AML messages with an accuracy below 100m	81,07%	
% of AML messages with an accuracy below 50m	69,01%	
% of AML messages with an accuracy below 30m	44,57%	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

The call taker checks whether the AML position is included in the provider Cell-ID-based polygon.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

There was no need for it.

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

NISZ National Infocommunications Service Company Limited by Shares,
Hungary



Country:

Iceland

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not? Technical difficulty

Additional details:



1.4 In what year was AML activated in your country?

For Android 2017

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>911</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

The European Electronic Communications Code has been adapted into Law, effective sept. 1st 2022. The MNO is required to send in handset location when an emergency number is dialed.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

We recently started receiving HTTPS in addition to SMS from Google and are just starting to explore the benefits.

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:



3.4 Which organisation maintains the AML end-point?

112 Iceland (Neyðarlinan ohf.)

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

No information on how this is handled in iOS

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	0 and 20 seconds
For iOS	N/A

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:



3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

Being activated by Google.

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No

Additional details:

Already activated but not widely used as MSISDN is missing most of the time

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	129235	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	12,3%	
% of mobile originated communications where an AML position is received	97%	
% of AML messages received within 60 seconds	n/a	
% of AML messages received within 30 seconds	n/a	
% of AML messages received within 15 seconds	n/a	
% of AML messages with an accuracy below 100m	n/a	
% of AML messages with an accuracy below 50m	n/a	
% of AML messages with an accuracy below 30m	n/a	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

It is primarily reviewed if there is a discrepancy between the two.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not? Not really seen the point

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

Were I to observe unusual errors, I would send a note to my personal contact at the MNOs



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

7.2 List the companies/organisations that helped in deploying AML in your country

Samsýn



Country: Ireland

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

Using IMEI only. iOS anonymises IMEI, Android does not.



1.4 In what year was AML activated in your country?

For Android 2017

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>999</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Permitted under Data Protection legislation.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Emergency Calls Answering Service – Ireland’s Stage-1 PSAP



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	Immediate, 10s, 15s, 25s
For iOS	<hr/>

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

Some networks currently. Other networks implementing the solution.

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No

Additional details:

Development resource constraints vs marginal enhancement in available data over HTTPS.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

Actual location if the caller is not recorded at stage 1 PSAP. This is recorded at stage 2 and not available.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

Shared with MNOs and regulator. Not shared routinely with handset OS providers.

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



Country: Italy

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

No information from Huawei regarding the relations of its operational system

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android June 2022

For iOS (Apple) October 2021

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service _____

Fire & Rescue Service _____

Police _____

Coastguard _____

Other (please specify) _____

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>113 (police)</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>115 (fire & rescue)</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>118 (emergency medical services)</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>1530</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Paragraph 5, Art. 98-vicies bis Law Decree number 207/2021.

<https://www.gazzettaufficiale.it/eli/qu/2021/12/09/292/so/43/sg/pdf>



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

The cost of data connection for HTTPS message can use data consumption of costumer's contract



3.4 Which organisation maintains the AML end-point?

Ministry of Interior – CED Interforze

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If “Yes” to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	The first message after 10 sec from call; the second after 25 from call and then every 60 sec up to the end of call
For iOS	The first message after 20 sec from call and then every time the caller is moving

Additional details:

3.7 Are AML positions presented directly to the call-taker’s GIS and CAD display?

- Yes
- No

Additional details:

In every PSAP a system to display a AML position is available (provided from the CED Interforze AML platform)



3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

Also with the manual system envisaged by the CED Interforze up to the complete coverage of the CUR (Single Response Centre)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

Not yet. At the moment Italy is starting to extend AML also roaming inbound

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Other (Please specify)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

Smartphone model and ICCCD

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Already activated

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)

The CED Interforce systems receive the location requests (RLoc) from the first level PSAPs.

- From Google: 37 million
- From Apple: 15 million.

Data to be compared between those of the SMSHub and those of the PSAP1 with regards to respect for the total number of emergency calls from the mobile network.

% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received

n/a

% of mobile originated communications where an AML position is received

n/a

% of AML messages received within 60 seconds

n/a

% of AML messages received within 30 seconds

n/a

% of AML messages received within 15 seconds

n/a

% of AML messages with an accuracy below 100m

Around 96%

% of AML messages with an accuracy below 50m

Around 82%

% of AML messages with an accuracy below 30m

Around 67%

Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset

Network	Handset
On average several hundred meters in the network-based case in the case of metropolitan areas up to a few thousand meters in the	On average, a few tens of meters uniformly throughout the national territory (both in metropolitan areas and in rural areas)



case of rural
areas

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

The AML location is sent to the emergency response organisation and there is no provision for feedbacks about the accuracy. In the event of anomalies, the PSAPs send the appropriate reports to the CED.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available

Country: Latvia

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

1.4 In what year was AML activated in your country?

For Android	2020
For iOS (Apple)	2020

Additional details:

1.5 For which emergency service is AML working?

- Emergency Medical Service
- Fire & Rescue Service
- Police
- Coastguard
- Other (please specify) Natural Gas Service

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 110 (Police)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 113 (Emergency Medical Services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 114 (Natural Gas Service)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 115 (Maritime Rescue Coordination Centre)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

1. Article 98 of the Law on Electronic Communications

<https://likumi.lv/ta/id/334345-elektronisko-sakaru-likums> (This document has not been officially translated by the State Language Centre.)

(9) Iekšlietu ministrijas Informācijas centrs veido un uztur valsts informācijas sistēmu — izsaucēja atrašanās vietas informācijas datubāzi. Ministru kabinets nosaka izsaucēja atrašanās vietas informācijas datubāzē iekļaujamās ziņas, ziņu iekļaušanas prasības un glabāšanas termiņus, kā arī uz ārkārtas gadījumiem reaģējošās institūcijas, kurām piešķir piekļuvi datubāzē iekļautajām ziņām.

The Information Center of the Ministry of the Interior creates and maintains the state information system - the caller's location information database. The Cabinet of Ministers determines the information to be included in the caller's location information database, the requirements for including information and storage terms, as well as the institutions responding to emergency situations, which are granted access to the information included in the database.

2. Rules for the processing of caller location data (Cabinet of Ministers)
<https://likumi.lv/ta/id/337970-noteikumi-par-izsaucēja-atrasanas-vietas-datu-apstradi> (This document has not been officially translated by the State Language Centre.)

3. Centram ir tiesības saņemt un apstrādāt izsaucēja atrašanās vietas datus arī no pakalpojumu sniedzējiem, kas nav uzskatāmi par elektronisko sakaru komersantiem [Elektronisko sakaru likuma](#) izpratnē, bet ar kuriem ir vienošanās par izsaucēja atrašanās vietas datu nodošanu centram.

3. The center has the right to receive and process the caller's location data also from service providers who are not considered electronic communications merchants in the sense of the Electronic Communications Law, but with whom there is an agreement on the transfer of the caller's location data to the center.

3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Information Centre, Ministry of the Interior, Republic of Latvia

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	Location will be reported at 60s interval until the call ends.
For iOS	

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

4. AML & Other Evolutions

4.1

	For Android	For iOS (Apple)	For Other (Please specify)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No			

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No advantage identified

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	100%
% of AML messages received within 30 seconds	99%
% of AML messages received within 15 seconds	98 %
% of AML messages with an accuracy below 100m	20-99m: 65%
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	<20m: 20%
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

No
If no, why not? Please provide details below.

Additional details:

6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

LMT, TET, CSC telecom.

Country: Lithuania

1. AML coverage in the country

1.1 Is AML operational in the whole country?

- Yes
- No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

- Android
- iOS (Apple)
- Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

- Yes
- No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2016

For iOS (Apple) 2018

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Law on Emergency Response Centre ([link](#))

Law on Electronic Communications ([link](#))

Bylaws of the Information System of the Emergency Response Centre ([link](#))



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Emergency Response Centre



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input checked="" type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

For iOS

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)

4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not? **Need for additional development of HTTPS based endpoint**

Additional details:

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	Calls from mobiles: 2.144.960 112SMS 40.625	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	~95-98%	
% of mobile originated communications where an AML position is received	73%	
% of AML messages received within 60 seconds	89%	
% of AML messages received within 30 seconds	62%	
% of AML messages received within 15 seconds	12%	
% of AML messages with an accuracy below 100m	86%	
% of AML messages with an accuracy below 50m	75%	
% of AML messages with an accuracy below 30m	70%	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	300-5000m.	30m.

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Innoseven Technologies



Country:

Moldova

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2018

For iOS (Apple) 2020

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 901 (old number)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 902 (old number)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other: 903 (old number)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

901, 902, 903 will be removed as emergency numbers in the near future



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

1. Law about creation of 112 service in Moldova:
<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=354310>

2. Government decision about creation of 112 service in Moldova
<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=363673>

3. Government decision of technical concept of informatic system 112
<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=363674>

4. Decision of regulatory authority in communication about caller location in emergency calls
<http://www.anrceti.md/files/filefield/hca-nr.%2031-din%2022.12.2016%20ct%20localiz-serv%20112.pdf>

The documents are not available in English.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

SNUAU 112



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	60 seconds
For iOS	<hr/>

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Plan to activate in the next 24 months

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information

5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	875.802
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	82,19%
% of mobile originated communications where an AML position is received	58,92%
% of AML messages received within 60 seconds	97,36%
% of AML messages received within 30 seconds	93,98%
% of AML messages received within 15 seconds	90,43%
% of AML messages with an accuracy below 100m	94,13%
% of AML messages with an accuracy below 50m	85,26%
% of AML messages with an accuracy below 30m	78,98%
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:
Only with Google

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

In November 2022, the 112 Service received a call from a lady who could not speak, she was actually choking, but she was aware that she could react with interjections to the operator's questions. Thanks to AML, the person's house was identified and the ambulance crew was sent.

It turned out that the lady was suffering from a severe asthma attack. The lady received medical care and was very grateful.

7.2 List the companies/organisations that helped in deploying AML in your country

Google, Apple, Ericsson, CSAM Health.



Montenegro

Information provided by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

No information



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android
SMS to short number	<input type="checkbox"/>
SMS to long number	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>

Additional details:

No information

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

No information

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

No information

3.4 Which organisation maintains the AML end-point?

No information



3.5 Are several AML messages received during the duration of the call?

Yes

No

For Android

Additional details:

No information

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

Additional details:

No information

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

No information

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

Automatically, over a data interface

Manually, using voice communications

Other (please specify)

No information



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

**For
Android**

- | | |
|--|--------------------------|
| <input type="checkbox"/> Yes, using a long number | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, SMS to MCC + shortcode | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, but HTTPS only | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, Other (please specify) | <input type="checkbox"/> |
| <input type="checkbox"/> No | |

Additional details:

No information

4.2 Is AML working for SMS to Emergency Numbers?

**For
Android**

- | | |
|--|--------------------------|
| <input type="checkbox"/> Yes, SMS-to-112 | <input type="checkbox"/> |
| <input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below) | <input type="checkbox"/> |
| <input type="checkbox"/> No | |

Additional details:

No information



4.3 Is any additional data transmitted via AML?

For Android

- | | |
|---|--------------------------|
| <input type="checkbox"/> Caller name | <input type="checkbox"/> |
| <input type="checkbox"/> Caller medical info | <input type="checkbox"/> |
| <input type="checkbox"/> Caller phone language | <input type="checkbox"/> |
| <input type="checkbox"/> Automated detections
(e.g. fall, crash) | <input type="checkbox"/> |
| <input type="checkbox"/> Other (Please specify) | <input type="checkbox"/> |
| <input type="checkbox"/> No | |

Additional details:

No information

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

No information



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Other (please

Additional details:

No information

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information



Country: Netherlands

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

HarmonyOS (Huawei)

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

Technically we could, but we don't differentiate this in our reporting



1.4 In what year was AML activated in your country?

For Android	2019
For iOS (Apple)	2019
For HarmonyOS (Huawei)	2022

Additional details:

1.5 For which emergency service is AML working?

- Emergency Medical Service
- Fire & Rescue Service
- Police
- Coastguard
- Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)	For Harmony OS (Huawei)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 911	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

911 is not publicly communicated, but works just like 112 on mobile phones in the Netherlands



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Dutch legislation: [Staatsblad 2022, 95](#) | [Overheid.nl](#) > [Officiële bekendmakingen \(officielebekendmakingen.nl\)](#)

This is related to "telecommunicatiewet": [wetten.nl](#) - [Regeling - Telecommunicatiewet - BWBR0009950 \(overheid.nl\)](#), Article 11.10.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	For HarmonyOS (Huawei)	
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>In preparation</u>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message `zero-rated')?

- Yes
- No

Additional details:

If transmitted by SMS to short code



3.4 Which organisation maintains the AML end-point?

Politie, Eenheid LMS (Landelijke Meldkamer Samenwerking), using a commercial SMS service provider

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For HarmonyOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	Google: Sampling Delta 20 sec, Tracking period : 1 min.
For iOS	<hr/>
For HarmonyOS	<hr/>

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

AML position data can be shown on GIS and CAD if needed by a single push of a button.



3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> No			

Additional details:

The way roaming for international users can be implemented is subject of investigation (e.g. the "Belgium" solution which needs investments at each of the three Dutch network providers).

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No			

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No			

Additional details:

Additional available data is transmitted and presented to the PSAP agent, but as far as it is about AML SMS we only use location info. Future implementation of additional data will be for AML HTTP payload. Other sources for the PSAP agent are data on name/address of the subscriber/owner of the mobile number, location info from the mobile network infrastructure, etc.

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



Netherlands



Additional details:

There is no urgent need to spend our capacity on this.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

Our reporting does not provide adequate info yet

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

The Politie organisation has its own IT capacities. For SMS handling we contracted a SMSC provider. For arranging toll free shortcode and implementing this we work together with COIN (joined Dutch provider platform) and our Ministry.



Country: North Macedonia

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

We receive same location data



1.4 In what year was AML activated in your country?

For Android 2022

For iOS (Apple) 2023

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

	Number	For Android	For iOS (Apple)	
	112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Other:	195 (Crisis Management Centre)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Other:	192 (Police)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Activated in May 2023
Other:	193 (Fire and Rescue)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Activated in May 2023
Other:	194 (Emergency Medical Services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Activated in May 2023



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

https://aek.mk/wp-content/uploads/2015/10/k2_attachments_20151029_pravilnik_za_edinstveni_ot_evropski_broj_za_itni_povici_112.pdf



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Crisis Management Centre, 112 Centre



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input checked="" type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

For iOS

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

Should be available soon for Apple iOS



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

With 2nd phase of upgrade

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

Plan to implement SIP Location services with Apple and Macedonian Telecom



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Beta 80, ICS Consulting, A1, Macedonian Telecom.



Country:

Norway

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2018

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>110 (Fire and Rescue)</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>113 (Emergency Medical Services)</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>1412</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

AML not specifically regulated but there are requirements on accuracy that require handset technology.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Nasjonal Referansedatabase - NRDB (portability database)



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	0 second; 10 seconds; every 30 seconds
For iOS	<hr/>

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
 - Manually, using voice communications
 - Other (please specify)
-



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	110; 113
<input type="checkbox"/> No			

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

Caller name and address is received on each call, but not via AML.

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

The success rates with SMS are good enough.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a	
% of mobile originated communications where an AML position is received	Around 80% across all emergency services, where over 70% is actually used	
% of AML messages received within 60 seconds	n/a	
% of AML messages received within 30 seconds	n/a	
% of AML messages received within 15 seconds	n/a	
% of AML messages with an accuracy below 100m	n/a	
% of AML messages with an accuracy below 50m	About 90%	
% of AML messages with an accuracy below 30m	n/a	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



Country: Portugal

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2020

For iOS (Apple) 2020

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

AML is received in the 112 Operational Centres (stage 1 PSAP) for all services and after processing, the location is sent to the 2nd level PSAPs in accordance with the operational protocols in force

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>911</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Electronic Communications Law

See link : [ANACOM - Law No 16/2022](#)



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

General Secretariat of the ministry of Internal Administration



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	First fix, 15, 25
For iOS	20 seconds

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + short code	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

AML was activated for roaming on March 3rd 2023 (using a long number SMS and also for HTTPS)

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - short code(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

HTTPS already in use

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	4.537.689 (Mobile Calls)	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	97,53% (Cell ID)	
% of mobile originated communications where an AML position is received	39,70%	
% of AML messages received within 60 seconds	88,76%	
% of AML messages received within 30 seconds	84,47%	
% of AML messages received within 15 seconds	65,36%	
% of AML messages with an accuracy below 100m	81,72%	
% of AML messages with an accuracy below 50m	67,94%	
% of AML messages with an accuracy below 30m	36,15%	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	7.360m.	229m.

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

Making 112 test calls and comparing the results of AML with data obtained through a high sensitivity GNSS device



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



Country: Romania

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

HarmonyOS (Huawei)

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 17.03.2020

For iOS (Apple) 27.03.2020

For HarmonyOS (Huawei) HarmonyOS (Huawei)

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Gendarmerie, SPP (Protection and Guard Service), Counter-terrorism, TMC (Traffic Management Centre under National Company of Motorways and National Roads in Romania), AFER (Romanian Railway Authority), Ministry of National Defence, Labour Protection

Additional details:

The messages reach the AML endpoints administered by STS and inserted in the AML database. From this point the location is made available for all emergency services involved in managing the case.

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 113 (sms)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

- O.U.G. no. 34/2008 regarding the organisation and functioning of the National System for Emergency Calls, with the subsequent amendments and completions.
 - Decision of the President of the National Authority for Communications no. 1023/2008 on establishing communications to the National Unique System for Emergency Calls, with the subsequent amendments and completions.
-



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

Data SMS for Android, Text SMS for iOS and Huawei. HTTPS for Android and Huawei.

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

We are able to associate the IMSI code of the caller's SIM card with the caller's MSISDN by interrogating the subscriber database, and we can then extract the AML messages based on the IMSI information.

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:



3.4 Which organisation maintains the AML end-point?

Special Telecommunications Service (STS)

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
For HarmonyOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

Only the first position is sent for HarmonyOS and iOS.

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	First Fix, 15 sec, 34 sec, every 60 sec.
For iOS	First Fix
For HarmonyOS	Only the first position is sent

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

The location is extracted from the AML database by the GIS/CAD using the CLI.



3.8 How is the location information transmitted from the end-point/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

All AML location information is stored in a centralised database and is used to provide location responses to all requests sent by stage 1 and stage 2 PSAP clients, using the MLP Protocol.



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS to MCC + shortcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No			

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> No			

Additional details:

The Emergency SMS Number is 113 and AML is supported for Android and Huawei. iOS doesn't support it yet.

4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



- Other (Please specify)
- No

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

AML using HTTPS (not for iOS) is already active since the launch in 2020.

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

Geolocation solution based on HTML5 is implemented since 2019, and the possibility to implement an enhanced network-based location solution is currently under investigation. Also, the possibility to receive cell location information for SIP calls over 4G is being tested with MNOs.



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	All mobile calls+SMS to 113: 933.776 Only emergency mobile calls+emergency SMSs: 5.463.633				
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	99,971%				
% of mobile originated communications where an AML position is received	53.64% from all mobile calls 70.02% from emergency mobile calls				
% of AML messages received within 60 seconds	AML SMS: 95,96% AML HTTPS: 94,38%				
% of AML messages received within 30 seconds	AML SMS: 88,33% AML HTTPS: 84,61%				
% of AML messages received within 15 seconds	AML SMS: 80,46% AML HTTPS: 61,95%				
% of AML messages with an accuracy below 100m	AML SMS: 81,03% AML HTTPS: 82,50%				
% of AML messages with an accuracy below 50m	AML SMS: 67,89% AML HTTPS: 69,75%				
% of AML messages with an accuracy below 30m	AML SMS: 40,46% AML HTTPS: 36,24%				
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	<table border="1"> <thead> <tr> <th>Network</th> <th>Handset</th> </tr> </thead> <tbody> <tr> <td>7609,08 m</td> <td>AML SMS: 348,71 m AML HTTPS: 302,79 m</td> </tr> </tbody> </table>	Network	Handset	7609,08 m	AML SMS: 348,71 m AML HTTPS: 302,79 m
Network	Handset				
7609,08 m	AML SMS: 348,71 m AML HTTPS: 302,79 m				

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below



Romania



- No If no, why not? Please provide details below.

Additional details:

There is no automatic mechanism implemented to retrieve the actual incident location from the emergency services on the field. At the first level PSAP we validate the AML location during the interview with the caller when possible.



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

In order to analyse the AML error rate reported by Google, we extract statistics to support our testing. To support Huawei in implementing their proprietary solution, we provided testing support and analysed the received messages.

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

There is no specific interval for the reports. After the first year from the launch, we provided metrics to Google and statistics to the MNOs to identify together ways to improve the error rate.

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No



Romania



Additional details:

We have established a multi level contact list with each MNO in order to report problems. We also exchange official papers between the management of STS and the CEOs of the MNOs to report critical issues and to request corrective measures to be taken. The national regulator is always informed about these actions.



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

Story #1 Vaslui County

On October 23, 2022, 6:56 pm, a 45-second call made by a child, with associated subscription data from Braila county was received in the 112 Call center in Vaslui county with AML location from Bogdanesti, Vaslui county. The call was interrupted and the 112 call-taker redialled the number twice, but without success. The operator indexed the case under the UNIDENTIFIED CALL TYPE index node and called the main agencies. The child called again after 7 minutes when the emergency crews arrived at the location indicated in the AML messages where the child's father was being assaulted.

Story#2 Maramures County

At the Maramureş 112 Call Center, on October 9th 2022, a call was received about a 12 year boy that fell in a crevasse in the Gutâi mountains while riding a motocross bike. The call was located due to AML messages in a 30m radius in a forest area. The boy was extracted with the helicopter and transported to the hospital.

Story #3 Suceava County

On the night of the 3rd of October, a call from a Ukrainian phone number was received at the 112 Callcenter in Suceava. The man had crossed the border illegally to escape the war zone in his country and got lost in the mountains. The interview with the agencies was mediated in Russian by a 112 call-taker from a different county. The man was alone in the woods and he could hear wild animals close by. He was scared and said he didn't want to go back to his country. Due to having implemented AML for roamers in the Romanian emergency system, several DataSMS messages were received for this call, positioning the caller within a 23 meters radius, not far from the border. All emergency agencies were alerted and the man was found safe and sound.

7.2 List the companies/organisations that helped in deploying AML in your country

ANCOM
Telekom Romania Mobile
Orange Romania
Vodafone Romania
Digi Mobile Romania
Google LLC
Apple Inc
Huawei Romania



Country:

Slovakia

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

HarmonyOS (Huawei)

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android	2022
For iOS (Apple)	2022
For HamonyOS (Huawei)	2021

Additional details:

1.5 For which emergency service is AML working?

- Emergency Medical Service

- Fire & Rescue Service

- Police

- Coastguard

- Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 150 (Fire & Rescue services)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 155 (emergency medical services)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 158 (police)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Art. 111 section 7 of Act no. 452/2021 on emergency communications – MNOs are obliged to transfer caller location, including caller location originating from handset to the PSAP free of charge during emergency call (no. 112, 150, 155, 158).



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

SMS to 112 number

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Ministry of Interior of the Slovak Republic



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For HarmonyOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	10s, 30s, then each 60s
For iOS	iOS defined - 20s (only if handset is moving)
For HarmonyOS	1x AML SMS in 5s-20s interval

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No			

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input checked="" type="checkbox"/> Yes, SMS-to-112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No			

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No			

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Expecting standard supported by both iOS and Android, ideally including AML roaming

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

As a long term evolution



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

No
If no, why not? Please provide details below.

Additional details:



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

Error are dealt with on case by case basis when they are noticed



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

Apple, Google, Huawei, Ericsson, Orange, Slovak Telecom, O2 and SWAN



Slovenia

Information provided by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

AML working for three of four mobile operators

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

No information



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Administration for Civil Protection and Disaster Relief, Ministry of Defence



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android

For iOS

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

No information



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For Other (Please specify)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> No			

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

No information



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information available

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information available

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information available



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



Country:

Spain

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2021

For iOS (Apple) 2022

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Draft regulation (Real Decreto) on the 112 Emergency Service updating the current Real Decreto 903/1997 (pending publication)



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

Ministry of the Interior and 112 Valencia



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	When available, 20, 60, 60, ...
For iOS	When available, 60, 60, ...

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

Already activated

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

NB: These data are valid for the Valencia Region, which represents 10,62% of the Spanish population.

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	723.800
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	86,3%
% of mobile originated communications where an AML position is received	62,8%
% of AML messages received within 60 seconds	97,3%
% of AML messages received within 30 seconds	93,5%
% of AML messages received within 15 seconds	82,1%
% of AML messages with an accuracy below 100m	91,2%
% of AML messages with an accuracy below 50m	83,8%
% of AML messages with an accuracy below 30m	76,2%
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	1.556,2m. 34,7m.



5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

The AML location is contrasted with the location data received from the mobile network, and then by protocol the address is requested and verified by the call taker with the caller (in the CAD display).



5. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No formal process defined yet

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



6. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

Story 1: Rescue in mountainous environment of 50-year-old male who got lost, without the strength to return. Positioned AML, rescued by helicopter. Accuracy: Network: 1050m, AML: 11m.

Story 2: Rescue in a river. Caller, a very nervous 10-year-old girl, reports that her father has jumped into the river to try to save a boy who was drowning, and now he can't get out either. He reports that he cannot breathe. Caller only indicates that they are in the river, at the entrance. With the help of the AML can be located with high accuracy. The emergency services manage to reach the exact place and rescue the two people. Accuracy: Network: 1500m, AML: 1m.

Story 3: Rescue of a disabled person. He does not determine whether intellectually or physically. He does not know where he is, disoriented. With the help of the AML can be located with high accuracy. Accuracy: Network: 500m, AML: 12m.

Story 4: Rescue of unconscious person, male 45-50 years old. Caller found him unconscious in a workshop, he has pulse. Caller doesn't provide address, only that they are in a polygon, little location data. With the help of the AML can be located with high accuracy. Accuracy: Network: 900m, AML: 10m.

7.2 List the companies/organisations that helped in deploying AML in your country

- Google and Apple, upgrading their mobile OS to generate the AML messages
 - the four major MNOs in Spain: Movistar, Vodafone, Orange, MasMovil, ensuring that their networks handle AML messages correctly
 - the 19 Regional 112 Services, upgrading their systems to receive and display the AML data (with 112-Valencia taking the lead in the design, development and roll-out of the end-point, and supporting its connection to the 112 services)
 - the Ministry of Economics and Digital Transformation, providing:
 - a. the SMS collection system
 - b. the coordination with the MNOs
 - the Ministry of the Interior, providing:
 - a. the end-point HW infrastructure
 - b. overall project coordination
-



Country:

Sweden

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android 2019

For iOS (Apple) 2019

Additional details:

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Sea/Air Rescue (Joint Rescue
Coordination Centre)

Additional details:

Location from the incoming AML is received by PSAP organisation SOS Alarm and forwarded to involved emergency service(s)

1.6 For which emergency numbers is AML activated?

Number

**For
Android**

**For iOS
(Apple)**

112

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Electronic Communications Act (only available in Swedish):

[Lag \(2022:482\) om elektronisk kommunikation Svensk författningssamling 2022:2022:482 t.o.m. SFS 2022:1086 - Riksdagen](#)



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

PSAP organisation SOS Alarm (via third party provider)



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

Two AML messages for Android just to be sure to get the best location

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	7 & 25 seconds _____
For iOS	_____ _____

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No		

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

We do not see the real benefit of switching (yet)

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

Using HTML 5 since 2017



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	3.074.795	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	Approx. 99 %	
% of mobile originated communications where an AML position is received	82 %	
% of AML messages received within 60 seconds	n/a	
% of AML messages received within 30 seconds	n/a	
% of AML messages received within 15 seconds	n/a	
% of AML messages with an accuracy below 100m	92,7%	
% of AML messages with an accuracy below 50m	77,5%	
% of AML messages with an accuracy below 30m	53,2%	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

The actual final location is not reported by the dispatched resources = makes it impossible to compare



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

We haven't seen the need for this and there has been no demand from the MNOs

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

Nothing to share since AML nowadays is so integrated in everyday call taking that it is no longer noticed when AML is a contributory factor

7.2 List the companies/organisations that helped in deploying AML in your country

Mobile Network Operators: Telia, Tele2, Hi3GAccess, Telenor.
CAD Vendor: CSAM



Country: Switzerland

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

HarmonyOS (Huawei)

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:



1.4 In what year was AML activated in your country?

For Android	01 July 2022
For iOS (Apple)	01 July 2022
For HarmonyOS (Huawei)	Q1/2023
Additional details:	

1.5 For which emergency service is AML working?

- Emergency Medical Service
- Fire & Rescue Service
- Police
- Coastguard
- Other (please specify) Children (suicide prevention line), Poison, mental-health, Air Rescue, Transport Police

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 117	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 118	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 143	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 144	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 145	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 147	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 1414	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 0800117117	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: 911	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

Regulation > OFCOM FMG Art. 20, FDV Art. 29a, TAV SR 784.101.113/1.3:
All MNOs (Mobile Network Operator) forward the AML-SMS to the ECSP (Emergency Call Service Operator). The ECSP converts the AML-SMS into a PIDF-LO and stores it in an LIS. The PIDF-LO can be obtained by the PSAP for 4 hours.



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
SMS to short number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS to long number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

Centralised AML endpoint is operated by Swisscom on behalf of all MNOs in Switzerland

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:



3.4 Which organisation maintains the AML end-point?

Swisscom operates the AML end-point for all MNOs

3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For iOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
For HarmonyOS	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

	Seconds
For Android	Usually every 30 seconds
For iOS	Usually every 10 seconds
For HarmonyOS	

Additional details:

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

Yes

No

Additional details:

Call takers GIS and CAD systems are fetching network provided and device provided (e.g. AML) location information from centralized LIS (Location Information System) operated by Swisscom through a LIS-Proxy.



3.8 How is the location information transmitted from the end-point/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

Stored from end-point over interface <ic> to centralized LIS and received from PSAP via LIS-Proxy over interface <im>



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, using a long number	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> No			

Additional details:

Plan to be addressed with AML via SIP

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No			

Additional details:



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)	For HarmonyOS (Huawei)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> No			

Additional details:

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:
Waiting for AML@SIP (using PIDF-LO)

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a	
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	>95%	
% of mobile originated communications where an AML position is received	80%	
% of AML messages received within 60 seconds	n/a	
% of AML messages received within 30 seconds	91%	
% of AML messages received within 15 seconds	87%	
% of AML messages with an accuracy below 100m	90%	
% of AML messages with an accuracy below 50m	80%	
% of AML messages with an accuracy below 30m	n/a	
	Network	Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a	n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below

No
If no, why not? Please provide details below.

Additional details:



The PSAP gets the network-based location and the device-based location (AML) together and verifies the plausibility.

6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

So far we have not seen significant errors



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

No information available



United Kingdom

Questionnaire answered by EENA based on information available

Country:

1. AML coverage in the country

1.1 Is AML operational in the whole country?

Yes

No If no, why not?

Additional details:

No information

1.2 For which operating systems is AML working in your country?

Android

iOS (Apple)

Others (please specify)

Additional details:

1.3 Can you differentiate between AML messages received from devices with different operating systems?

Yes

No If no, why not?

Additional details:

No information



1.4 In what year was AML activated in your country?

For Android **2016**

For iOS (Apple) **2018**

Additional details:

First deployed for a small number of handsets in 2014

1.5 For which emergency service is AML working?

Emergency Medical Service

Fire & Rescue Service

Police

Coastguard

Other (please specify)

Additional details:

1.6 For which emergency numbers is AML activated?

Number	For Android	For iOS (Apple)
112	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: <u>999</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Additional details:



2. Legislation

2.1 What is the legislative framework in your country to receive AML locations (privacy rules, rules on emergency caller location...)? Please provide a short summary and include links (preferably in English) if available.

- Ofcom general conditions
- [Privacy and Electronic Communications Regulations 2003 \(SI 2003/2426\)](#)



3. End-point and transmission

3.1 How are the AML messages transmitted to the end-point?

Transmission Method	For Android	For iOS (Apple)
SMS to short number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SMS to long number	<input type="checkbox"/>	<input type="checkbox"/>
HTTPS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

3.2 If HTTPS transmission is used (Q.3.1 above), how do you handle messages which do not contain a valid phone number (i.e. MSISDN)?

- Not an issue. HTTPS messages always contain MSISDN
- The HTTPS and SMS AML messages are matched using the IMEI/Time Stamp as a common identifier to find the MSISDN
- The AML location information is pushed to the PSAP call taker even without the MSISDN
- The AML message is discarded if the MSISDN cannot be obtained

Additional details:

3.3 Is the transmission of the AML message free to the caller (message 'zero-rated')?

- Yes
- No

Additional details:

3.4 Which organisation maintains the AML end-point?

BT Stage 1 PSAP



3.5 Are several AML messages received during the duration of the call?

	Yes	No
For Android	<input type="checkbox"/>	<input type="checkbox"/>
For iOS	<input type="checkbox"/>	<input type="checkbox"/>

Additional details:

No information _____

3.6 If "Yes" to question 3.5 above, what are the time intervals defined to receive AML positions?

Seconds

For Android	
For iOS	

Additional details:

No information _____

3.7 Are AML positions presented directly to the call-taker's GIS and CAD display?

- Yes
- No

Additional details:

No information _____

3.8 How is the location information transmitted from the endpoint/PSAP receiving the AML to (other) PSAPs in the country?

- Automatically, over a data interface
- Manually, using voice communications
- Other (please specify)

No information _____



4. AML & Other Evolutions

4.1 Is AML activated for roaming?

	For Android	For iOS (Apple)
<input checked="" type="checkbox"/> Yes, using a long number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS to MCC + shortcode	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, but HTTPS only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

4.2 Is AML working for SMS to Emergency Numbers?

	For Android	For iOS (Apple)
<input type="checkbox"/> Yes, SMS-to-112	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Yes, SMS-to-other - shortcode(s) (please provide details below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information



4.3 Is any additional data transmitted via AML?

	For Android	For iOS (Apple)
<input type="checkbox"/> Caller name	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller medical info	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Caller phone language	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automated detections (e.g. fall, crash)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> No		

Additional details:

No information

4.4 Do you have plans to activate AML using HTTPS in the next 12 months?

- Yes
- No If no, why not?

Additional details:

No information

4.5 Are you evaluating any other transport methodologies for the provision of caller location information?

- Yes, using SIP messaging
- Yes, using HTML5
- Yes, using Network Induced Location Request (NI-LR)
- Yes, using other (please specify)
- No

Additional details:

No information



5. Facts & Figures

5.1 Can you please share some statistics for the full year 2022 on:

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	n/a
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	n/a
% of mobile originated communications where an AML position is received	n/a
% of AML messages received within 60 seconds	n/a
% of AML messages received within 30 seconds	n/a
% of AML messages received within 15 seconds	n/a
% of AML messages with an accuracy below 100m	n/a
% of AML messages with an accuracy below 50m	n/a
% of AML messages with an accuracy below 30m	n/a
	Network Handset
Average comparison (expressed in metres) between accuracy provided by network and accuracy provided by handset	n/a n/a

5.2 Do you evaluate the veracity of the location provided in the AML message with the actual location of the caller/emergency incident?

- Yes, it is recorded and reported back by the emergency services
If yes, please provide details of the process below
- Yes, by carrying out periodic testing
If yes, please provide details (e.g. process, frequency) below
- No
If no, why not? Please provide details below.

Additional details:

No information



6. Reporting

6.1 Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?

Yes

No If no, why not?

Additional details:

No information available

6.2 If yes, what is the frequency of these reports?

Monthly

Quarterly

Annually

Additional details:

No information available

6.3 Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?

Yes, I send a specific email to MNOs and OS providers when I notice unusual error rates

Yes, I use another method to inform MNOs and OS providers when I notice unusual error rates (please specify)

No

Additional details:

No information available



7. Others

7.1 Please share some notable success stories that occurred in 2022 where the availability of AML was a contributory factor

n/a

7.2 List the companies/organisations that helped in deploying AML in your country

EE
HTC
Vodafone
Three
O2
CLX (SMS Aggregation Service)



Operational Use of AML

	Android	iOS (Apple)	HarmonyOS (Huawei)	Jolla
Austria	X			
Belgium	X	X		
Bulgaria	X	X		
Croatia	X	X		
Czech Republic	X	X		
Denmark	X	X		
Estonia	X	X		
Finland	X	X	X	X
France	X	X		
Germany	X	X		
Greece	X	X		
Hungary	X	X		
Iceland	X	X		
Ireland	X	X		
Italy	X	X		
Latvia	X	X		
Lithuania	X	X		
Moldova	X	X		
Montenegro	X			
Netherlands	X	X	X	
North Macedonia	X	X		
Norway	X	X		
Portugal	X	X		
Romania	X	X	X	
Slovakia	X	X	X	
Slovenia	X	X		
Spain	X	X		
Sweden	X	X		
Switzerland	X	X	X	
United Kingdom	X	X		



Transmission of AML

	Transmission method
Austria	- SMS to a long number (Android only) - HTTPS (Android only)
Belgium	- SMS to a short number
Bulgaria	- SMS to a long number
Croatia	- SMS to a short number - SMS to a long number
Czech Republic	- SMS to a short number - SMS to a long number (Android only)
Denmark	- SMS to a long number
Estonia	- SMS to a short number
Finland	- SMS to a short number
France	- SMS to a long number
Germany	- SMS to a short number - HTTPS (Android only)
Greece	- SMS to a short number
Hungary	- SMS to a short number
Iceland	- SMS to a long number - HTTPS (Android only)
Ireland	- SMS to a short number
Italy	- SMS to a long number - HTTPS (Android only)
Latvia	- SMS to a short number
Lithuania	- SMS to a short number
Moldova	- SMS to a short number
Montenegro	n/a
Netherlands	- SMS to a short number
North Macedonia	- SMS to a short number
Norway	- SMS to a short number
Portugal	- SMS to a long number - HTTPS (Android only)
Romania	- SMS to short number - HTTPS (for Android & HarmonyOS)
Slovakia	- SMS to a short number
Slovenia	- SMS to a short number
Spain	- SMS to a long number - HTTPS (Android only)
Sweden	- SMS to a long number
Switzerland	- SMS to a long number
United Kingdom	- SMS to a short number



Other Features

	Roaming (Android only)	SMS to Emergency numbers
Austria	No	No
Belgium	Yes, using SMS to MCC + shortcode	Yes, for SMS to 8101 & SMS to 8112
Bulgaria	No	No
Croatia	Yes, using a long number	Yes, for SMS to 112
Czech Republic	Yes, using a long number	Yes, for SMS to 112, SMS to 150, SMS to 155 & SMS to 158
Denmark	Yes, using a long number	No
Estonia	Yes, using SMS to MCC + shortcode	Yes, for SMS to 112
Finland	Yes, using SMS to MCC + shortcode	Yes, for SMS to 112 (Android only)
France	n/a	n/a
Germany	Yes, using HTTPS	No
Greece	Yes, using SMS to MCC + shortcode	No
Hungary	No	Yes, for SMS to 112
Iceland	No	Yes, for SMS to 112
Ireland	Yes, using SMS to MCC + shortcode	Yes, for SMS to 112
Italy	No	No
Latvia	No	No
Lithuania	No	Yes, for SMS to 112
Moldova	n/a	No
Montenegro	n/a	n/a
Netherlands	No	Yes, for SMS to 112
North Macedonia	Yes, using a long number	Yes, for SMS to 112
Norway	Yes, using a long number	Yes, for SMS to 112, SMS to 110 & SMS to 113
Portugal	Yes, using a long number	No
Romania	Yes, using SMS to MCC + shortcode	Yes, for SMS to 113 (Android & HarmonyOS only)
Slovakia	No	Yes, for SMS to 112
Slovenia	No	No
Spain	No	No
Sweden	Yes, using a long number	No
Switzerland	No	No
United Kingdom	Yes, using a long number	n/a



Figures B-E

	% of mobile originated communications where an AML position is received	% of AML messages received within 60 seconds	% of AML messages received within 30 seconds	% of AML messages received within 15 seconds
Austria	n/a	n/a	n/a	n/a
Belgium	n/a	n/a	n/a	n/a
Bulgaria	46.42%	79.13%	81.96%	56.56%
Croatia	n/a	n/a	n/a	n/a
Czech Republic	Around 52%	96%	95%	94%
Denmark	71%	99%	99%	94%
Estonia	56.30%	96.90%	95.90%	34.60%
Finland	n/a	n/a	n/a	n/a
France	n/a	n/a	n/a	n/a
Germany	75%	99%	95%	60%
Greece	n/a	n/a	n/a	n/a
Hungary	30%	96.74%	69.01%	81.07%
Iceland	97%	n/a	n/a	n/a
Ireland	n/a	n/a	n/a	n/a
Italy	n/a	n/a	n/a	n/a
Latvia	n/a	100%	99%	98%
Lithuania	73%	89%	62%	12%
Moldova	58.92%	97.36%	93.98%	90.43%
Montenegro	n/a	n/a	n/a	n/a
Netherlands	n/a	n/a	n/a	n/a
North Macedonia	n/a	n/a	n/a	n/a
Norway	Around 80%	n/a	n/a	n/a
Portugal	39.70%	88,76%£	84.47%	65.36%
Romania	- From all mobile calls: 53,64% - For all emergency mobile calls: 70,02%	- via SMS: 95,96% - via HTTPS: 94,38%	- via SMS: 88,33% - via HTTPS: 84,61%	- via SMS: 80,46% - via HTTPS: 61,95%
Slovakia	n/a	n/a	n/a	n/a
Slovenia	n/a	n/a	n/a	n/a
Spain	62.80%	97.30%	93.50%	82.10%
Sweden	82%	n/a	n/a	n/a
Switzerland	80%	n/a	91%	82%
United Kingdom	n/a	n/a	n/a	n/a



Figures F-H

	% of AML messages with an accuracy below 100m	% of AML messages with an accuracy below 50m	% of AML messages with an accuracy below 30m
Austria	n/a	n/a	n/a
Belgium	n/a	n/a	n/a
Bulgaria	86.07%	76.45%	66.87%
Croatia	n/a	n/a	n/a
Czech Republic	85.50%	75.60%	66.40%
Denmark	92%	82%	73%
Estonia	94.90%	81%	72.20%
Finland	n/a	n/a	n/a
France	n/a	n/a	n/a
Germany	90%	80%	70%
Greece	n/a	n/a	n/a
Hungary	81.07%	69.01%	44.57%
Iceland	n/a	n/a	n/a
Ireland	n/a	n/a	n/a
Italy	96%	82%	67%
Latvia	n/a	n/a	n/a
Lithuania	86%	75%	70%
Moldova	94.13%	85.26%	78.98%
Montenegro	n/a	n/a	n/a
Netherlands	n/a	n/a	n/a
North Macedonia	n/a	n/a	n/a
Norway	n/a	Around 90%	n/a
Portugal	81.72%	67.94%	36.15%
Romania	-via SMS: 81,03% - via HTTPS: 82,50%	- via SMS: 67,89% - via HTTPS: 69,75%	- via SMS: 40,46% - via HTTPS: 36,24%
Slovakia	n/a	n/a	n/a
Slovenia	n/a	n/a	n/a
Spain	91.20%	83.80%	76.20%
Sweden	92.70%	77.50%	53.20%
Switzerland	90%	80%	n/a
United Kingdom	n/a	n/a	n/a



Reporting

	Do you compile AML statistics and share them with mobile network operators and handset OS providers to help ensure consistent performance?	Do you flag AML errors to mobile network operators and OS providers? If yes, how do you flag them?
Austria	n/a	n/a
Belgium	No	No
Bulgaria	Yes	Yes
Croatia	n/a	n/a
Czech Republic	Yes, annually	Yes
Denmark	No	No
Estonia	Yes	Yes
Finland	No	Yes
France	n/a	n/a
Germany	Yes, on demand	Yes
Greece	n/a	n/a
Hungary	No	No
Iceland	No	Yes
Ireland	Yes, quarterly	No
Italy	Yes, monthly	Yes
Latvia	No	Yes
Lithuania	Yes, monthly	Yes
Moldova	Yes, annually	No
Montenegro	n/a	n/a
Netherlands	No	Yes
North Macedonia	Yes, quarterly	No
Norway	Yes, annually	No
Portugal	Yes, annually	Yes
Romania	Yes	Yes
Slovakia	No	Yes
Slovenia	n/a	n/a
Spain	No	Yes
Sweden	No	Yes
Switzerland	No	No
United Kingdom	n/a	n/a