

WORKSHOP / IMPLEMENTING EU LAW ON EMERGENCY COMMUNICATIONS

Organised by: European Emergency Number Association

Date: 19-20 September 2023

Place: Microsoft Business Centre

On 16 December 2022, the European Commission adopted a delegated regulation supplementing the European Electronic Communications Code containing new rules aiming at improving the functioning and handling of emergency communications in Europe. This event aims at gathering stakeholders to discuss how to best implement the provisions of this act. The discussion will thus focus on the topics addressed by the legislation: caller location, accessibility for people with disabilities, routing to the most appropriate PSAP and migration towards packet-switched technologies.

DAY 1 – 19 SEPTEMBER

13:30 – 14:15 **Introduction by EENA**
Introductory Presentation by the European Commission (to be confirmed)

14:15 – 15:00 **1 - Caller Location Information**

Part A – Handset based location (45 min):

- Overview on the implementation of Advanced Mobile Location in Europe
- Presentations by OS developers
- Discussion panel with public authorities

15:00 – 15:30 *Coffee Break*

15.30 – 17:15 **1 - Caller Location Information (continuation)**

Part B – Network based location (45 min):

Part C - Caller location information criteria (45 min)

- EENA's recommendations on the definition of caller location criteria
- Discussion panel with different stakeholders (mobile network operators, OS developers, regulatory authorities, PSAPs)

Part D - Q&A with the European Commission (to be confirmed) on the provisions in Chapter 2 (15 min)

17:15 – 18:15 *Informal gathering*

TBA *Social dinner (paid by participant)*

DAY 2 – 20 SEPTEMBER

09:00 – 11:00 2 - Transitioning to packet-switched technologies & routing to the most appropriate PSAP

- Introduction of the session & recap on the legislation provisions (5 min)
- Discussion panel with national authorities (40 min)
- Discussion panel – how the industry can support to migration to packet-switched technologies (40 min)
- Presentation on unconventional access to 112 (15 min)
- Q&A with the European Commission (to be confirmed) on the provisions in Chapters 4 and 5 (20 min)

11:00 – 11:30 *Coffee Break*

11:30 – 12:15 3 - Access to Emergency Services for End-Users with Disabilities

Part A – Chapter 3 of the Delegated Regulation

- Introduction & recap on the legislation provisions (5 min)
- End-users' perspective on the functional equivalence requirements (20 min)
- Q&A with the European Commission (to be confirmed) on the provisions in Chapter 3 (20 min)

12:15 – 13:30 *Lunch Break*

13:30 – 14:50 3 - Access to Emergency Services for End-Users with Disabilities (continuation)

Part B – European Accessibility Act

- Presentation by the European Commission on the relevant provisions in the European Accessibility Act (15 min) followed by Q&A (15 min)
- Technology presentation (10 min)
- Discussion panel with different stakeholders (40 min)

14:50 – 15:00 **Conclusion**

Targeted audience: This event is mostly aimed at stakeholders interested in the delegated regulation supplementing the European Electronic Communications Code. This includes: PSAPs; End-users representatives organisations; National ministries and telecommunications regulatory authorities; Mobile network operators; Providers of operating systems; Solution providers...

Expected number of participants: 100