

WORKSHOP / IMPLEMENTING EU LAW ON EMERGENCY COMMUNICATIONS

Place: Microsoft Business Centre - Rue Montoyer 51 - 1000 Brussels, Belgium

Registration and additional information on:

<https://eena.org/events/eena-events/workshop-implementing-eu-law-on-emergency-communications/>

Please note that the maximum capacity of the event is 100 participants. Therefore, please note that the registration will be limited to 2 people per organisation maximum.

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.

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...

DAY 1 – 19 SEPTEMBER

13:30 – 14:15 Introduction

Opening of the event by **Demetrios Pyrros**, President, EENA

The Delegated Regulation 2023/444 supplementing the European Electronic Communications Code

- **Gyula Bara**, Team Leader – emergency communications, Directorate-General for Communications, Networks, Content and Technology - Unit B1, European Commission

14:15 – 14:50 1 - Caller Location Information

Session moderated by **Freddie McBride**, Director of Digital Communications Policy and Regulation, EENA & **Gary Machado**, Executive Director, EENA

Caller Location Part A – Handset-derived location (35 min):

Advanced Mobile Location in Europe – implementation overview

- **Freddie McBride** – Director, Policy & Regulation, EENA

Future developments in handset-derived location establishment & transmission

- **Ed Parsons**, Geospatial Technologist, Google

14:50 – 15:20 *Coffee Break*

15.20 – 17:05 **Caller Location Part B – Network-based location (45 min):**

Complementing AML with sub-cell network location

- **Stuart Walsh**, Field Product Director, SS8

Network-based Location: Maximising accuracy while minimising response time for all callers

- **Charlotte Thomas**, Product & Cloud Offering Director & **Amer Bdeoui**, Senior Technology Consultant, Intersec

Caller Location Part C – Accuracy & reliability criteria for emergency caller location information (45 min):

EENA's recommendation on accuracy & reliability criteria for emergency caller location information

- **Freddie McBride**, Director, Policy & Regulation, EENA

Discussion panel / Implementing accuracy and reliability criteria

- **Chair: Jan Vannieuwenhuysse**, Senior Advisor, Belgian Institute for Postal Services and Telecommunications (BIPT)
- **Pinar Serdengecti**, Regulation and Competition Affairs Director, European Competitive Telecommunications Association
- **Johannes Vallesverd**, Senior Advisor, NKOM, Norway
- **Florin Feticiu**, Head of 112 Unit, Special Telecommunications Service, Romania
- **Tadas Maroscikas**, Deputy Director, Emergency Response Centre, Lithuania

Caller Location Part D - Q&A with the European Commission on the provisions in Chapter 2 (15 min)

17:05 – 18:15 *Informal gathering*

19:30 – **Social dinner (paid by participant)**

Venue: Chez Teo – Rue Montoyer, 63 – 1000 Brussels

Only those who have already registered to the dinner can join. Payment by card or cash

DAY 2 – 20 SEPTEMBER

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

Session moderated by **Cristina Lumbreras**, Technical Director, EENA & **Benoît Vivier**, Public Affairs Director, EENA

Introduction of the session & recap on the relevant legislation provisions (5 min)

Discussion panel / National approaches to the transition to packet-switched technologies (40 min)

- **Vitor Judicibus**, Head of Critical Communications Multidisciplinary Team, Ministry of Internal Administration, Portugal
- **Erica in't Veld**, 112 Advisor, Netherlands Police
- **Florin Feticiu**, Head of 112 Unit, Special Telecommunications Service, Romania
- **Tadas Maroscikas**, Deputy Director, Emergency Response Centre, Lithuania

Beyond the traditional network: A new paradigm for access to emergency services (15 min)

- **Roy Kuntz**, Lead Principal Program Manager & **Steve Seitz**, Senior Corporate Counsel, Microsoft

Discussion panel / How the industry can support the migration to packet-switched technologies (40 min)

- **Luca Bergonzi**, Sales Executive, International Business Development, Beta80
- **Wolfgang Kampichler**, Principal Scientist, Frequentis

Q&A with the European Commission 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**

Session moderated by **Cristina Lumbreras**, Technical Director, EENA & **Benoît Vivier**, Public Affairs Director, EENA

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)

- **Daniel Casas**, Accessibility Policy Officer, European Disability Forum

Q&A with the European Commission on the provisions in Chapter 3 (20 min)

12:15 – 13:30 *Lunch Break*

13:30 – 14:50 **Part B – European Accessibility Act:**

The European Accessibility Act and its provisions related to emergency communications (20 min)

- **Inmaculada Placencia Porrero**, Senior Expert, Disability and Inclusion Unit, Directorate General for Employment, Social Affairs and Inclusion, European Commission

Accessible Emergency Services – Today and Tomorrow (20 min)

- **Thor Nielsen**, VP Global Sales, nWise

How to adapt accessibility into emergency communication without infrastructure changes on PSAPs, use cases and demos (20 min)

- **Ing. Filip Malenak**, Managing Director, NG-SOS Zachranka

Q&A with the European Commission on the provisions in the European Accessibility Act (20 min)

14:50 – 15:00 **Conclusion**

By **Demetrios Pyrros**, President, EENA