

Future EU Legislation on Emergency Communications

Pre-Event Gathering – 2 December 2025

Tuesday, 2nd December, from 19:00, meet us on the eve of the event @BrewDog | Brussels: Putterie 20, 1000 Bruxelles, Belgium | [See here on map](#) | Access by metro : Bruxelles-Central station

Food and drinks are available at [BrewDog](#). Please note that all orders are at guests' own expense.

Day 1 – 3 December 2025

09:30 – 09:45 EVENT OPENING

Demetrios Pyrros, President, EENA

09:45 – 12:45 INTRODUCING THE REGULATORY LANDSCAPE

09:45 – 10:15 Maintaining an emergency response during wartime

In this opening presentation, a representative of Ukrainian emergency services will present their efforts to improve and maintain emergency response during Russia's invasion. From the consolidation of technical infrastructure to the launch of new 112 centres, this presentation will highlight the importance of the resilience of emergency communications.

Leonid Tymchenko, Deputy Minister, Ministry of Internal Affairs of Ukraine

*Chaired by **Demetrios Pyrros**, President, EENA*

10:15 – 10:45 Coffee Break

10:45 – 11:45 EU legislation affecting emergency communications

In this session, we will first introduce the main EU legislation which directly impacts the delivery of emergency communications in Member States. This includes the European Electronic Communications Code and the Delegated Regulation (EU) 2023/444 as well as the European Accessibility Act, and the eCall Regulation. Afterwards, panelists will debate on the current state of implementation of this legislation and whether the current legislation has met its objectives.

Presentation:

Overview of the current EU legislation impacting emergency communications
Benoît Vivier, Public Affairs Director, EENA

Followed by a discussion panel – 'Is European legislation on emergency communications meeting its objectives?' with:

- **Pinar Serdengecti**, Regulation and Competition Affairs Director, European Competitive Telecommunications Association

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- **Steve Seitz**, Assistant General Counsel, Global Affairs, Microsoft
- **Taito Vainio**, Director General, Emergency Response Centre Agency, Finland
- **Benoît Vivier**, Public Affairs Director, EENA

Chaired by **Cristina Lumbreras**, Technical Director, EENA

11:45 – 12:45 What to expect from upcoming EU legislation

In this session, representatives from European emergency services together with other stakeholders will share their perspectives on future policy priorities relevant to emergency communications. Participants will hear directly from those working at the core of Europe's emergency response systems, gaining insights into the practical challenges and policy needs that should be reflected in the EU's upcoming agenda.

MEP Address:

Grégory Allione, Member of the European Parliament, Renew Shadow Rapporteur for the Union Civil Protection Mechanism and co-chair of the European Parliament Intergroup on Resilience, Disaster Management and Civil Protection

Presentation:

Digital Networks Act, **Peter Lonergan**, Senior Policy Officer, EENA

Followed by a discussion panel with:

- **Peter Lonergan**, Senior Policy Officer, EENA
- **Gyula Bara**, Team Leader – emergency communications, Directorate-General for Communications, Networks, Content and Technology, European Commission
- **Björn Skoglund**, Operations Specialist on 112 and Crisis Management, SOS Alarm
- **Erica in't Veld**, 112 Advisor, Netherlands Police
- **Tadas Maroščikas**, Deputy Director, Emergency Response Centre, Lithuania

Chaired by **Liana Muşat**, Knowledge Officer, EENA

12:45 – 14:15 Lunch Break

14:15 – 15:00 WARNING CITIZENS IN CASE OF CRISIS

In this session, we will look at how to alert the population in case of developing crises. We will examine where Member States presently stand in implementing obligations under the European Electronic Communications Code (Article 110) and review the challenges posed by today's mobile, roaming, multi-channel and multilingual environment. The discussion will cover key technologies (cell-broadcast, location-based SMS, satellite-enabled alerting) and the importance of inclusive access for persons with disabilities. In addition, the session will look at how the new UCPM Regulation proposal includes specific provisions to integrate satellite-based public warning capacity – notably the use of the Galileo Early Warning Satellite Service – into Member States' public warning architectures.

Presentations:

Public Warning in the Union Civil Protection Mechanism

Olimpia Imperiali, Deputy Team Leader – ERCC Analytical Team, Directorate-General for European Civil Protection and Humanitarian Aid Operations, European Commission

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Implementation of mobile-based public warning systems
Benoît Vivier, Public Affairs Director, EENA

Chaired by **Liana Muşat**, Knowledge Officer, EENA

15:00 – 15:30 Coffee Break

15:30 – 17:00 **ENSURING EQUAL ACCESS FOR EVERYONE**

This session will address how emergency communications can be made fully accessible, in particular for people with disabilities. With the European Accessibility Act requiring Member States to support Real-Time Text (RTT) for emergency communications by 2027, the discussion will explore the policy and technical steps needed to make this a reality. Beyond RTT, the session will also consider other potential tools and measures to ensure inclusive access to emergency services. Participants will hear different stakeholder perspectives and engage in a debate on how to move from legal obligations to meaningful accessibility in practice.

Presentations:

The European Accessibility Act and emergency communications
Inmaculada Placencia Porrero, Senior Expert in Disability and Inclusion,
 Directorate-General for Justice and Consumers, European Commission

Followed by a discussion panel with:

- **Daniel Casas**, Accessibility Policy Officer, European Disability Forum
- **Delphine Le Maire**, Policy Officer, European Union of the Deaf
- **Lidia Best**, President, European Federation of Hard of Hearing

Chaired by **Peter Lonergan**, Senior Policy Officer, EENA

19.00 - ...

SOCIAL GATHERING @ Quartier Leopold

Join us for social dinner after Day 1 of the event @Quartier Leopold | Pl. du Luxembourg 9, 1050 Ixelles, Belgium | [See here on map](#) | Access by metro: Bruxelles-Luxembourg or Trône station |

IMPORTANT – registration required, please contact Katrina Pavlova kp@eena.org to register for the dinner.

A buffet dinner will be served, including two drinks at the fee of 55 EUR per person. Please note that all costs are at guests' own expense, and individual payments will be made at the end of the dinner. Additional drinks may be ordered separately.

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Day 2 – 4 December 2025

09:30 – 10:30

DIRECT TO DEVICE EMERGENCY SATELLITE COMMUNICATIONS

This session will explore how satellite-based services support access to 112. While phones have been able to receive signals from satellites such as GNSS for several years, they have until recently been unable to communicate directly with satellites, with the exception of custom-built satellite phones. This is now changing, meaning that all smartphones may receive public warnings or contact emergency services using a satellite.

Presentations:

Emergency Satellite Communications: Assessing how D2D can improve access to 112

Peter Lonergan, Senior Policy Officer, EENA

ESA's D2D initiative: contributing to European resilience and strategic autonomy
Teodora Secara, Future Preparation Officer, Connectivity and Secure Communications Directorate, European Space Agency

Direct-to-Device, Direct-to-PSAP: Building Europe's D2C Emergency Readiness
Marcio de Oliveira, VP, Business Development, Intrado

Chaired by **Liana Muşat**, Knowledge Officer, EENA

10:30 – 11:00

ENHANCING COMMUNICATION WITH FIRST RESPONDERS

This session will explore the upcoming EU Critical Communication System (EUCCS) initiative, designed to strengthen Europe's public communication infrastructure and ensure operational interoperability across responders, civil-protection, law enforcement and public-safety networks. We will review the main policy drivers behind EUCCS, its planned architecture based on mission-critical standards, and how it complements the transition to all-IP networks for emergency communications.

Max Brandt, Team Leader Critical Communication, Directorate-General for Migration and Home Affairs, European Commission

Chaired by **Liana Muşat**, Knowledge Officer, EENA

11:00 – 11:30

Coffee Break

11:30 -12:15

WHO SHOULD PROVIDE ACCESS TO 112?

As communication technologies become increasingly diverse, the question of who should be responsible for providing access to emergency services becomes increasingly complex. While current EU legislation places this obligation on traditional telecom operators, number-independent platforms - such as messaging and voice apps - are now part of everyday connectivity. This session will explore whether and how these emerging players should be required to support access to 112.

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Presentation:

Accessing emergency communications from Microsoft Teams

Steve Seitz, Assistant General Counsel, CELA - Privacy & Regulatory Affairs (Telecom), Microsoft

Followed by a discussion panel with:

- **Xhoana Shehu**, Policy Manager, Connect Europe
- **Björn Skoglund**, Operations Specialist on 112 and Crisis Management, SOS Alarm
- **Steve Seitz**, Assistant General Counsel, CELA - Privacy & Regulatory Affairs (Telecom), Microsoft

Chaired by **Benoît Vivier**, Public Affairs Director, EENA

12:15 – 12:50

THE FUTURE OF CALLER LOCATION

This session will start from the current state of caller location in emergency communications across Europe and explore key areas for future progress. Discussions will address whether vertical location should be mandated, how indoor location accuracy can be improved, and the added value of enhanced network-based location solutions. The session will also examine the technical potential of using PIDF-LO to support richer and more precise location data.

Presentations:

Implementation of advanced network-based location in Romania

Florin Fetici, Head of 112 unit, Special Telecommunications Service, Romania

Using PIDF-LO to support richer and more precise location data

Michael Pröstler, Vice Chair of EENA Technical and Operations Committee

Chaired by **Cristina Lumbreras**, Technical Director, EENA

12:50 – 14:00

Lunch Break

14:00-14:15

MEP ADDRESS ON THE UNION CIVIL PROTECTION MECHANISM

In this session, one of the leading Members of the European Parliament for the proposed Regulation on a Union Civil Protection Mechanism (UCPM), will provide attendees with an overview of what benefits this new Regulation could bring for emergency communications, as well as for public safety in Europe more generally. He will also provide an update on how the European Parliament plans to negotiate this Regulation with Member States.

Pascal Arimont, Member of the European Parliament, EPP Shadow Rapporteur for the Union Civil Protection Mechanism, and co-chair of the European Parliament Intergroup for Resilience, Disaster Management, and Civil Protection

Chaired by **Peter Lonergan**, Senior Policy Officer, EENA

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14:15 – 16:00 ENSURING A SMOOTH TRANSITION TO PACKET-SWITCHED NETWORKS

14:15 – 14:55 **Leveraging the opportunities of packet-switched networks**
The shift from circuit-switched to packet-switched networks is not only a technological evolution—it also opens the door to a new generation of emergency communication capabilities. By embracing IP-based architectures, emergency services can go beyond voice to deliver more resilient, flexible, and user-centric solutions. The session will highlight how NG112 contributes to implementing EU legislation and what remains to be done to make this transition a reality across Europe.

Presentations:

Aligning Next Generation 112 with the EU's Digital and Regulatory Objectives
Wolfgang Kampichler, Co-Chair, EENA Technical and Operations Committee

Implementation of Next Generation 112 in Romania
Florin Feticu, Head of 112 unit, Special Telecommunications Service, Romania

Chaired by **Cristina Lumbreras**, Technical Director, EENA

15:00 – 15:55 **Ensuring reliable emergency communications**
As legacy networks such as 2G and 3G are progressively phased out, ensuring the continuity and reliability of emergency communications becomes a critical challenge. This session will explore key risks and transitional issues, including limitations observed in some IP-based (IMS) environments and the potential impact of network changes on access to 112, as well as what is needed to safeguard reliability during and after the migration to all-IP networks. Particular attention will be given to features essential for emergency services, such as the ability to call back a user after disconnection, and how these must be preserved or adapted in the packet-switched environment.

Presentations:

Issues in emergency communications over IMS
Cristina Lumbreras, Technical Director, EENA

Facing a telecoms outage in a PSAP – Experience from **CGDIS in Luxembourg**
Speaker to be announced, Corps grand-ducal d'incendie et de secours (Luxembourg)

VoLTE Emergency Calling Issues & Observations
Wayne Cutler, Technical Director, GSMA

Chaired by **Benoît Vivier**, Public Affairs Director, EENA

15:55 – 16:00 EVENT CLOSING

Demetrios Pyrros, President, EENA