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**REPUBLIC OF LITHUANIA
COMMUNICATION REGULATORY OFFICES
COUNCIL**

RESOLUTION

**APPROVAL OF PROCEDURE DESCRIPTION OF INSTITUTIONS PROVIDING
SERVICES OF EMERGENCY CALL SERVICES FOR END-SERVICE RECIPIENTS**

in 2024 March 5 No. TN-178
Vilnius

Pursuant to Article 40, Part 8 and Article 80, Part 2 of the Law on Electronic Communications of the Republic of Lithuania, the Law on the General Help Center of the Republic of Lithuania, the Government of the Republic of Lithuania of 2004 November 17 by resolution no. 1457 "On the short telephone numbers of emergency services", implementing the 2018 December 11 Directive (EU) 2018/1792 of the European Parliament and of the Council establishing the European Electronic Communications Code, 2022 December 16 Commission Delegated Regulation (EU) 2023/444, which supplements Directive (EU) 2018/1792 of the European Parliament and of the Council with measures to ensure effective access to emergency services through the European emergency number 112, 2014. May 15 European Parliament and Council decision no. 585/2014/EU on the implementation of an interoperable EU-wide emergency call service "eCall", taking into account the 2003 July 25 European Commission Recommendation 2003/558/EC on the processing of location information in electronic communications networks for the purpose of providing location-based emergency call services and 2011 September 8 In accordance with the European Commission's recommendation 2011/750/EU regarding support in electronic communication networks for the implementation of an emergency call service applicable throughout Europe in order to transmit emergency calls generated by the emergency call equipment installed in the car using the telephone number 112 (emergency call), the Council of the Communications Regulatory Authority of the Republic of Lithuania has decided:

1. To approve the description of the procedure for the final service recipients' ability to use the services of institutions providing emergency services call services (attached).
2. Recommend to the providers of non-public electronic communication networks, which can be used to make calls to public electronic communication networks, to follow the procedure description of the final service recipients' ability to use the services of institutions providing emergency services, especially in cases where the provider of the non-public electronic communication network does not provide alternative and easily implemented opportunities to use the services of institutions providing emergency services.
3. To recognize the 2011 decision of the Director of the Communications Regulatory Service of the Republic of Lithuania as having lost its validity. November 7 order no. 1V-1087 "On the approval of the description of the procedure for the final service recipients' ability to use the services of institutions providing emergency services call services" with all amendments and additions.

4. Determine that 3.5.4.3.3 , 3.5.4 . 3. Clauses 4, 3.5.4.6 , 3.5.4.7, 3.5.5 and clause 7 shall enter into force in 2025. July 1

Chairperson of the Council
Jūratē Šovienē

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CONFIRMED

Communications of the Republic of Lithuania
regulatory authority councils

in 2024 March 5 by resolution no. TN-178

DESCRIPTION OF THE PROCEDURE FOR END-SERVICE RECIPIENTS TO USE THE SERVICES OF INSTITUTIONS PROVIDING EMERGENCY CALL SERVICES

CHAPTER I GENERAL PROVISIONS

1. The description of the procedure for end-users of the possibility to use the services of institutions providing emergency services calling services (hereinafter - the Description) determines the end-users of public electronic communications services, including subscribers, actual users of public electronic communications services, users of assistance call systems in vehicles and end users of public electronic communications services. the procedure for ensuring that communication service recipients with disabilities (hereinafter all together - final service recipients, and each individually - final service recipient) the possibility to use the services of institutions providing emergency services, as well as criteria for the accuracy and reliability of information about the location of the caller.

2. The terms used in the description are understood as they are defined in the Electronic Communications Law of the Republic of Lithuania, the Law on the General Assistance Center of the Republic of Lithuania, the Law on the Administrative Units of the Territory of the Republic of Lithuania and their Boundaries, the National Radio Frequency Allocation Table, approved by the Council of the Communications Regulatory Authority of the Republic of Lithuania in 2016 . June 21 by resolution no. 1V-698, and in Recommendation 2011/750/EU .

CHAPTER II ENSURING THE POSSIBILITY OF USING THE SERVICES OF INSTITUTIONS PROVIDING EMERGENCY CALL SERVICES

3. All providers of public electronic communication networks and/or public interconnection services of persons associated with a number must:

3.1. to ensure the possibility of using the emergency services contact number 112 (hereinafter - number 112) for its final recipients of services:

3.1.1. free of charge and without the use of any means of payment, personal identification numbers (PIN), codes or cards;

3.1.2. when the provision of public communication services between persons associated with the number to the subscriber is restricted;

3.1.3. by a public mobile network terminal on any public mobile network operating in that area;

3.1.4. in other cases, when there is a technical possibility to use public communication services associated with the number;

3.2. free of charge and without the application of a subscription fee to install communication channels with the required bandwidth with the General Help Center, and if it is possible to install communication channels with the required bandwidth with the General Help Center - to send emergency calls to the communication numbers specified by the General Help Center ;

3.3. transfer the contact number of the end user to the General Help Center every time the end

user uses the emergency services call number 112;

3.4. not to apply the ban on setting up a communication line when the final recipient of services uses the services of calling emergency services at the number 112;

3.5. to provide location data (including traffic data) free of charge without the end user's consent to the General Assistance Center every time the end user uses the emergency services call number 112:

3.5.1. to provide location data on subscribers and other final service recipients (when using a public mobile network, other final service recipients include final service recipients of foreign public mobile service providers who have arrived in the Republic of Lithuania and use roaming services, as well as those final recipients of services who cannot be identified by a connection number);

3.5.2. ensure that the General Assistance Center receiving the emergency call can, based on the end-user contact number that has been established, contact the end-user who initiated the request for assistance in order to find out and/or update their location data in order to respond to the assistance request;

3.5.3. provide free of charge the location data of the end user for each emergency call to the General Assistance Center immediately after the General Assistance Center responds to that emergency call;

3.5.4. ensure that the accuracy and reliability of location data meet the following criteria:

3.5.4.1. public fixed network providers must provide location data with the accuracy of the physical address data of the end point of the fixed network . These address data are submitted to the General Help Center in accordance with the requirements set out in the Appendix of the Description;

3.5.4.2. the reliability of location data provided by public fixed communication network providers in accordance with Clause 3.5.4.1 of the Description must be at least 95 percent;

3.5.4.3. Public mobile network providers must provide location data to the General Assistance Center through the communication channels established in accordance with Clause 3.2 of the Description using methods that ensure the most accurate location data possible:

3.5.4.3.1. when an emergency call is made using global mobile radio communication systems (English *Global System for Mobile Communications* , GSM) technology, provides data determined using the *Cell ID Timing Advance* method of signal propagation in time , according to which a band of no more than 750 m width is determined, located in a sector of the base station, no less than 67 percent reliability;

3.5.4.3.2. when the emergency call is made using *Universal Mobile Telecommunications System* (UMTS) technology, provides data determined using the *Cell ID Round Trip Time method* , which determines a maximum of 550 m wide band within the base station sector with a reliability of at least 67 percent;

3.5.4.3.3. when the emergency call is made using the fourth generation of mobile communications (4G) *Long Term Evolution* (LTE) technology, provides data determined using the *Enhanced Cell ID Timing Advance method* or other methods that ensure at least accurate positioning data that locates a band no larger than 350 m wide within the base station sector with a reliability of at least 67 percent;

3.5.4.3.4. when the emergency call is made using the fifth generation mobile communication (5G) technology, which works independently (*5G Standalone*), provides data determined using the enhanced signal propagation method " *Enhanced Cell ID Timing Advance* " or other methods that ensure no less accurate location data. According to this subsection, the accuracy of the location data provided in the urban area must be at least 150 m with a reliability of at least 67 percent, in other areas, the accuracy and reliability of the location data must meet the criteria set in subsection 3.5.4.3.3 of the Description;

3.5.4.4. at least 99 percent of the location data per month shall be provided with a delay of no more than 20 seconds, and of these, at least 80 percent of the location data shall be provided with a delay of no more than 10 seconds from the moment of connection to the General Assistance by the service station of the center or from the moment of submitting the request of the General Help Center to the provider of the public mobile communication network and/or public inter-person communication services provided by the mobile communication network;

3.5.4.5. the availability of location data reporting systems used by public mobile network providers must be at least 99.8 percent per month;

3.5.4.6. public mobile network providers must ensure that emergency calls to the General Assistance Center are sent using the same technology that the caller initiates other calls, functionality, and switching to a mobile radio communication system technology that ensures lower accuracy of location data would be carried out only if it is objectively necessary;

3.5.4.7. when the emergency call is made in the cases specified in Clause 3.1.4 of the Description (including VoWiFi (*Voice over Wi-Fi*) technology), public mobile network providers, for objective reasons, unable to provide in Clause 3.5.4.3 of the Description location data that meet the established criteria, must inform the General Help Center about this and, if possible, provide the latest (up-to-date) data that could help determine the caller's location;

3.5.4.8. in the event that end-users cannot be identified by a connection number, public mobile network providers, when providing location data, must use an identifier agreed with the General Help Center instead of the connection number, which would associate the help call with the location data;

3.5.5. If the emergency call is made using 4G LTE or 5G autonomous technology and the General Assistance Center has the technical capabilities to receive emergency calls via *Session Initiation Protocol (SIP)*, public mobile network providers must ensure the ability to transmit location data together with by an emergency call and/or during an emergency call to update them;

3.6. to ensure the routing of emergency calls from other electronic communication networks and related modification of the contact numbers of the final service recipients so that the emergency calls are directed to the General Emergency Center according to the information received from the relevant electronic communication network;

3.7. to ensure that each emergency call is immediately sent to the General Assistance Center according to the territories served by the regional units pre-specified by the General Assistance Center;

3.8. to give absolute priority to the connection of emergency calls to the General Emergency Center;

3.9. to provide backup communication channels of the required bandwidth in case of failures in public electronic communication networks to route help calls between the regional units of the General Assistance Center in Vilnius and Klaipėda according to the backup plan agreed in advance with the General Assistance Center;

3.10. immediately notify the General Help Center (Vilnius branch contact numbers +370 5 239 1900 or +370 620 62367 and Klaipėda branch contact numbers +370 46 433 321 or +370 619 54594) and the Communications Regulatory Service (contact number +370 800 200 30 , fax +370 5 216 1564 or by e-mail rrt@rrt.lt) about disruptions (failures) in public electronic communication networks, which led to a broken connection with the General Help Center, and to indicate the time, territory and estimated time of elimination of the disruption (failure);

3.11. in accordance with the conditions for sending eCalls coordinated with the General Assistance Center, to transmit the eCall call through a communication channel free of charge, together with the set of data necessary for calling for assistance, which was transmitted by the emergency call system installed in the vehicle, to the General Assistance Center in accordance with the regional units specified in advance by the General Assistance Center serviced territories. The requirement specified

in this subsection does not apply to providers of public fixed communication networks and/or public number-linked person-to-person communication services provided by a fixed communication network.

4. Final recipients of public electronic communications services with disabilities must be provided with equal opportunities to use the services of the General Help Center, including ensuring the accessibility requirements of these services in accordance with the Law on Product and Service Accessibility Requirements of the Republic of Lithuania. Providers of public mobile communication networks must make it possible for end-users of services to contact the General Assistance Center by sending a short message (SMS) to the number 112. In this case, it must be possible for the General Assistance Center to receive location data of the end-user of services by means of a *pull request*.

5. Providers of public landline communication networks and/or public number-linked person-to-person communication services provided by a landline network must provide updated information about subscribers to the General Help Center at least every two months in accordance with the requirements set out in the Appendix of the Description.

6. Providers of public mobile communication networks are obliged to inform their final service recipients located in another European Union member state about the possibility of using the services of institutions providing emergency services by short message (SMS).

7. In cases where the General Help Center receives location data from the caller's terminal device that supports the AML (*Advanced Mobile Location*) function of the caller's location in the cases referred to in Article 80, Part 3 of the Law on Electronic Communications, as well as in cases where The General Assistance Center receives location data provided by public mobile network providers, determined using the methods specified in paragraphs 3.5.4.3.1-3.5.4.3.4 of the Description, it is desirable that when the General Assistance Center combines these location data, their accuracy would be at least 50 m with at least 80 percent reliability.

CHAPTER III FINAL PROVISIONS

8. The general help center, having determined that the providers of public electronic communication networks and/or public interconnection services of persons associated with the number do not fulfill or improperly fulfill the requirements set out in clauses 3.5.4, 3.11 and/or clause 5 of the Description, informs about this in writing Communications Regulatory Service.

9. Providers of public electronic communications networks and/or public interconnection services of persons associated with the number are responsible for non-compliance with the provisions of the Description in accordance with the procedure and conditions established by the Law on Electronic Communications.

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Access to end-users of services
calling emergency services
by the services of service providers
procedure description
attachment

GENERAL HELP CENTER PROVIDES INFORMATION ABOUT SUBSCRIBERS

1. Information on subscribers' contact numbers and addresses is presented in a file in Microsoft Excel format.

2. Description of the data fields of the provided information about subscribers' contact numbers and addresses:

Field name	Description
Contact number	Connection number (indicate the national prefix and the connection number)
Municipality	Name of city or district municipality
City/municipality	In the territory of the city municipality, the name of the city is written, and in the territory of the district municipality - the ward
City ward/settlement	In the territory of the city municipality, the city council is indicated, and in the territory of the district municipality - the settlement
Street	Street name
House number	House number (or house number with a letter)
Apartment number	Apartment number (or apartment number with a letter)
