



**GOVERNMENT OF MONTENEGRO
MINISTRY OF MARITIME AFFAIRS, TRANSPORTATION AND TELECOMMUNICATIONS
IN CO-OPERATION WITH THE
MINISTRY OF INTERNAL AFFAIRS AND PUBLIC ADMINISTRATION**

PROPOSAL

**R E G U L A T I O N
ON THE MANNER, CONDITIONS AND TIMEFRAME OF INTRODUCING THE SINGLE
EUROPEAN EMERGENCY TELEPHONE NUMBER, AS WELL AS THE QUALITY OF
SERVICING CALLS TO THAT NUMBER**

PODGORICA, 20 March 2009

Pursuant to Article 88 § 2 of the Law on Electronic Communications (*Official Gazette of Montenegro*, No. 50/08), the Ministry of Maritime Affairs, Transportation and Telecommunications, in Co-operation with the Ministry of Internal Affairs and Public Administration, issues the following

R E G U L A T I O N
**ON THE MANNER, CONDITIONS AND TIMEFRAME OF INTRODUCING THE SINGLE
EUROPEAN EMERGENCY TELEPHONE NUMBER, AS WELL AS THE QUALITY OF
SERVICE OF SERVICING CALLS TO THAT NUMBER**

1. BASIC PROVISIONS

Subject matter

Article 1

This Regulation prescribes the manner, conditions and timeframe of introducing the single European emergency telephone number (hereinafter: the number 112), as well as the quality of servicing calls to the number 112.

Definitions

Article 2

Terms used in this Regulation have the following meanings:

- **the number 112** is a unique European telephone number for emergency calls determined by regulations on protection and rescue and electronic communications;
- **the 112 operational communication centre** (hereinafter: OKC 112) is a single operational and communication centre for all emergency calls organised and operating in accordance with regulations on protection and rescue and electronic communications;
- **caller number information** is the telephone number of the terminal from which the number 112 was called;
- **data on caller location** is a specific geographical area with one or more geographical coordinates from which the call was made;
- **access line** is the link between the caller's network termination point and the termination point of the end exchange or remote concentrator, counting the one which is closer to the caller;
- **OKC 112 access line** is the telecommunications line between the termination point in the operator's telecommunications network and OKC 112.

Information for service users

Article 3

The ministry in charge of protection and rescue affairs will make available to users of electronic communication services all information about the purpose, manner and conditions of using the number 112.

Operators are obligated to make available all information about the number 112 to their customers on the territory of Montenegro, as well as in telephone directories, pay-telephone booths, subscribers' and advertising materials.

Installation of public telephones intended exclusively for calls to the number 112 whose users do not need to know the emergency number or speak the Montenegrin language well is mandatory at international bus terminals, railway stations, harbours and airports.

2. MANNER OF INTRODUCING NUMBER 112

Operation of calls to the number 112

Article 4

Public telecommunications network operators are required to secure unimpeded availability of the number 112 around the clock every day of the year, as well as to make available the re-direction of such calls to other telephone numbers free of charge.

Provision of data on the caller's telephone number

Article 5

Operators are required to submit to the OKC 112 free of charge all available data about recorded telecommunications traffic to the number 112, including specifically data on the name or title of the caller, the caller's telephone number, the time and duration of the call and the location from which the call was made.

Data on the caller's telephone number referred to in § 1 of this Article are submitted to the OKC 112 also in cases where the telephone number is withheld or unlisted.

The data referred to in § 1 of this Article are submitted to the OKC 112 in the manner, form and timeframes established in standard operational procedures, and the OKC 112 is required to treat those data in compliance with specific regulations on the protection of unpublished and personal data.

3. CONDITIONS FOR INTRODUCING THE NUMBER 112

Servicing calls to No. 112

Article 6

Operators are responsible for the proper processing of calls to the number 112 and are required, in accordance with the technical capacities of their electronic communication systems, to ensure that the telecommunications traffic emanating from the re-direction of the calls referred to in Article 4 of this Regulation does not additionally overload OKC 112 communications.

Reporting and repairing faults

Article 7

Operators are required to secure reporting of faults on OKC 112 access lines around the clock every day of the week.

Operators are required, in the event of the faults referred to in § 1 of this Article, to ensure re-direction of calls to the number 112 using appropriate reserve lines.

Repairing the faults referred to in § 1 of this Article shall take precedence over rectification of all other faults in the operator's telecommunications network.

Specific conditions for accessibility of the number 112

Article 8

Operators are required to:

- separate the obligation to supply a connection to a public electronic telecommunications network at fixed locations from the obligation to supply publicly-available telephone calls to the number 112;
- re-direct emergency calls from private (functional) networks to a public electronic telecommunications network;
- make available data on locations within a private network;
- fulfil the reasonable expectations of users, so as to prevent users from wasting time trying to make calls which cannot be realised;
- in the event of a mains electricity outage, secure minimal electricity supplies at their network termination points of the telephony terminal equipment.

Report on submitting information on the number 112

Article 9

Once every year operators are required to submit to the Agency for Electronic Communications and Postal Activities (hereinafter: the Agency) reports on all measures undertaken in connection with the manner and conditions of servicing calls to the number 112 which are not related to parameters of quality of the service of using the number 112.

The Agency will forward prepared and processed reports to the ministry in charge of electronic communications affairs and the ministry in charge of protection and rescue affairs.

Installation of special devices and equipment

Article 10

By installing special terminal equipment for deaf users (ETSI 300 381 and ETSI 300 488), text-sending equipment (ETSI ETR 333 and ITU-T V.18) or other special equipment (ETSI TR 102 133) operators will make possible equal access to calls to the number 112 for people with disabilities.

The ministry in charge of electronic communications affairs and the ministry in charge of protection and rescue affairs may adopt technical implementation measures which include harmonisation with relevant standards or specifications.

Public telephones must have provision for calls to be made by persons with disabilities.

Impossibility of re-directing calls in boundary effect situations

Article 11

In case calls to the number 112 cannot be re-directed to a geographically adjacent OKC 112 due to a lack of physical definition and variations of the boundaries of radio coverage and the existence of boundary effects, in designing their networks operators are required to limit such occurrences to the smallest possible extent.

If it is impossible to re-direct the calls referred to § 1 of this Article, area OKC 112 units must engage in co-operation and organise it in an appropriate manner.

Where it is impossible to re-direct calls to the number 112 in the proximity of national frontiers, international co-operation with the emergency services of such countries shall be sought.

4. MANNER OF INTRODUCING THE NUMBER 112

Calls to the number 112 free of charge

Article 13

Calls to the number 112 must be made possible:

- at any moment from any telephone, including all public telephones, without using any means of payment;
- for subscribers who have not settled their telephone bills;
- without exception for a limited period of time until the termination of the subscription contract, but only for fixed telephony network subscribers;
- in cases where the telephone is protected by an identification procedure, a code or in other ways;
- for users of mobile telephony networks who are outside the zone of coverage of their network, by calling through a different network operator, provided the mobile telephone is technically compatible with the other network;
- to all temporary and constant users of a mobile network.

5. TIMEFRAME OF INTRODUCING THE NUMBER 112

Deadline for introducing the number 112

Article 14

Introduction of the No. 112 will be completed no later than 1 June 2009, until which date parallel access to emergency services in Montenegro will be available via the existing emergency numbers.

6. QUALITY OF SERVICING CALLS TO THE NUMBER 112

Parameters, limits and methods of measuring parameters

Article 15

The quality of servicing calls to No. 112 is regulated by a specific Regulation on the parameters of the quality of services, limits and methods of measuring those parameters as well as the ETSI EG 201 769-1 standard.

Where a public telephony network is operating in aggravated conditions as a result of extraordinary circumstances, speech quality may not be lower than that of a user of the basic telephone service with a majority of calls.

7. TRANSITIONAL AND CONCLUDING PROVISIONS

Abuse of calls to No. 112

Article 16

All abuse of calls to the number 112 is prohibited, including all types of ill-intentioned calls.

In the event of three repeated abuses of calls to the number 112, operators are required, on the basis of a written OKC 112 request, to temporarily disconnect from the electronic communication network the terminal equipment of the subscriber or user of services who committed the abuse for a period of seven days, leaving the possibility of receiving calls in that period.

Where it is established that the subscriber or user of services referred to in § 2 of this Article has made three new abuses of calls to the number 112, his terminal equipment will be

disconnected temporarily from the electronic communication network for a period of 30 days, leaving the possibility of receiving calls in that period.

Where it is established after the expiry of the period referred to in § 3 of this Article that the same subscriber or user of services has repeated an abuse of calling the number 112, his terminal equipment will be permanently disconnected from the electronic communication network and the subscription contract terminated.

Obligation to harmonise operations

Article 17

Operators are required to harmonise their operations with this Regulation and provide for the servicing of calls to the number 112 from its effective date, and no later than 1 June 2009.

Effectiveness

Article 18

This Regulation shall come into effect on the eighth day from the date of its publication in the *Official Gazette of Montenegro*.