

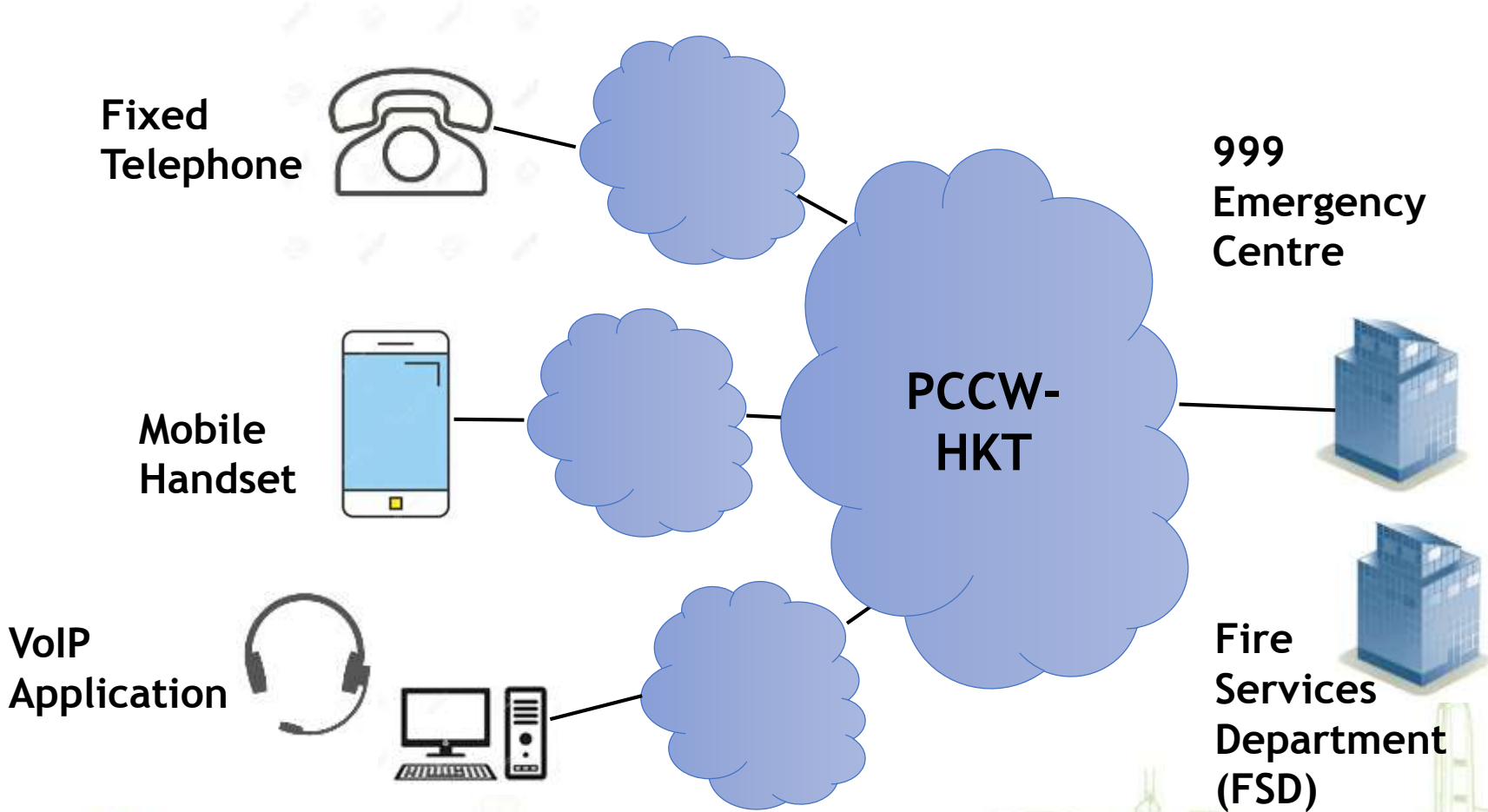
Provision of Location Information of Callers Making Calls to 999 Emergency Centre

Telecommunications Users and Consumers Advisory Committee

23 May 2019



Connection of Emergency Calls



Regulatory Requirements of Emergency Service

- Special Condition (SC) 12 of Unified Carrier Licence (UCL)
- SC 21 of Services-based Operator (SBO) Licence

The licensee shall provide a public emergency call service by means of which any member of the public may at any time and without incurring any charge, by means of compatible apparatus connected to the network of the licensees communicate as quickly as practicable with the Hong Kong Police Emergency Centre (999 Emergency Centre Note) to report an emergency

Note: In addition to using mobile phone, fixed telephone and VoIP telephone to dial 999 to connect to 999 Emergency Centre, members of the public may also use mobile phone to dial 112 to connect to that centre

Existing Arrangement of Operators for Provision of Location Information of Callers Making Calls to 999 Emergency Centre

PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited

- Location information of callers is provided automatically to 999 Emergency Centre and FSD

Other Fixed / Mobile Network Operators

- Location information of callers is provided to 999 Emergency Centre on an ad-hoc, voluntary and non-real time basis

VoIP Phone Service Providers

- Updated location information of callers is provided free of charge to 999 Emergency Centre
- A mechanism is provided for customers to update their location information

Need for Location Information of Callers Making Emergency Calls (1 / 2)

- **Increasing number of emergency calls made by mobile users**
 - mobile users six times more than fixed network users
 - average of 180 000 emergency calls each month
 - ratio of mobile callers vs fixed network callers in 2018 is 8:2

Need for Location Information of Callers Making Emergency Calls (2 / 2)

- **Need to be responsive to a life-and-death rescue operation or time-critical incidents**
 - ▣ current ad-hoc arrangement to make enquiries with mobile operators to check the callers' locations is not satisfactory
 - ▣ emergency callers may not be able to clearly/accurately describe their geographical locations (e.g. hikers, minors, elderly persons, heavily sick persons, etc.)

Overseas Developments

- **United Kingdom**

- Service providers are required under General Conditions, to the extent technically feasible, make accurate and reliable Caller Location Information available for all calls to the emergency call numbers “112” and “999”, at no charge to the Emergency Organisations

- **United States**

- According to the relevant rules, wireless service providers are required to provide the relevant government agencies handling the emergency call services with the location of the cell site or base station transmitting the call and the latitude and longitude of the caller (depending upon the type of location technology used)

- **Australia**

- The relevant law requires mobile carriers to provide emergency service agencies with the most precise mobile phone location information available for emergency calls made from mobile phones

- **Singapore**

- Facilities-based operators have a general obligation under their licences to co-operate with the relevant government ministries, departments, statutory boards or official agencies in all possible ways for the provision of emergency services

The Proposal

- **Suitable amendments will be introduced to relevant licence condition of telecom operators**
 - ▣ licensees are required to provide, to the extent technically feasible and practicable, location information of callers making emergency calls at the time when the call is made, free of charge to Police, FSD and other relevant emergency service agencies

Relevant Works

- Office of the Communications Authority (OFCA) discussed the proposal with the industry and stakeholders in late March this year through the Telecommunications Regulatory Affairs Advisory Committee established under OFCA
- OFCA, Police and FSD further discussed with the relevant operators, Consumer Council and the Hong Kong Institution of Engineers in April regarding details of technical solution to be deployed and other implementation arrangements

Next Step

1

Seeking Views and Comments

- OFCA is seeking views and comments on the proposal

2

Considering the Views and Comments Received

- The Communications Authority (CA) will take into account all views and comments received and make decision on the proposal

3

Amendment to Licence Conditions

- Subject to CA's approval, the new provision will be included in the licence conditions when a new licence is issued and upon renewal of an existing licence

Thank you

