

Provision of Location Information of Callers for Emergency Service by Telecommunications Operators

Telecommunications Regulatory Affairs Advisory Committee

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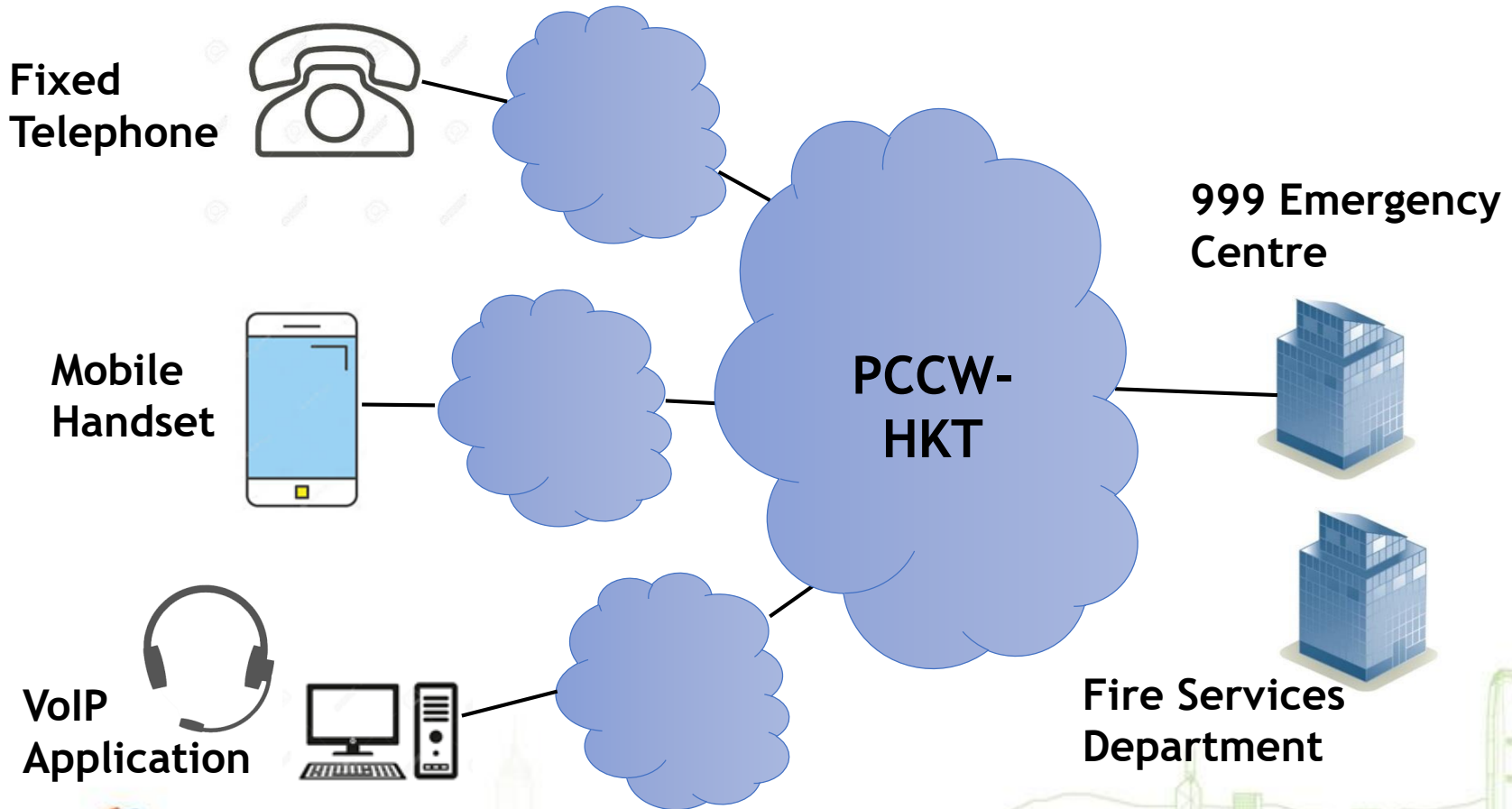


Regulatory Requirements

- Special Condition (SC) 12 of Unified Carrier Licence (UCL) and 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 additional 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 (Emergency Centre) to report an emergency



Connection of Emergency Calls



Location Information of Callers Making Emergency Calls

Operator	Existing arrangement
PCCW-HKT Telephone Limited and Hong Kong Telecommunications (HKT) Limited	<ul style="list-style-type: none">• Location information is provided automatically to Emergency Centre and FSD under an agreement when callers make emergency calls
Other fixed and mobile operators	<ul style="list-style-type: none">• Location information is provided on an ad-hoc, voluntary and non-real time basis
Internet Protocol (IP) telephony service providers	<ul style="list-style-type: none">• Updated location information of customers is provided free of charge to Emergency Centre• A mechanism provided for customers to update their location information

Need For Location Information of Callers Making Emergency Calls

- 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
 - mobile callers vs fixed network callers in 2018 is 8:2
- 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' location 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 in respect of Provision of Emergency Call Location Information (1)

- **United Kingdom**

- Regulated 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**

- Enhanced 911 (E911) rules require wireless service providers to provide the relevant government agencies handling the emergency call service with the location of the cell site or base station transmitting the call, and the latitude and longitude of callers being accurate to within 50 to 300 metres depending upon the type of location technology used

Overseas Developments in respect of Provision of Emergency Call Location Information (2)

- Australia

- The Telecommunications (Emergency Call Service) Amendment Determination 2011 (No. 1) 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 (FBOs) 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 national security and 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
- The provision will be included in the licence conditions when a new licence is issued and upon renewal of an existing licence
- OFCA, Police and FSD will further discuss with the industry regarding details of technical solution to be deployed and other implementation arrangements

Views Sought

- Members are welcome to share their views and comments on the proposal
- Taking into account the feedback from the industry, OFCA will take forward the proposal and make recommendation on the matter to the CA for approval



Thank You

