

# **ECAS Schedule 5**

**Emergency Call Answering Service (ECAS)  
(Fixed Emergency Calls, VOIP originated Emergency Calls,  
Non-Geographic Emergency Calls, and Mobile Emergency Calls)**

**1. Description of Service**

1.1 Subject to the provisions of this Schedule, BT's obligation in respect of an Emergency Call is to convey it and hand over such call to an Emergency Service – whether a Fixed Emergency Call, a VOIP Originated Emergency Call, a Non-Geographic Emergency Call or a Mobile Emergency Call, where appropriate. This service shall only be available to be accessed by Calling Parties in Ireland having a telephone number conforming to the National Telephone Numbering Plan.

1.2 The service procedures for ECAS are set out in the Operations and Maintenance Manual. The O&M is not contractually binding but the Parties shall endeavour to abide by the guidelines.

**2. Emergency Services Planning and Set Up**

2.1 The Operator shall provide BT with all necessary information in accordance with paragraphs 4.5, 4.6, 6.1, 7.5, 7A.1, 7B.5, 8.3 and/or 8.6 (as appropriate) before the date agreed pursuant to paragraph 5.1.

**3. BT's General Obligations**

3.1 Subject to the provisions of this Schedule, BT shall where Emergency Calls are handed over at agreed Points of Connection within the ECAS:

- (i) convey Emergency Calls to an ECAS Operator Centre;
- (ii) provide an onwards connect service to the relevant Emergency Service via an ECAS Agent by means of two-way voice telephony;
- (iii) utilise such information as provided by, or on behalf of, the Operator under paragraphs 4.5 and 4.6; and
- (iv) liaise and co-operate with the Operator in resolving any problems that may arise and assist the Emergency Services with requests for call-trace in the event of the failure of an Emergency Call.

3.2 BT shall correct faults which occur in the ECAS which affect Emergency Calls in accordance with BT's normal engineering practices. For the avoidance of doubt, BT does not warrant that the ECAS is, or will be, free from faults.

3.3 BT shall provide training to the ECAS Agents for the purpose of providing services under this Schedule.

3.4 Where the Operator has reasonably required BT's assistance in replying to enquiries and complaints in respect of Emergency Calls, BT shall investigate and report to the Operator and neither Party shall make a charge.

**4. The Operator's General Obligations**

4.1 For any Operators who are directly interconnected to the ECAS and have signed the Agreement as a directly connected operator, in order to avail of ECAS, such Operators must deliver Emergency Calls at an agreed ECAS Equipment Centre and conform with all requirements set out in this Agreement. All LIRO Operators shall comply with such terms of the Agreement as are set out as the LIRO.

4.2 The Operator shall not enable its customers to make Emergency Calls to the ECAS before the date agreed pursuant to paragraph 5.1.

- 4.3 The Operator shall be responsible for correcting faults which occur in the Operator System, which affect Emergency Calls.
- 4.4 BT shall handle, process and reply to all enquiries and complaints about Emergency Calls.
- 4.5 The Operator is responsible for providing, amending and deleting customer records (the telephone number, Customer Name and installation address for each Network Termination Point) to support BT's handling of Emergency Calls as is necessary to ensure that BT's records are up-to-date to reliably support BT's handling of Emergency Calls.
- 4.6 The Operator shall use its reasonable endeavours to give BT not less than 28 calendar days' written notice of:
- (a) any events requiring exceptional ECAS support; or
  - (b) any significant increase or decrease to its demand for service under this Agreement.

**5. Commencement**

- 5.1 The Operator may convey Emergency Calls to BT and BT shall terminate those calls from such date as the Parties agree in writing and subject always to the terms and conditions of this Agreement.

**SERVICE OPTIONS:**

**6. Fixed Emergency Calls service**

- 6.1 For the Operator to enable their customers to avail of Fixed Emergency Calls, it shall provide details, for each Network Termination Point, of the telephone number, Customer Name and installation address (including the post code where available) in an agreed format and by an agreed method of electronic data interchange.
- 6.2 The Operator shall ensure Fixed Emergency Calls to the ECAS are in the format 112 or 999 where:
- 112 or 999 identify the Call as an Emergency Call;
- or such other digits as the Parties may agree in writing from time to time.
- 6.3 The Operator shall convey to the ECAS all Fixed Emergency Calls with CLIs in accordance with the ITU standards for C7 signalling and shall permit BT to use such CLI to ascertain the appropriate Emergency Service call handling centre.
- 6.4 The Parties shall convey Fixed Emergency Calls with the release protocol set such that the call can only be released by the ECAS Agent.

**7. VoIP Originated Emergency Calls service**

- 7.1 Notwithstanding paragraph 1.1, BT's obligation under this Schedule in respect of a VoIP Originated Emergency Call is to make reasonable endeavours to answer the call and hand it over to an applicable Emergency Service.
- 7.2 Notwithstanding paragraph 3.1, where VoIP Originated Emergency Calls are handed over at agreed ECAS Equipment Centre BT shall:

- (i) convey Emergency Calls to one of the relevant ECAS Operator Centres;
  - (ii) if the Calling Party's location can be sufficiently identified, provide an onwards connect service to the relevant Emergency Service via an ECAS Agent by means of two-way voice telephony; and
  - (iii) liaise and co-operate with the Operator in attempting to resolve problems that may arise and assist the Emergency Services with requests for call-trace in an attempt to identify the Calling Party's location and the telephone number if not automatically provided.
- 7.3 BT shall, based upon the location information available, connect a VoIP Originated Emergency Call to the Connect To Number on the ECAS Emergency Services Routing Database (ESRD) shown for the Emergency Service requested by the Operator Customer.
- 7.4 In the event that BT receives a VoIP Originated Emergency Call for which it is not possible to clearly confirm the location and appropriate Connect To Number, or the information is incorrect or corrupted, BT shall use reasonable endeavours to convey the Call to a Connect To Number for the appropriate Emergency Service.
- 7.5 Further to paragraph 4.5, where the Operator holds such records, the Operator shall provide to BT, (and, as appropriate amend or delete its Customer records to maintain data accuracy) the following records:
- (i) a telephone number that may be used to call the Customer;
  - (ii) an indicator that the call is a VoIP Originated Emergency Call;
  - (iii) the Customer's name ,and billing address. , Where available to the Operator (either through the customer informing the Operator or the address being known by the Operator) the installation address should be provided. For Customers with nomadic applications that use more than one Network Termination Point, the installation address is (until dynamic methods to update the address can be agreed) the address where the application is normally used.
- 7.6 The Operator shall convey to BT all VoIP originated Emergency Calls in the format 112 or 999 where:
- 112 or 999 identify the Call as an Emergency Call;
- or such other digits as the Parties may agree in writing from time to time.
- 7.7 The Operator shall convey to BT all VoIP Originated Emergency Calls with full telephone number information (which may be used by an Emergency Service to call the Customer) and shall permit BT to use such telephone number information to ascertain the appropriate Emergency Service.
- 7.8 The Operator shall convey VoIP Originated Emergency Calls with the release protocol set such that the call can only be released by the ECAS Agent, where technically practicable.
- 7.9 The Operator shall be responsible for informing its Customers (and potential Customers) of the limitations of the VoIP Originated Emergency Calls.
- 7A. Non-Geographic Emergency Call (fixed characteristics) service**

- 7A.1 If the Operator intends to send a Non-Geographic Emergency Call (fixed characteristics), it shall provide details, for each network CLI to be passed, of the Customer name and address/location in an agreed format and by an agreed method of electronic data interchange.
- 7A.2 The Operator shall convey to BT a Non-Geographic Emergency Call (fixed characteristics) in the format 112 or 999 where:  
  
112 or 999 identify the Call as an Emergency Call;  
  
or such other digits as the Parties may agree in writing from time to time.
- 7A.3 The Operator shall convey to BT a Non-Geographic Emergency Call (fixed characteristics) with the CLI in accordance with ITU standards and C7 signalling and shall permit BT to use such CLI to ascertain the appropriate Emergency Service.
- 7A.4 The Parties shall convey a Non-Geographic Emergency Call (fixed characteristics) with the release protocol set such that the Call can only be released by the ECAS Agent.
- 7B. Non-Geographic Emergency Call (non-geographic characteristics) service**
- 7B.1 Notwithstanding paragraph 1.1, BT's obligation under this Schedule in respect of a Non-Geographic Emergency Call (non-geographic characteristics) handed by the Operator to BT is to make reasonable endeavours to convey it and hand it over to an applicable Emergency Service.
- 7B.2 Notwithstanding paragraph 3.1, where a Non-Geographic Emergency Call (non-geographic characteristics) is handed over at agreed ECAS Equipment Centres BT shall:
- (i) convey such Emergency Calls to one of the relevant ECAS Operator Centres;
  - (ii) if the Calling Party's location can be sufficiently identified, provide an onwards connect service to the relevant Emergency Service via an ECAS Agent by means of two-way voice telephony; and
  - (iii) liaise and co-operate with the Operator in attempting to resolve problems that may arise and assist the Emergency Services with requests for call-trace in an attempt to identify the Calling Party's location and the telephone number if not automatically provided.
- 7B.3 BT shall, based upon the location information available, connect a Non-Geographic Emergency Call (non-geographic characteristics) to the Connect To Number on the ECAS ESR Database shown for the Emergency Service requested by the Operator Customer.
- 7B.4 In the event that BT receives a Non-Geographic Emergency Call (non-geographic characteristics) for which it is not possible to clearly confirm the location and appropriate Connect To Number, or the information is incorrect or corrupted, BT shall use reasonable endeavours to convey the call to a Connect To Number for the appropriate Emergency Service.
- 7B.5 Further to paragraph 4.5, where the Operator holds such records, the Operator shall provide to BT, (and, as appropriate, amend or delete, its Customer records, to maintain data accuracy) the following records:

- (i) a telephone number that may be used to call the Customer;
  - (ii) an indicator that the call is a Non-Geographic Emergency Call (non-geographic characteristics);
  - (iii) the Customer's name, and billing address. Where available (either through the customer informing the Operator or the address being known by the Operator) the installation address should be provided. For Customers with nomadic applications that use more than one Network Termination Point, the installation address is (until dynamic methods to update the address can be agreed) the address where the application is normally used.
- 7B.6 The Operator shall convey to BT a Non-Geographic Emergency Call (non-geographic characteristics) in the format 112 or 999 where:
- 112 or 999 identify the call as an Emergency Call;
- or such other digits as the Parties may agree in writing from time to time.
- 7B.7 The Operator shall convey to BT a Non-Geographic Emergency Call (non-geographic characteristics) with full telephone number information (which may be used by an Emergency Service to call the Customer) and shall permit BT to use such telephone number information to ascertain the appropriate Emergency Service.
- 7B.8 The Operator shall convey Non-Geographic Emergency Call (non-geographic characteristics) with the release protocol set such that the call can only be released by the ECAS Agent, where technically practicable.
- 7B.9 The Operator shall not pass to BT a network CLI in respect of a Non-Geographic Emergency Call (non-geographic characteristics) which at any time reflects other than a single Network Termination Point and a single geographic location.
- 7B.10 The Operator shall be responsible for informing its Customers (and potential Customers) of the limitations of the Non-Geographic Emergency Call (non-geographic characteristics).
- 8. Mobile Emergency Calls service**
- 8.1 BT shall agree with the Emergency Services the appropriate local Emergency Services departments who shall receive and process Mobile Emergency Calls from Calling Parties conveyed to them by BT.
- 8.2 The Operator shall allocate to each radio station within the Operator System, which could convey a Mobile Emergency Call, a Cell Identity Code and agree the area covered by each Cell Identity Code with BT and provide to BT in the format set out in Schedule 4, a location record for each Cell Identity.
- 8.3 The Operator shall advise BT by file transfer of any variation to an existing Cell Identity, or any new Cell Identity in the format and to the timescales set out in Schedule 4 or as may be agreed otherwise by the Parties in writing from time to time.
- 8.4 BT shall, upon receipt of information from the Operator regarding new or amended Cell Identities, install that information within the ECAS Mobile Location Information Conversion Database and confirm by report file transfer to the Operator the installation of that information.

- 8.5 BT shall, based upon the Cell Identity and the Connect To Numbers related to that Cell Identity contained within the ECAS Mobile Location Information Conversion Database, connect a Mobile Emergency Call to the Connect To Number on ECAS ESR Database shown for the Emergency Service requested by the Operator Customer.
- 8.6 Further to paragraph 8.5, where the Parties agree that the Operator shall supply information to BT giving the location of the Calling Party more accurately than can be ascertained solely from the Cell Identity:
- (i) BT shall supply such information to the Emergency Service;
  - (ii) each Party shall comply with the relevant specifications in so far as it applies to its enabling server;
  - (iii) BT shall only supply the Location Information to the Emergency Service(s) concerned and shall not use the Location Information for any purpose other than the fulfilment of its obligations under this Schedule.
  - (iv) BT shall make available the Location Information to the appropriate Emergency Service using, where available, an automated interface agreed by BT and such Emergency Service. If an appropriate automated interface does not exist between BT and the Emergency Service, upon request from the Emergency Service, BT shall use reasonable endeavours to verbally communicate the Location Information to the Emergency Service.
  - (v) BT will maintain all reasonably practical technical and organisational measures to prevent any use of Location Information which is not authorised under this Agreement or which is otherwise unlawful and shall use reasonable endeavours to notify the Operator within a reasonable time of becoming aware of any unauthorised use of Location Information.
- 8.7 In the event that BT receives a Mobile Emergency Call with a Cell Identity that is not contained in the ECAS Mobile Location Information Conversion Database, or the Mobile Emergency Call does not contain all the required information, or the information is incorrect or corrupted, BT shall use reasonable endeavours to convey the call to a telephone number for the appropriate Emergency Service.
- 8.8 Further to paragraph 4.1, where BT requires that Mobile Emergency Calls be delivered to another or to different ECAS Equipment Centres, BT shall give the Operator at least 3 months' notice. The notice shall specify the location of the additional or different Switch Connection and the date by which the changes shall be implemented by the Operator.
- 8.9 The Operator shall convey to BT all Mobile Emergency Calls in the format 112 along with the additional information specified in Schedule 4:
- 999 identifies the Call as an Emergency Call;
- or such other digits as the Parties may agree in writing from time to time.

#### **Operator's Obligation regarding provision of information**

It is the sole responsibility of the Operator to ensure that all the necessary safeguards and protections are in place to allow it to disclose to BT such information that the Operator is required to provide to BT under this Schedule 5 without incurring a breach of the relevant data protection legislation.