

WRITTEN QUESTION E-0846/07
by Piia-Noora Kauppi (PPE-DE)
to the Commission

Subject: Quality standards of emergency call cases

In Finland, there are standards for maximum response time in case of emergency. Can the Commission guarantee that Finnish citizens travelling to other Member States are entitled to the same level of standards?

According to Article 26 of Directive 2002/22/EC¹ on universal service, emergency calls to 112 have to be 'appropriately answered and handled'. What is the Commission doing to ensure a proper quality of service?

In Finland calls to 112 are answered in several languages. What is the Commission doing to ensure that citizens from Finland travelling abroad and calling 112 are answered with the same high quality of service?

¹ OJ L 108, 24.4.2002, p. 51.