

ORAL QUESTION H-0102/09

for Question Time at the part-session in March I 2009
pursuant to Rule 109 of the Rules of Procedure
by Lambert van Nistelrooij
to the Commission

Subject: Problems with contacting the emergency number 112 in border areas

Problems with mobile telephone networks in border areas may exacerbate dangerous situations, since unintentional changes of network may delay or cut off contact with the emergency number 112, and may mean that people unwittingly find themselves connected to a foreign emergency switchboard.

Is the Commission aware that, as things stand at present, mobile users who call the European emergency number 112 from their home country's border areas, not realising they are connected via a more powerful foreign network, find themselves in touch with a foreign switchboard?

Is the Commission aware of the problem that contact may be cut off if the mobile phone finds a more powerful foreign network and then connects to it?

Is the Commission aware that the emergency switchboard does not have a proactive call-back policy, and it may thus for example happen that a caller, explaining his situation in a panic to the Dutch 112 switchboard, is cut off in mid-call and, after ringing again, reaches the German 112 switchboard, with all the potential language problems that entails?

What measures (other than a proactive call-back policy) does the Commission propose to ensure that residents in border areas are answered in their own language when they call the European emergency number 112?

Tabled: 17.02.2009

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