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English Version

## Intelligent Transport Systems - eSafety - ProForma eCall Agreement between TPSP and PARES

Systèmes de transport intelligent - ESafety - Accord  
type entre fournisseur de service eCall et centres de  
secours d'urgence

Intelligente Verkehrssysteme - ESicherheit - Pro-  
forma-Vereinbarung zwischen Leitstellen und  
Drittdienstleistern

This Technical Specification (CEN/TS) was approved by CEN on 27 November 2017 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
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## European foreword

This document (CEN/TS 17148:2018) has been prepared by Technical Committee CEN/TC 278 “Intelligent transport systems”, the secretariat of which is held by NEN.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

An eCall is an emergency call generated either automatically via activation of in-vehicle sensors or manually by the vehicle occupants; when activated, it provides notification and relevant location information to the most appropriate 'public safety answering points (PSAP)', by means of 'mobile wireless communications networks', carries a defined standardized 'minimum set of data', notifying that there has been an incident that requires response from the emergency services and establishes a voice channel between the occupants of the vehicle and the 'most appropriate PSAP'.

There are two variants of eCalls:

- a) 112-eCalls;
- b) Third Party Service supported eCalls (TPS eCalls).

112-eCalls progress automatically from the vehicle to the "Public Safety Answering Point" (PSAP).

Third Party Service Provider (TPS) involve the services and support of a "Third Party Assistance Provider" (TPSP) who may filter out false calls, determine if an emergency call requires the emergency services or other services (such as breakdown assistance), and may provide additional information requested by the owner of the vehicle to be passed to emergency services in the event of an emergency Call, or where the vehicle does not have the capability to send the full set of MSD data, may add data and consolidate the MSD before forwarding it to the PSAP.

TPS assisted eCalls are therefore more complex to manage and require an agreement between each TPSP and each "Public Authority responsible for Emergency Services" (PARES). Up till the development of this document there has been no 'standard' agreement, nor guidance, and it is left to the TPSP to work out what information it provides to the PARES when requesting an agreement, and to the PARES to work out what information it needs from the TPSP.

While the decision as to whether or not to accept an eCall from a particular TPSP, and the terms under which such calls are accepted from any particular TPSP remain firmly in the hands of the PARES and the jurisdiction under which it operates, it is considered to be advantageous to start such negotiations from a standard template. This document provides a pro-forma template which a PARES can require from any applicant TPSP, or an applicant TPSP can offer to any PARES that it approaches to request an agreement to accept their eCalls.

## 1 Scope

This document provides a pro-forma template “Operational Support Agreement” (OSA) for guidance of “Public Authorities responsible for Emergency Services” (PARES) and Third Party Service Providers (TPSP) of third party assisted eCalls who are considering a formal agreement to accept eCall messages from a TPSP.

While the decision as to whether or not to accept eCall from a particular TPSP, and the terms under which such calls are accepted from any particular TPSP remain firmly in the hands of the PARES and the jurisdiction under which it operates, it is considered to be advantageous to start such negotiations from a standard template. This document provides a pro-forma template which a PARES can require from any applicant TPSP, or an applicant TPSP can offer to any PARES that it approaches to request an agreement to accept their eCalls.

**NOTE** This pro-forma template is presented as a start point to a formal agreement between a PARES and a TPSP, not the format of the conditions of a final agreement.

**CAVEAT:** The template that is the subject of this deliverable is advisory, and any agreement between a TPSP and a PARES should be checked by someone legally competent in the jurisdiction that the agreement covers. This document does not claim to be a statement or interpretation of EU law or the national law of any EU Member State. This document is entirely without prejudice to the views of relevant national statutory authorities and their legal functions and powers, whether under EU law or the national law of their Member State.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15722:2015, *Intelligent transport systems — ESafety — ECall minimum set of data*

EN 16062:2015, *Intelligent transport systems — ESafety — eCall high level application requirements (HLAP) using GSM/UMTS circuit switched networks*

EN 16072:2015, *Intelligent transport systems — ESafety — Pan-European eCall operating requirements*

EN 16102:2011, *Intelligent transport systems — eCall — Operating requirements for third party support*

EN 16454:2015, *Intelligent transport systems — ESafety — ECall end to end conformance testing*

ETSI/TS 122 003, *Digital cellular telecommunications system (Phase 2+); Universal Mobile Telecommunications System (UMTS); LTE; Circuit Teleservices supported by a Public Land Mobile Network (PLMN) (3GPP TS 22.003 version 8.0.0 Release 8)*

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1

#### 112

single European emergency call number

### 3.2

#### 112-eCall

‘eCall’ provided by a ‘Teleservice 12’ mobile communication network, as defined in EN 16072 Intelligent transport systems — eSafety — Pan European eCall operating requirements

**3.3**

**agent of the PARES**

officially designated PARES service provider such as a PSAP, emergency rescue organisation, emergency service such as police, ambulance, paramedics, fire brigade, etc. as notified by the PARES to the TPSP

**3.4**

**call line identifiers (CLI)**

calling line identification (CLID), calling number delivery (CND), calling number identification (CNID) or calling line identification presentation (CLIP), is a telephone service, available in analogue and digital phone systems and most voice over Internet Protocol (VoIP) applications, that transmits a caller's number to the called party's telephone equipment during the ringing signal, or when the call is being set up but before the call is answered (A modem can pass CLID information to a computer for purposes of call logging) or blocking,

**3.5**

**client**

party with whom a TPSP has a valid contact for the provision of eCall TPS services for an equipped vehicle

**3.6**

**data**

representations of static or dynamic objects in a formalized manner suitable for communication, interpretation, or processing by humans or by machines

**3.7**

**data dictionary**

organized and constructed (electronic data base) compilation of descriptions of data concepts that provides a consistent means for documenting, storing and retrieving the syntactical form (i.e. representational form) and the meaning and connotation of 'eCall' 'data concept'

Note 1 to entry: A data registry provides definition of the metadata concept, it does not store the values of individual instances. For example a data registry with a data concept 'registration plate identification of a vehicle' defines how the identification numbers/letters are represented. It does not contain a list of particular licence plates.

**3.8**

**data element**

single unit of information of interest (such as a fact, proposition, observation, etc.) about some (entity) class of interest (e.g., a person, place, process, property, concept, association, state, event) considered to be indivisible in a particular context

**3.9**

**data registry**

registration process to store data definitions, characterized in a consistent manner, as determined according to the provisions of an international standard, in a data dictionary

Note 1 to entry: Neither a data registry nor a data dictionary provides a database of specific values of instances of the use of the registry/dictionary in an implementation.

**3.10**

**E112**

emergency communications service using the single European emergency call number, 112, which is enhanced with location information of the calling user

Note 1 to entry: See European Commission Recommendation C 2657 (2003).