

COMMUNICATIONS AND MULTIMEDIA ACT 1998

**COMMISSION DIRECTION ON PROVISION OF EMERGENCY SERVICES UNDER THE
REQUIRED APPLICATION SERVICES**

Direction No. 1 of 2010

IN exercise of the powers conferred by section 51, 193(2) and 194 of the Communications and Multimedia Act 1998 [Act 588], the Commission issues the following Direction:

Citation and commencement

1. This direction may be cited as the **Commission Direction on Provision of Emergency Services under the Required Application Services, Direction No. 1 of 2010**.
2. This Direction shall come into operation on the date of registration of this Direction.

Interpretation

3. In this Direction, unless the context otherwise requires –

ambulance service means a service operated by Government or private healthcare facility or agencies or person providing ambulance to transport the sick or injured to, from or between the healthcare facility;

call-taker means a person employed by the designated emergency service call centre, who respond to emergency calls;

designated emergency service call centres means MERS 999 System;

disconnected account means the account of a subscriber of the relevant applications service provider which has been discontinued pursuant to the terms and conditions of service between that subscriber and the relevant applications service provider;

emergency calls means calls made to emergency service organisations using emergency service short code;

emergency services means a service which enables a subscriber or caller to dial a short code whereby the call to such service is received by an operator who will connect the subscriber or caller to the police, ambulance, fire brigade or civil defence;

emergency service organisations means Royal Malaysia Police, hospitals providing ambulance services, Fire Services Department and Civil Defence Department;

MERS 999 System means the end to end system which involves receiving emergency calls from the public by the Response Centre and dispatching the said emergency calls together with relevant data in relation to the emergency to the Dispatch Centres for immediate response and action;

PSTN means Public Switched Telephone Network which is an applications service involving a public circuit switched voice grade interface for the delivery of voice and data communication;

public cellular services means an application service involving a network of base stations or cells for the delivery of voice and data communication;

public payphone services means an applications service that is provided in places to which the general public has access, that can only be used for communication (other than free call or a call made with operator assistance) if the user, immediately prior to its use, makes or arranges to make a payment for that particular call but does not include rented payphone;

relevant applications service providers means all applications service provider licence holders which provide PSTN, public payphone services or public cellular services as determined by the Minister under section 193(1) of the Act;

relevant network service providers means all network service provider individual licence holders which provide network services to the relevant applications service providers as determined by the Minister under section 193(1) of the Act; and

suspended account means the account of a subscriber of the relevant applications service provider which has been suspended resulting in the barring of outgoing calls but not incoming calls.

4. Any term used in this Direction shall, unless expressly defined or if the context otherwise requires, have the same meaning as in the Act or the regulations made under it.

Licensees subject to this Direction

5. This Direction shall apply to all relevant network service providers and relevant applications service providers.

Network Service Provider Obligations

6. The relevant network service providers shall :
- (a) ensure that all emergency calls are routed to the designated emergency service call centres;
 - (b) ensure arrangements are in place to deal with emergency calls, including but not limited to arrangements with any other network service provider whose network is required for the delivery of emergency calls to the designated emergency service call centres;
 - (c) enable relevant applications service providers to use their network service providers' network to provide emergency services in compliance with this Direction;
 - (d) ensure arrangements are in place for another network service provider to deliver emergency calls to the designated emergency service call centres in the event that the emergency call cannot be delivered directly by the relevant network service provider; and

- (e) ensure that emergency calls shall be given priority over all other calls.

Applications Service Provider Obligations

- 7. The relevant applications service provider shall :
 - (a) provide emergency services; and
 - (b) ensure arrangements are in place with relevant network service providers which network is required for the delivery of emergency calls to the designated emergency service call centres.

Designated Emergency Call Centres Obligations

- 8. The designated emergency call centres shall connect all emergency calls received to the relevant emergency service organisations.
- 9. In handling of emergency calls, the designated emergency call centres shall comply with the following standards:
 - (a) 90% of all emergency calls shall be answered by a call-taker in not more than 10 seconds;
 - (b) 100% of all emergency calls shall be answered by a call-taker in not more than 20 seconds; and
 - (c) In any one hour, not more than 1% of emergency calls should encounter busy signal.
- 10. The designated emergency call centres shall not disclose the information obtained pursuant to paragraph 19 to any person except to the emergency service organisations in accordance with this Direction.
- 11. The designated emergency call centres shall ensure that their operations are conducted in an efficient and cost effective manner.
- 12. The designated emergency call centres shall provide the Commission with the annual audited financial statements of capital and operational expenditure incurred in carrying out its obligation under this Direction.

Operating Hours

- 13. The emergency services must be available 24 hours a day, 7 days a week.

Emergency Service Number

- 14. The number for emergency calls shall be "999".
- 15. Notwithstanding paragraph 14, the relevant applications service providers providing public cellular services may use the international emergency service number that is "112".

16. The relevant application service providers shall be responsible to convert the international emergency service number "112" to "999" before the emergency service calls is routed to the Designated Emergency Call Centres.

Accessibility

17. All relevant applications service providers providing PSTN and public cellular services shall ensure that all their subscribers will be able to make emergency call including those subscribers with suspended accounts.

18. All relevant applications service providers providing public payphone services shall ensure that all users of their services are able to make emergency calls.

Making Information Available for the Designated Emergency Call Centre

19. The relevant applications service providers shall provide the following information on a call-by-call basis upon request by the designated emergency call centre:

- (a) For emergency calls made from PSTN -
 - (i) Name of registered subscriber;
 - (ii) Fixed line number; and
 - (iii) Address of subscriber.
- (b) For emergency calls made from public payphones services—
 - (i) Fixed line number of the public payphone; and
 - (ii) Address of public payphone
- (c) For emergency calls made from public cellular services –
 - (i) Name of registered subscriber;
 - (ii) Mobile number;
 - (iii) Billing address;
 - (iv) Cell identification of call; and
 - (v) Longitude and latitude of the cell identification and whenever possible the address of the location.
- (d) For emergency calls made by roaming subscribers –
 - (i) Mobile number;
 - (ii) Cell identification of call;
 - (iii) Longitude and latitude of the cell identification and whenever possible the address of the location.

20. The relevant applications service providers shall keep accurate and updated database containing above information as provided under paragraph 19.

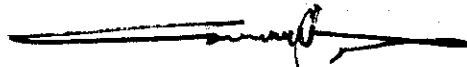
Minimisation of calls that are not emergency calls

21. All relevant network service providers and applications service providers shall provide assistance to the designated emergency call centres and the Commission and takes necessary steps to minimise the number of calls received by the designated emergency call centres that are not emergency calls.

Cost of Providing Emergency Services

22. The relevant network service providers and applications service providers shall bear their own cost for terminating calls to the designated emergency call centres.

Made : 12 October 2010



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Malaysian Communications and Multimedia Commission