L.N. 274 of 2011

ELECTRONIC COMMUNICATIONS (REGULATION) ACT (CAP. 399)

Single European Emergency Call Service ("112" number) and the European Harmonised Services of Social Value ("116" numbering range) Regulations, 2011

IN exercise of the powers conferred by article 47 of the Electronic Communications (Regulation) Act, the Minister for Infrastructure, Transport and Communications, after consultation with the Malta Communications Authority, has made the following regulations:-

Part I

Preliminary

Citation.

1. The title of these regulations is the Single European Emergency Call Service ("112" number) and the European Harmonised Services of Social Value ("116" numbering range) Regulations, 2011.

Definitions.

2. (1) In these regulations, unless the context otherwise requires:

"the Act" means the Electronic Communications (Regulation) Act and includes any regulations made thereunder;

"the Authority" means the Malta Communications Authority established under the Malta Communications Authority Act;

Cap. 418.

"competent public body" means any such public body or bodies as the Minister may after consultation with the Minister responsible for such public body and with the Authority, designate in the Schedule to these regulations in accordance with his powers under article 47 of the Act, to be responsible or to undertake any or all of the functions stated in these regulations:

Provided that the Minister may designate different public bodies to be responsible and, or to undertake the different functions stated in these regulations;

"harmonised service of social value" means a service, pursuant to the European Commission Decision 2007/116/EC of 15 February 2007, meeting a common description to be accessed by individuals by using a freephone number, which is potentially of value to visitors from other countries and which answers a specific social need, in particular which contributes to the well-being or safety of citizens, or particular groups of citizens, or helps citizens in difficulty;

"the Minister" means the Minister responsible for communications.

(2) Unless otherwise stated in these regulations, the definitions in the Electronic Communications (Regulation) Act shall apply.

Part II

The Single European Emergency Call Service ("112" number)

Operation of the single European emergency call service.

3. The competent public body shall ensure that communications to the single European emergency call service shall be answered and handled expeditiously and effectively.

Measures for disabled end-users.

4. (1) The competent public body shall take measures to ensure that the single European emergency call service provided to disabled end-users is equivalent to that provided to other end-users.

(2) Measures taken to ensure that disabled end-users are able to access the single European emergency call service whilst travelling in Malta, shall be based to the greatest extent possible on European standards or specifications published in accordance with the provisions of Article 17 of the Framework Directive:

Provided that these standards or specifications shall not prevent the adoption of additional requirements in order to pursue the objectives set out in this regulation.

Caller location information.

5. The competent public body shall, to the extent technically feasible, establish criteria for the accuracy and reliability of the caller location information provided. In doing so, it shall consult the Authority.

Provision of information.

6. The competent public body shall ensure that the general public is adequately informed about the existence and use of the single European emergency call number "112" in Malta and across Europe, and shall, in addition, implement initiatives specifically targeting persons travelling in Malta.

Part III

European Harmonised Services of Social Value ("116" numbering range)

Conditions attached to the service.

7. (1) In this Part "service" refers to the harmonised service of social value.

(2) Any competent public body designated to be responsible for a service under this Part shall, as a minimum, ensure that:

(a) the service provides information, or assistance, or a reporting tool to citizens, or any combination thereof;

(b) the service is open to all individuals without any requirement of prior registration;

(c) the service is not time-limited;

(d) there is no payment, or payment commitment as a prerequisite to use the service; and

(e) the following activities are excluded during a call:

(i) advertisement,

(ii) entertainment,

(iii) marketing and selling, and

(iv) using the call for the future selling of commercial services.

Measures for disabled end-users.

8. (1) A competent public body designated to be responsible for a service under this Part shall take measures to ensure that the service is, to the greatest extent possible, provided to disabled end-users.

(2) Measures taken in accordance with this regulation to ensure that disabled end-users are able to access such services whilst travelling in Malta, shall be based on compliance with relevant standards or specifications published in accordance with Article 17 of the Framework Directive.

Provision of information.

9. A competent public body designated to be responsible for a service under this Part shall ensure that the general public is adequately informed of the existence and use of the said service provided under the stated "116" numbering range in Malta and across Europe, and shall, in addition, implement initiatives specifically targeting persons travelling in Malta.

Schedule

(Regulation 2)

The public bodies listed hereunder shall be responsible for and, or undertake the functions listed in this Schedule:

Competent public body responsible	**Provisions for which the competent public body is responsible**	**Service name**	**Number**
The Commissioner of Police	Regulations 3 to 6	Single European emergency call service	112
Ministry for Justice and Home Affairs	Regulations 7 to 9 in so far as these relate to the hotline for missing children	Hotline for missing children	116000
Ministry of Education, Employment and the Family	Regulations 7 to 9 in so far as these relate to the helpline for emotional support	Emotional Support Helpline	116123

Ippubblikat mid-Dipartiment tal-Informazzjoni (doi.gov.mt) — Valletta — ***Published by the Department of Information (doi.gov.mt) — Valletta***
Mitbugħ fl-Istamperija tal-Gvern fuq karta riċiklata — ***Printed at the Government Printing Press on recycled paper***

Prezz/*Price*
€0.45