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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 12 May 2020 | |
| **Ref:** | **TSB Circular 249**  SG2/RC | | **To:**  - Administrations of Member States of the Union;  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia  **Copy to:**  - The Chairmen and Vice-Chairmen of Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
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| **Subject:** | **Global numbers used for the in-car emergency services such as European eCall service** | | | |

Dear Sir/Madam,

Several number ranges under non-geographic country codes are used for in-car emergency call such as eCall, the pan-European emergency system for vehicles. These numbers have been assigned by ITU and are available for use in association with in-car emergency services such as the eCall service.

These ITU-assigned numbers are used as calling party numbers when the device (e.g., vehicle) automatically calls the emergency number in the event of an accident. They generally use 15-digit formats. From 31 March 2018, all new cars sold in Europe must have eCall capability.

In order for the eCall system or similar in-car emergency service to operate properly and for the emergency services (e.g., call centres and intervention teams) to dial back the phone numbers used by such systems, it is crucial that the relevant ITU-assigned ranges be opened in all networks and that the Calling Line Identification (CLI) for these calls be passed between operators in a correct and dialable format according to the relevant ITU-T Recommendations.

Given the criticality of the service, national administrations, regulators and network operators are strongly encouraged to ensure that these ITU-assigned numbers be opened and routed on public networks. From a practical standpoint, these ranges should be provisioned in public-safety answering points (PSAPs) and in the national telephony service providers that route the calls from the PSAPs. The applicable charge should not exceed that of a traditional call to an international mobile number.

ITU has been notified that the following ranges are being used for eCall: 883 130, 882 39 and 882 37. Other operators using ITU-assigned global resources for eCall or similar in-car emergency services are invited to request ITU to publicize this information. Private and public in-vehicle Automatic Emergency Call Systems similar to eCall are also being deployed in regions other than Europe, some of which use the same ITU-assigned number ranges. National administrations, regulators and network operators of these countries are therefore encouraged to take similar actions.

The contacts for such numbers can be found in Operational Bulletin No. 1155 (1.IX.2018) <https://www.itu.int/pub/T-SP-OB.1155-2018>.

The issue of ITU ranges for ecall services was also the subject of a recent ITU news article at <https://news.itu.int/why-itu-assigned-numbering-ranges-are-critical-to-road-safety/> and video interview at <https://youtu.be/VhA2S2ScJrw>.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau