

Emergency Numbers

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Introduction

Following European Emergency Number Association(EENA), telecom Act (Law 10/2003) has defined the national emergency numbers in Egypt as:

- Ambulance
- Police
- Civil defense
- Firefighting

Introduction

- All national emergency numbers are assigned in the 3-digit short codes.
- It is provided **free of charge**.
- Following the international norm the emergency call (Police) is **SIM-less** call.

Many short numbers have been allocated to other emergency authorities, which leads to the inability of the user to remember all these numbers.

Type of National Emergency numbers

1. Main Emergency numbers

- 123 (Ambulance)
- 122 /112 (Police Services)
- 180 (Civil defense and Fire Fighting)



2. Other non-emergency number :

- 117 Ministry of Transportation
- 121 Ministry of Electricity
- 126 Tourist police
- 129 Gas Emergency
- 125 Water emergency

Relevant Discussion

For National harmonization

- In ITU-T SG2 (4-13 July 2018) meeting held in Geneva, Egypt has submitted a contributions C138, which aims to unify national emergency numbers as EU and US upon all nations.
- Egypt has invited all member state to contribute in this topic.
- In last meeting for ITU-T SG2, Uganda has shared a comprehensive studies C152 on harmonization of emergency numbers and access codes in Uganda.

Relevant Discussion

For International harmonization

- Uganda also shared a contribution C151 which provides information on how East Africa countries (Kenya, Uganda, Tanzania, South Sudan and Rwanda) harmonized the emergency numbers and common user services.
- Congo as well has submitted a contribution C 146, seeking the harmonization of emergency numbers in Africa in order to make things easy for roaming users to call for assistance if faced any accident.

Challenges to Unify National Emergency Numbers

- Cooperation between different national emergency agencies.
- Lack of legislation criminalizes false calls for emergency services.
- The variation of the technology that used from different organizations.
- To Increase the awareness among the citizens of the importance of emergency numbers in saving their lives and the lives of others.

Actions to Unify National Emergency Numbers

In 2012;

- NTRA has assigned the short code 112 as a unified number for emergency services (rescue, ambulance, civil protection) upon the request of European union to facilitate the communication between tourism and emergency services.
- NTRA has decided to assign 112 for the main emergency services and another number for non-emergency services, which will be implemented as phase#1 in the **new capital of Egypt by 2022**
- NTRA has notified the national telecom operators not to implement or assign any emergency numbers without NTRA permission.

Challenges to Unify Regional Emergency Numbers

- Identifying the emergency services and agreeing on which code to use for each service.
- Existence of multiple and different emergency numbers in the African and Arab region
- Adding new emergency services without notifying the region.

Conclusion

- Egypt would like to invite Arab and African group of member state to share their experience regarding the unification of emergency numbers.
- Egypt is recommending all regulators to raise the awareness of the emergency numbers importance among citizens.
- Egypt is seeking ITU-T SG2 support to encourage all member state to implement the unification of emergency numbers for national level.
- Egypt invites Arab and African group to determine the emergency services in order to unify the emergency numbers regionally.



Thank you