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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 31 May 2023 |
| **Ref:** | **TSB Circular 108****SG2/RC** | **To:**- Member States from the Africa region**Copy to:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia;- The Chairmen and Vice-Chairmen of Study Groups;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau |
| **Tel:** | +41 22 730 5415 |
| **Fax:****E-mail:** | +41 22 730 5853tsbsg2@itu.int |
| **Subject:** | **Questionnaire on a common emergency number in Africa to support implementation of WTSA Resolution 100 (Geneva, 2022)** |
| Dear Sir/Madam,The purpose of this TSB Circular is to identify the current situation with respect to the implementation of emergency numbers in your country and to confirm the status of both 112 and 911 in your national numbering plan, in order to assist in implementing a common emergency number for Africa. The World Telecommunication Standardization Assembly ([WTSA) Resolution 100 (Geneva, 2022)](https://www.itu.int/pub/T-RES-T.100-2022), “A common emergency number for Africa”, invites Member States particularly in the Africa Region to consider whether to implement a single primary emergency number or to use the common emergency number as a secondary alternative emergency number. Resolution 100 references [Recommendation ITU-T E.161.1](https://www.itu.int/rec/T-REC-E.161.1), “Guidelines to select Emergency Number for public telecommunications networks”, which proposes selecting either 112 or 911 as a single emergency number or secondary alternative emergency number in a Member State.Even though the International Telecommunication Union (ITU) maintains a database of emergency numbers that are reported ( <https://www.itu.int/net/itu-t/inrdb/e129_important_numbers.aspx>), the information for some Member States may be out of the date. Also, some Member States have not yet notified ITU of their emergency numbers. The meeting of ITU-T SG2RG-AFR (virtual, 17-18 January 2023) advised me that a Questionnaire to seek current information on emergency numbers in use in Africa would be useful, including an overview of the services that such numbers support and the availability of the numbers specified in Recommendation ITU-T E.161.1.Your response to the Questionnaire and your notification of emergency numbers used in your country will have an important impact on the selection and implementation of the common emergency number for Africa. Responses are invited until 31 July 2023.Yours faithfully,Seizo OnoeDirector of the TelecommunicationStandardization Bureau |

**Annex A**

**Questionnaire on a common emergency number in Africa**

# 1 Which emergency number(s) are in use in your country?

Please provide the number and the associated service.

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| **Emergency number** | **Emergency service** |
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If more space is needed, please attach a separate sheet.

# 2 If you are not currently using either 112 or 911 to access an emergency service

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| --- | --- |
|  | **Yes/no** |
| Is **112** available in your national numbering plan? |  |
|  If not, could 112 be made available or reserved? |  |
| Is **911** available in your national numbering plan? |  |
|  If not, could 911 be made available or reserved? |  |

# 3 Would the Member State be willing to run two emergency numbers in parallel?

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| Please comment:  |

# 4 What are the use cases to be prioritized?

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| **Use case** | **Comments** |
| Persons travelling internationally (roaming) |  |
| Mobile national |  |
| Fixed national |  |
| Other (please specify):  |  |
| Other (please specify): |  |
| Other (please specify): |  |
| Other (please specify): |  |

# 5 What experiences have Member States had with the additional emergency number features of mobile devices?

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| Please comment:  |

**Annex B**

**Excerpt of WTSA Resolution 100 (Geneva, 2022)**

“resolves to instruct the Director of Telecommunication Standardization Bureau in cooperation with the Director of the Telecommunications Development Bureau

1 to provide technical assistance to Member States in Africa in the implementation of a common emergency number in line with Recommendation ITU-T E.161.1;

2 to report to the World Telecommunication Standardization Assembly on the progress achieved in implementing this resolution, which is intended to improve access to emergency services,

invites Member States particularly in the Africa region

to implement the provisions of Recommendation ITU-T E.161.1 and, in particular, to consider whether 112 or 911 should be used as a single primary emergency number, or 112 and 911 should be used as secondary alternative emergency numbers.”

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