

Guidelines for emergency communication to emergency number 112 in Sweden using SIP

An Application Guide describing the procedures for routing of emergency communication from Electronic Communications Service Providers to the PSAP

Remissversion

Reference

ITS ApG25

Keywords

Emergency number, Emergency communication, Municipality ID Codes (MIC), eCall, NG-eCall

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Remissversion

Scope

It must be possible to set up emergency sessions from emergency callers or IVS (eCall/NG-eCall) using different ECSPs, connected via different IP based networks, to the PSAP. The purpose of this Application Guide is to give ECSPs guidelines in their setting up of the emergency communication service and describe the requirements for connection to the PSAP.

This Application Guide:

- Describes the different routing cases for emergency sessions;
- Describes information to be transferred in the emergency sessions;
- Describes the transfer of eCall/NG-eCall Minimum Set of Data (MSD);
- Is applicable for connections between an ECSP and PSAP using SIP.

Introduction

This Application Guide is released in edition 4 to describe the procedures to be used by Electronic Communications Service Providers (ECSPs) for emergency communications to the PSAPs¹ in Sweden using the emergency number 112² IP based communications with support for additional media types, location information, eCall and NG-eCall. This Application Guide follows the general directions of emergency calling using Internet technologies, as described by IETF, EENA, ETSI, CEN, 3GPP and GSMA.

This Application Guide describes available procedures for routing of emergency communications in different use cases and information to be transferred in the emergency session and testing of the emergency communication services.

1 References

1.1 Normative references

The following normative documents contain provisions, which through reference in this text constitute provisions of this Application Guide. For dated references, sub-sequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this Application Guide are encouraged to investigate the possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to apply.

[1] ITS ApG 21 Utgåva 7 2025-05-23	Routing of calls to emergency numbers 112 and 90000 using the Identification Plan of Municipalities
[2] IETF RFC 3261 June 2002	SIP: Session Initiation Protocol
[3] IETF RFC 3325 November 2002	Private Extensions to SIP for Asserted Identity within Trusted Networks
[4] IETF RFC 3966 December 2004	The tel URI for Telephone Numbers
[5] IETF RFC 3986 January 2005	Uniform Resource Identifiers (URI): Generic Syntax
[6] IETF RFC 6442 December 2011	Location Conveyance for SIP
[7] IETF RFC 5194	Framework for Real-Time Text over IP Using SIP

¹ SOS Alarm is acting as the PSAP provider according to an agreement with Swedish government

June 2008	
[8] IETF RFC 4119 December 2005	A Presence-based GEOPRIV Location Object Format
[9] IETF RFC 8147 May 2017	Next-Generation Pan-European eCall
[10] 3GPP TS 23.167 v 19 December 2024	IP Multimedia Subsystem (IMS) Emergency Sessions
[11] IETF RFC 2392 August 1998	Content-ID and Message-ID URL
[12] IETF RFC 4103 June 2005	RTP Payload type for Text Conversations
[13] EU-KOMMISSIONENS DELEGERADE FÖRORDNING (EU) 2024/1084 av den 6 februari 2024 ³	KOMMISSIONENS DELEGERADE FÖRORDNING (EU) 2024/1084 av den 6 februari 2024 om ändring av delegerad förordning (EU) nr 305/2013 om komplettering av Europaparlamentets och rådets direktiv 2010/40/EU avseende harmoniserat tillhandahållande av interoperabelt EU-omfattande eCall
[14] ETSI TS 103 683 V2.1.1 2023-02	Next Generation eCall High Level Application Protocol (HLAP) Interoperability Testing
[15] SS CEN 15722 2020	Intelligent transport systems - eSafety - ECall minimum set of data
[16] RFC 6086 Jan 2011	Session Initiation Protocol (SIP) INFO Method and Package Framework
[17] 3GPP 24 229 V18.5.0 (2024-04)	IP multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP)
[18] KOMMISSIONENS DELEGERADE FÖRORDNING (EU) 2023/444	KOMMISSIONENS DELEGERADE FÖRORDNING (EU) 2023/444 av den 16 december 2022 om komplettering av Europaparlamentets och rådets direktiv (EU) 2018/1972 med åtgärder för att säkerställa effektiv tillgång till alarmeringstjänster via nödkommunikation till det gemensamma europeiska nödnumret 112 (https://eur-lex.europa.eu/legal-content/SV/TXT/PDF/?uri=CELEX:32023R0444)
[19] ITS ApG 32, edition 1 2024-09-13	Handling number information between public communications networks

1.2 Informative references

LEK
2022:482

Lagen om elektronisk kommunikation (LEK)

³ https://eur-lex.europa.eu/legal-content/SV/TXT/PDF/?uri=OJ:L_202401084.

PTSFS 2022:3 ⁴ 2024:1 ⁵	Post- och telestyrelsens föreskrifter om förmedling av nödsamtal och tillhandahållande av lokaliseringssuppgifter till samhällets alarmeringstjänst
IETF RFC 3550 July 2003	A Transport Protocol for Real-Time Applications
IETF RFC 5012 January 2008	Requirements for Emergency Context Resolution with Internet Technologies
IETF RFC 5031 January 2008	A Uniform Resource Name (URN) for Emergency and other Well-known services
IETF RFC 5222 August 2008	LoST: A Location-to-Service Translation Protocol
ETSI ES 203 178 February 2015	Functional Architecture to support European requirements on emergency call location determination and transport v1.1.1
IETF RFC 6881 March 2013	Best Current Practice for Communications Services in Support of Emergency Calling
SS 63 63 94 2004, Utgåva 1	Positioning of Mobile Terminals at Emergency Calls
ETSI TS 103 479 March 2023	Emergency Communications (EMTEL); Core elements for network independent access to emergency services v1.1.1
3GPP TS 22.101 January 2025	Service aspects; Service principles (Release 19) ⁶
ETSI TS 103 919 V1.1.1 August 2024	Emergency Communications (EMTEL); Accessibility and interoperability of emergency communications and for the answering of emergency communications by the public safety answering points (PSAPs)(including to the single European Emergency number 112)
SOS Alarm IP/SIP Interconnect Specification	SOS Alarm IP/SIP Interconnect Specification on request via email: leverantor@sosalarm.se

⁴ Föreskrifter (2022:3) om förmedling av nödkommunikation och tillhandahållande av lokaliseringssuppgifter till samhällets alarmeringstjänst.

⁵ Föreskrifter om ändring i Post- och telestyrelsens föreskrifter (PTSFS 2022:3) om förmedling av nödkommunikation och tillhandahållande av lokaliseringssuppgifter till samhällets alarmeringstjänst.

⁶ Clause 10 cover emergency communications aspects

2 Terms and definitions

2.1 Emergency caller

The term “caller” or “emergency caller” refers to the person or device placing an emergency session.

2.2 Emergency call taker

The term “emergency call taker” or “call taker” refers to a person at any PSAP that accepts the emergency session.

2.3 Internet Protocol (IP)

In this Application Guide IP refers to both IPv4 and IPv6.

2.4 Municipality Identity Code (MIC)

A code from the Identification Plan of Municipalities (Kommun-ID-planen) used for establishment of sessions to the emergency number 112.

2.5 Public Safety Answering Point (PSAP)

The PSAP is a call center responsible for answering incoming calls to an emergency service. The ECSP connects to the PSAP via the SOS-POI using SIP [2, 6].

2.6 SOS-Point of Interconnection (SOS-POI)

The SOS-POI is the interface between the public communications network and the PSAP.

2.7 Electronic Communications Service Provider (ECSP)

An undertaking providing publicly available electronic communications services

2.8 Transiting ECSP

To the PSAP directly connected ECSPs transferring emergency sessions from other, not directly connected ECSPs, to the PSAP.

2.9 eCall

A manually or automatically initiated emergency call from a vehicle, supplemented with a minimum set of emergency related data (MSD).

2.10 NG-eCall

A manually or automatically initiated IMS emergency call, from a vehicle, supplemented with a minimum set of emergency related initial data (MSD).

3 Symbols and abbreviations

3GPP	3rd Generation Partnership Project
CLIR	Calling Line Identity Restriction
DNS	Domain Name System
ECSP	Electronic Communications Service Provider
EENA	European Emergency Number Association
ETSI	European Telecommunications Standards Institute
IETF	Internet Engineering Task Force
IVS	In Vehicle System
GNSS	Global Navigation Satellite System
IP	Internet Protocol (IPv4/IPv6)

LEK	Lagen om elektronisk kommunikation (Electronic Communication Act)
MIC	Municipality ID Code
MLP	Mobile Location Protocol
MSD	Minimum Set of Data
NG-eCall	Next Generation eCall
NTP	Network Termination Point
OIR	Originating Identification Restriction
PIDF-LO	Presence Information Data Format - Location Object
PSAP	Public Safety Answering Point
SIP	Session Initiation Protocol
SOS-POI	Point of Interconnection between ECSP and PSAP.
TDM	Time Division Multiplexing (Circuit switched)
RTT	Real-time Text
URI	Uniform Resource Identifier

4 General description

The SOS-POI in this Application Guide is the IP/SIP enabled interface of the PSAP that will receive the IP based communication emergency sessions. The SOS-POI supports the reception of emergency sessions using SIP (Session Initiation Protocol).

The document is concerned with technical issues and is assumed to be used by ECSPs in their agreements on interconnection directly to the PSAP or to other ECSPs when transferring emergency sessions.

ECSP networks can be interconnected to enable the subscribers in the different networks to call the PSAP. The ECSP can connect either directly to the SOS-POI interface or via another ECSP network. (See Figure 1).

An ECSP with a direct connection and established IP/SIP interconnection to the PSAP may additionally act as a transit ECSP for emergency sessions if so agreed with originating ECSP. In that case, originating ECSP does not have a direct interconnection to the PSAP.

This Application Guide does not deal with the corresponding internal information in each ECSPs network that might be used. Detailed SIP/IP Interconnect information, e.g. point-of-presence, IP routing and SIP endpoints is communicated directly between the ECSP and PSAP when applicable for establishing the interconnect.

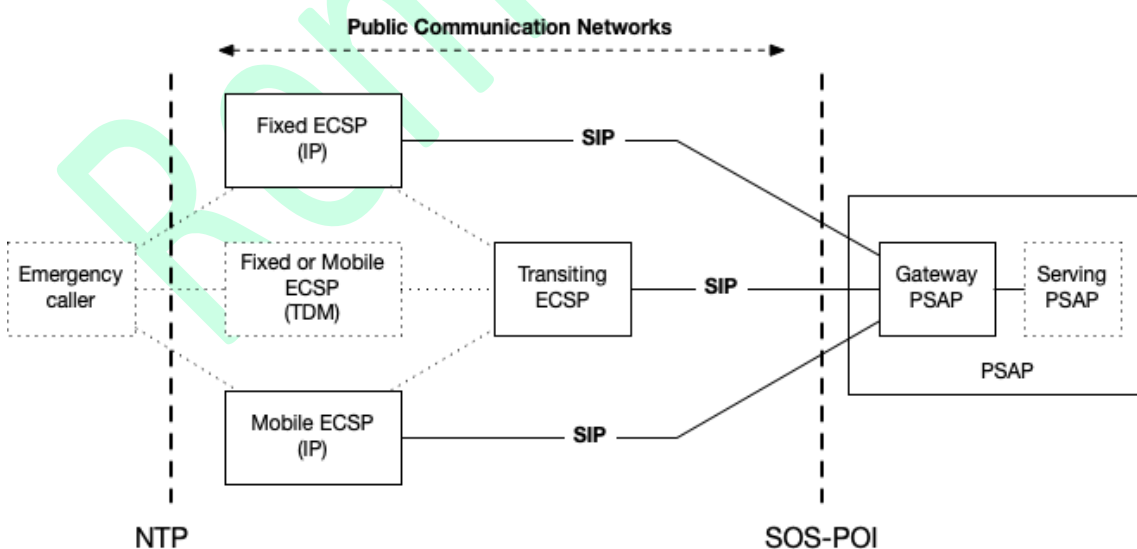


Figure 1: Connecting to the PSAP

In Figure 1, the IP/SIP based communication solution described in this Application Guide is shown.

Even though different types of traffic flows and call scenarios exist, they basically fit into one of the following two generic cases:

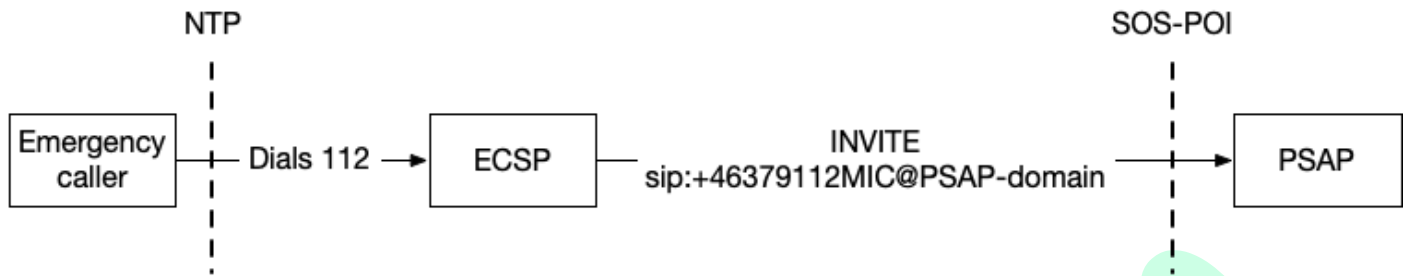


Figure 2: Generic emergency session flow

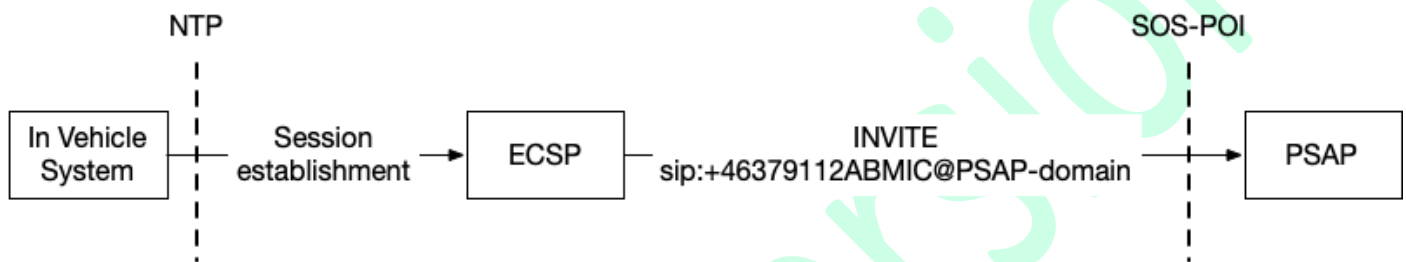


Figure 3: Generic eCall session flow

1. An emergency session is established according to the following alternatives:
 - a. An emergency caller dials an emergency number to initiate the emergency session.
 - b. For eCall or NG-eCall, the In Vehicle System, IVS establishes an emergency session (manual or automatic)
2. An ECSP forwards the emergency session to a defined PSAP SIP URI
 - a. For emergency calls in format (sip:+46379112MIC@PSAP-domain).
 - b. For eCall or NG-eCall in format (sip:+46379112ABMIC@PSAP-domain)
3. The SOS-POI accepts the incoming SIP emergency sessions and forwards it to the PSAP.

MIC equals municipality identity codes according to ITS ApG 21 [1]. In the case of eCall or NG-eCall the format of the PSAP URI will be: (sip:+46379112ABMIC@PSAP-domain) where AB defines the type of eCall.

AB is the eCall discriminator

PSAP-domain is the domain name that may be used by ECSPs to resolve the destinations of the SOS-POI. In Sweden, 112.se is the assigned PSAP-domain.

The operation of efficient emergency services requires that necessary information concerning the emergency caller is made available to the PSAP. The mandatory information components are⁷:

- Calling Party Number
- Caller Location information
- eCall discriminator (applies to eCall and NG-eCall)
- Minimum Set of Data (applies to eCall and NG-eCall)

Additional optional information components transferred in the setup of the emergency sessions are:

- Terminal- and / or network provided location information (e.g. SIP Geolocation/PIDF-LO)

⁷ As specified in LEK (2022:482) and in regulations from PTS – PTSFS 2022:3/PTSFS 2024:1

Furthermore, optional information components can be made available to the PSAP in the incoming sessions or by subsequent requests from the PSAP.

- Routing information
- Address information of the subscriber (emergency caller).

4.1 Calling Party Number

The Calling Party Number is used by the PSAP for two purposes.

1. Make it possible for the emergency call taker to call back.
2. Can be used as one of several methods for finding the address and location information of the emergency caller.

4.2 Caller Location Information

Location information of the caller is used for two purposes.

1. Facilitate routing of an emergency call to the appropriate PSAP / emergency call taker (e.g. using the municipality identity code)
2. To enable geographical location information of the emergency caller, enabling dispatching of rescue resources to the right place (municipality identity code and supplementary information derived from e.g. calling party number, location conveyance in SIP and/or location information conveyed in MSD).

4.3 Routing information

Routing information conveyed from the municipality identity code is used for multiple purposes.

1. Enable routing to the appropriate PSAP / emergency call taker.
2. Convey information on the access type the emergency session was made from.
3. Convey information on the area the emergency session was made from.

The routing information is normally assigned to the emergency call by the originating ECSP. In the case the assignment of municipality identity codes is done by the ECSP, the municipality identity code shall represent the NTP according to [1].

Note: In the case it is assigned by the emergency caller, e.g. a corporate or private network, the ECSP cannot guarantee routing to the appropriate PSAP / emergency call taker.

4.4 Description of the procedure

1. The routing information can be assigned by either of the following:
 - a. The emergency caller
 - b. The ECSP
2. The PSAP uses the routing information to route the emergency session to appropriate emergency call taker.

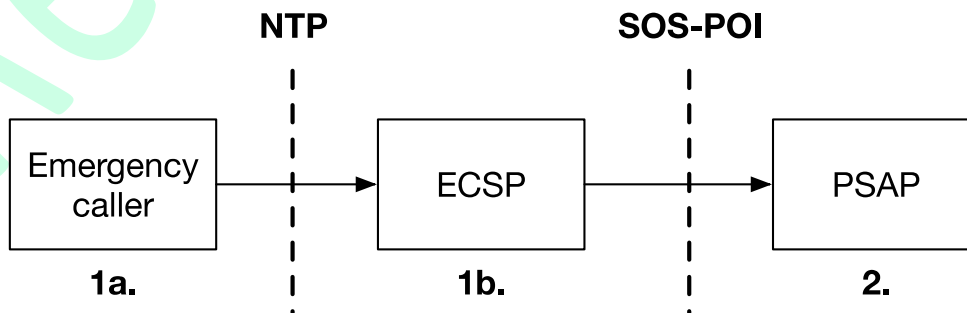


Figure 4: Assignment and routing using Municipality Identity Codes

Note: A transiting ECSP will transfer the routing information transparently to the SOS-POI.

4.5 Address and location information

Location information is used by the emergency call taker to locate the emergency caller. It can be a geographical address, e.g. street name and number or a position expressed in geographic coordinates. The location information can be retrieved using two methods.

1. The Calling Party Number is used as an identifier in a request to a address database or location server where the mapping of Calling Party Number into geographic address or position is made available.
2. The address information is received in or derived from the incoming emergency session.
 - a. Location information is conveyed in the session establishment. [6]
 - b. Location information is conveyed in MSD. [10], [11]

The location information can be of five types

- a. NTP of a fixed terminal (e.g. geographic address of the emergency caller)
- b. NTP of a mobile terminal (e.g. location of base station)
- c. Address related to subscriptions (e.g. home or billing address of subscriber or geographical coordinates)
- d. Terminal- or network provided location information (e.g. GNSS in mobile phone, PIDF-LO)
- e. IVS provided location information in MSD.

Note: The types of location information are not listed in priority order here.

If optional location information is included in the call setup of the emergency session, e.g. terminal- or network provided location information, this additional location information may be presented to the emergency call taker as well.

Note: In the case of mobile telephones multiple addresses and location information may be available. These need not give the same information.

5 Protocols for connecting to the PSAP

An ECSP connects directly, or via a transiting ECSP, to the PSAP at the session layer. The signalling protocol used at the session layer is SIP. Different IP networks may be used to connect the ECSP to the PSAP at the IP layer.

5.1 Transfer of information using SIP

To make it possible for the PSAP to get the necessary information described in chapter 4, the following information has to be transferred in the initial SIP INVITE request of the emergency session.

Element	Transferred in
Calling Party Number (Identification of the emergency caller in tel URI or SIP URI format)	SIP headers, as defined in 5.2
Called Party Number (Identification of PSAP and routing information in SIP URI format)	Request URI, as defined in 5.3
Minimum Set of Data (MSD) (Information about vehicle. [9], [10])	MSD body content, as defined in 5.7 (only applicable for NG-eCall)

Table 1: Mandatory information elements using SIP

Optionally, terminal- or network provided location information present in the SIP Geolocation header and associated PIDF-LO may be transferred to the PSAP as additional location information.

Element	Transferred in
SIP Geolocation (Terminal- and / or network provided location) [6]	Geolocation header and PIDF-LO body content, as defined in 5.6

Table 2: Optional information elements using SIP

5.2 Format of Calling Party Number

The originating ECSP can use either of the following formats:

tel URI

- The format of the tel URI is defined in [2] and [4].
- Generic example: tel:[International E.164 number]⁸
- Illustrative example: tel:+468678XXXX

SIP URI

- The format of the SIP URI is defined in [2].
- Generic example: sip:[International E.164 number]@[ECSP-domain]
- Illustrative example: sip:+468678XXXX@[ECSP-domain]

The following SIP headers are used, in preferred order, to identify the calling party number.

- P-Asserted-Identity header as defined in [3]
- From header as defined in [2]

The originating ECSP should either:

- insert a **P-Asserted-Identity** header providing a tel URI or a SIP URI with a numerical user part containing Calling Party Number as an international E.164 number prefixed by '+'

or

- construct the **From** header to include a SIP URI with a numeric user part that can be used for dial-back purpose. This means that the user part of the SIP URI shall be an international E.164 number prefixed by '+'.

The ECSP shall assure the Calling Party Number.

If the calling party has requested privacy/restricted presentation (CLIR/OIR) the originating ECSP must include the original Calling Party Number in the P-Asserted-Identity header and make sure that the From header is properly anonymized, as well as making sure the Privacy header is set accordingly [19].

5.3 Format of Called Party Number

The Called Party Number shall contain the following main pieces of information.

1. The Called Party Number
2. NG-eCall/eCall discriminator (only applicable for NG-eCall/eCall emergency calls)
3. Identification of originating area

Note: If possible, the information in the To header should be transferred unmodified from the caller to the PSAP. This information may be used by the PSAP to retrieve additional information of the call based on original service urn initiated by the device.

The originating ECSP shall use the following format:

SIP Uniform Resource Identifier, SIP URI

- The format of the SIP URI is defined in [2] and [5].
- Generic example: sip: +46379112[MIC]@[PSAP-domain]

⁸ See RFC 3966 section 5.1.4 Global numbers.

- Illustrative example: sip:+46379112274@112.se (call originating from a fixed line in Mellerud)
- Illustrative example: [sip:+46379112674@112.se](tel:sip:+46379112674@112.se) (call originating from a mobile terminal in Mellerud)
- Illustrative example: sip:+4637911200674@112.se (automatic eCall in Mellerud)
- Illustrative example: [sip:+4637911201674@112.se](tel:sip:+4637911201674@112.se) (manual eCall in Mellerud)

Note: If the SIP URI in the Request URI does not contain the municipality code as shown in the example above, the emergency session might be routed to an emergency call taker without local knowledge (e.g. an emergency call from Mellerud without correct municipality identity code might be answered by an emergency call taker anywhere in Sweden).

5.4 Identification of originating area

The originating ECSP shall assign a municipality identity code according to [1]. The code shall be transferred in the initial SIP INVITE request as part of the Request URI.

Additionally, the terminal- or network provided location information may be provided as part of the emergency session setup. This is achieved by including the location information object (PIDF-LO) in the body of the initial SIP INVITE message as well as populating the SIP Geolocation header according to [6, 8, 10].

5.5 Identification of originating mobile electronic communications service provider (ECSP)

Since mobile ECSPs implementing this Application guide may transit emergency sessions via other ECSPs, transparent information about the originating mobile ECSP transferred in the SIP signalling only, cannot be guaranteed.

Thus, if the emergency session originated from a mobile ECSP, the MLP PUSH mechanism should be implemented to provide appropriate location information to the PSAP (e.g. information about base station).

Mobile originating ECSPs must still support MLP PULL request from the PSAP for emergency sessions where the originating ECSP cannot be determined otherwise.

How this MLP mechanism is implemented is out-of-scope for this Application guide.

5.6 Format of Location information conveyance in SIP (SIP Geolocation)

The SIP Geolocation information consist of two different parts. These parameters must be set in the initial SIP INVITE of the emergency session when SIP Geolocation is provided:

1. The SIP Geolocation header must be present and reference a location object in the message body (location by-value) [7, 11]
2. The SIP message body must contain a location object (PIDF-LO) [8]

Updated location information (PIDF-LO) may be transferred to the PSAP within the established emergency session using in-dialog SIP methods INVITE or UPDATE.

5.7 Format of Location information conveyance in MSD

For eCall and NG-eCall, the location information is included in the Minimum Set of Data is transferred within the emergency session.

For eCall, the MSD is transferred using inband modem within the established emergency session.

For NG-eCall, the MSD is transferred in the body of the initial SIP INVITE request of the emergency session in accordance with [9], [16], [17].

For NG-eCall, the PSAP may request an updated MSD from the IVS using the in-dialog SIP INFO method indicating the requested Info-Package as described in RFC 8147 [9] and 3GPP 24.229 [17].

If the NG-eCall MSD transfer is not acknowledge by the PSAP as described in 3GPP 24.229, the IVS will fallback to legacy eCall inband modem utilizing the already established emergency session. This does not put any new requirement on the ECSP.

6 Protocol standards

The connection to the PSAP is based on IP and SIP. The ECSP must connect with direct private fiber connections to multiple Point-of-Presence locations where the PSAP is present. Dynamic IPv4 and / or IPv6 routing using BGP routing protocol is required. SIP and RTP is used for signaling and media transport. PSAP will provide multiple IBCF/SBC interfaces and ECSPs must load-balance and fail-over between all of them.

For technical IP and SIP interconnect details and requirements, please contact the PSAP provider for further information and connection planning.

7 Routing of the emergency session

The routing of emergency session to the SOS-POI will not be based on municipality identity codes. Call routing policy (e.g. DNS or any other call routing policy provisioned locally by the ECSP), will be used to route the emergency session to the SOS-POI. The municipality identity code has to be transferred to the SOS-POI to enable the PSAP to deliver the emergency session to the correct emergency call taker. The municipality identity code has to be included by the originating ECSP or emergency caller, as described in 4.3. The municipality identity code will be displayed to the emergency call taker.

8 Supported media types and minimum set of data types

The PSAP accepts SIP emergency sessions using the following media types:

1. Voice, audio
2. Real-time text, as defined in [12]

The PSAP accepts Minimum Set of Data using the following MSD types:

1. Minimum Set of Data for eCall (conveyed over in-band modem)
2. Minimum Set of Data for NG-eCall (conveyed over SIP)

Additional media types may be supported in later revisions.

9 Security considerations

The SOS-POI interface is deployed as a SIP and IP interface and it is very important to enable and provide appropriate integrity and security functions. Every emergency session includes sensitive personal information, including calling party number as well as location information, and that information must be protected from potential eavesdropping and manipulation.

10 Testing and verification

The SOS-POI will provide a SIP URI for testing purposes. This URI can be used to test functionality and reachability of the SOS-POI.

The SIP URI:s that shall be used to test the PSAP functionality are:

- sip:+46379112493@112.se

11 Document history

Document history		
Edition 1	2009-05-15	First published version
Edition 2	2018-10-12	Latest available published version. Updated revision for calls to the PSAPs in Sweden using Voice over IP
Edition 3	2020-06-23	Updated revision adding support for additional media types and SIP Geolocation information.
Edition 4	2025-05-23	Updated for support of NG-eCall

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