Municipality codes in private/corporate networks

This document gives recommendations what to consider upon configuration of private/corporate networks. The aim is, for the emergency caller to reach the right, often closest PSAP and for the emergency call taker to receive the right telephone number and address of the caller.
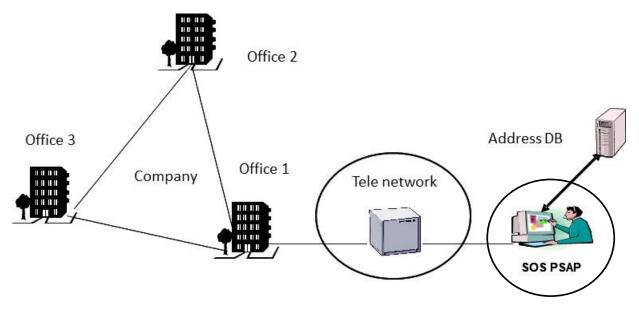

Figure 1: Private/corporate network

There is a risk that emergency calls to 112 appears to come from another location if the private/corporate network switch is not configured correctly concerning the municipality code. The following steps are recommended to ascertain correct configuration.

Configuration advice

Check network termination point

Check where the private/corporate network is connected to the public network. If the point of interconnection is located in another municipality than where the local office is situated, check with the telecom operator which municipality code will be sent to SOS Alarm. If right code is not shown the telecom operator should change to the right one.

When an emergency call is made from a mobile phone which is a mobile extension the mobile phone shall send the number associated to the SIM card[1]. If a company uses mobile extension this should be checked since it is not always correctly configured.

Check which telephone number is shown to SOS Alarm

SOS Alarm uses the received telephone number to be able to find the address of the emergency caller. If it, for example, is the company's main number that is shown for an office located in another municipality than where the main office is located it is a high risk that SOS Alarm sends the emergency help to the wrong address.

To avoid this, at the configuration procedure it should be controlled which number is sent to the public network for 112-calls. A recommendation could be to allocate at least one individual number per geographically separated office.

Check which address is associated to the telephone number

The telecom operator assigns the address that the company gave when the subscription was opened. In many cases that can be the invoicing address which can be totally wrong in the case of an emergency call.

Therefor check at Address Database Operator (address supplier) which address is associated to the number. If the address is not correct, contact the telecom operator. (It is the address information concerning the number which the telecom operator has registered that will be displayed by the address suppliers)

If it is decided to release individual numbers in a private/corporate network it is advised to consider which address will be displayed

---

[1] SIM-less calls have virtual numbers

for the individual connection. Note that it is an advantage for SOS Alarm to be able to see the individual connection after office hours when the main number is closed in the case of SOS Alarm need to call back and there is a risk for not reaching the caller. In the case of uncertainty concerning which number will be displayed make a call to a mobile telephone to verify which number is shown.

Consider, if possible not to allocate numbers in the private/corporate network to extensions similar to 112 to avoid nuisance calls to 112.

Calling 112 and testing

How to make a 112 call from a private/corporate network?
Give clear information to the employees concerning how to call 112. Should prefix be dialled or not, e.g. 00.

How to make test calls?
Make test calls from each office to 112 after configuration or after a major change so it can be checked that everything is correct.
- Call 112, tell the 112-operator that it is a test call. Then ask the following
    - Which municipality code is displayed
    - Which telephone number is displayed
    - Which address is displayed

SOS Alarm prefers that these test calls are done outside busy hours, preferably between 07 – 09 weekdays. It can also be a good idea to check the private/corporate network INTERNALLY regularly.

Problems for 112 if a private/corporate network is not configured correctly
1. Wrong telephone number can be displayed – not possible to call back and not indicating correct address
2. Wrong address – emergency resources are sent to the wrong place
3. Another area code than from where you call is displayed causing uncertainty concerning what is correct
4. Another municipality code is displayed than where you call from – the call is routed to wrong PSAP.