

ISO/IEC TR 16167:2010-08 (E)

Information technology - Telecommunications and information exchange between systems - Next Generation Corporate Networks (NGCN) - Emergency calls

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	References	2
3	Terms and definitions	4
3.1	External definitions	4
3.2	Other definitions	4
4	Abbreviations	5
5	Background	6
6	Technical aspects of emergency calls in enterprise networks	9
6.1	Identifying a call as an emergency call	10
6.1.1	User actions	10
6.1.2	Signalling impact	11
6.1.3	Unauthenticated access	13
6.2	Obtaining and delivering the location of the caller	14
6.2.1	Format of location information	14
6.2.2	Obtaining location information	14
6.2.3	Location conveyance in SIP	19
6.3	Routing an emergency call to the appropriate ERC	20
6.3.1	Routing by the calling device	21
6.3.2	Routing by enterprise SIP intermediary	22
6.4	Delivering information to the ERC to allow a return call or verification call to be made	22
6.4.1	Delivery of caller identification	23
6.4.2	Delivery of device identification	23
6.4.3	Identifying a return call or verification call	23
6.5	Ensuring appropriate resources are available for an emergency call, return call or verification call	24
6.6	Ensuring appropriate media quality during an emergency call	24
6.7	Security considerations	25
6.8	Other aspects	26
6.8.1	Hosted users	26
6.8.2	Guest users	26
7	NGN considerations	27
8	Device considerations	28
9	Alternatives for roaming mobile and nomadic users	29
9.1	Establishing an emergency call when already signalling via a visited public network	29
9.2	Establishing an emergency call via a visited public network when other traffic is signalled directly via the enterprise network	30
9.3	Establishing an emergency call directly to a PSAP	30
10	Enterprise responsibilities	31

11	Summary of requirements and standardisation gaps	31
11.1	Requirements on NGNs	31
11.2	Recommendations on enterprise networks	32
11.3	Standardisation gaps	33