

ISO/IEC TR 16167:2011-09 (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	Normative references	2
3	Terms and definitions	2
3.1	External definitions	2
3.2	Other definitions	2
4	Abbreviations	3
5	Background	5
6	Technical aspects of emergency calls in enterprise networks	8
6.1	Identifying a call as an emergency call	8
6.1.1	User actions	8
6.1.2	Signalling impact	10
6.1.3	Unauthenticated access	12
6.2	Obtaining and delivering the location of the caller	12
6.2.1	Format of location information	13
6.2.2	Obtaining location information for delivery	13
6.2.3	Location conveyance in SIP	18
6.3	Routing an emergency call to the appropriate SAP	18
6.3.1	Routing by the calling device	19
6.3.2	Routing by enterprise SIP intermediary	20
6.4	Delivering information to the SAP to allow a return call or verification call to be made	21
6.4.1	Delivery of caller identification	21
6.4.2	Delivery of device identification	21
6.4.3	Identifying a return call or verification call	22
6.5	Ensuring appropriate resources are available for an emergency call, return call or verification call	22
6.6	Ensuring appropriate media quality during an emergency call	23
6.7	Security considerations	24
6.8	Other aspects	25
6.8.1	Hosted users	25
6.8.2	Guest users	25
7	NGN considerations	25
8	Device considerations	27
9	Alternatives for roaming mobile and nomadic users	28
9.1	Establishing an emergency call when already signalling via a visited public network	28
9.2	Establishing an emergency call via a visited public network when other traffic is signalled directly via the enterprise network	29
9.3	Establishing an emergency call directly to a PSAP	29
10	Enterprise responsibilities	29

11	Summary of requirements and standardisation gaps	30
11.1	Requirements on NGNs	30
11.2	Recommendations on enterprise networks	30
11.3	Standardisation gaps	31
	Bibliography	32