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Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(3.12.2025)

Under Article 109 of the Directive (EU) 2018/1972 (European Electronic Communications Code)¹, Member States shall ensure that all publicly available number-based interpersonal communications services (NB-ICS) give access to emergency services. This obligation applies within the EU, including in roaming conditions. Member States also need to ensure via transposition measures that, in case of emergency communications, caller location is provided by NB-ICS, including in roaming conditions². Articles 3(6), 12 and 15 of Regulation (EU) 2022/612³ provide for the obligations of roaming providers on exchange of technical information, wholesale charges and transparency measures with regard to emergency communications.

These obligations apply regardless of underlying technologies, including the migration to 4G and 5G networks. Existing standards ensuring the provision of NB-ICS should ensure seamless access to emergency services and seamless transmission of caller location.

In this context, the Commission services are aware of the risks that home routing (S8HR) implementations pose to effective access to emergency services and are in contact with national authorities and mobile network operators in order to find a solution to such possible shortcoming of technological migration to 4G and 5G networks.

¹ Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (Recast) (OJ L 321, 17.12.2018, p. 36, ELI: <http://data.europa.eu/eli/dir/2018/1972/oj>).

² As clarified under recital 285 of directive (EU) 2018/1972.

³ Regulation (EU) 2022/612 of the European Parliament and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (OJ L 115, 13.4.2022, p. 1, ELI: <http://data.europa.eu/eli/reg/2022/612/oj>).