

## *Code of Practice for the Public Emergency Call Service between Communications Providers and the Emergency Services”* (“the PECS Code”)

The PECS Code is administered by the 999/112 Liaison Committee, a cross-industry body consisting of members of EAs, CHAs, relevant government departments and Ofcom. The committee has the responsibility to make amendments to the PECS Code as a result of changes in best practice, technology or procedures.

The following text is taken from the current (January 2011) version of the Code.

### **APPENDIX 4 BEST PRACTICE GUIDE ON NAMES AND ADDRESS INFORMATION**

This set of guidelines has been developed through discussions with Ofcom to help ensure Communication Providers (CPs) achieve compliance with the General Conditions of Entitlement (GC 4.2). They provide reassurance for the Emergency Authorities on the efforts made to ensure locations supplied are as correct as practically possible.

1. The Communication Provider (CP) will be expected to ensure that the location information provided to the Call Handling Agent (CHA) is correct and up to date. The CP shall take steps to ensure that installation addresses are not confused with billing (or other) addresses related to the end user.
2. Routine updates to location information should be notified to the CHA by the CP within one working day of the new, or changed, line termination arrangements being completed. With regard to ported lines, both the gaining and losing CPs need to comply with this recommendation. .
3. The CP should ensure that addresses supplied are validated by reference to a recent (not older than 6 months) version of the Postcode Address File (PAF) and also conforms to the data structure required by the CHA.
4. The CP should ensure that the CHA is notified of newly activated, or re-assigned, number ranges before records of CLIs and addresses for those CLIs are sent to the CHA.
5. The CP should, at a minimum, conduct an annual audit to compare installation addresses held on the CP’s own systems with the location information held on the CHA database. Ad hoc audits may be required in cases where the level of discrepancies for a CP begins to give cause for concern.
6. The CHA will normally inform the CP of any discrepancies or missing data within one working day of these being identified by the CHA operator or within one working day of these being communicated to the CHA by the Emergency Authorities (EAs). Such discrepancies will be notified to a designated point of contact within the CP.
7. Once a CP has been notified of a discrepancy, the corrected information should be supplied to the CHA within two working days. If there has been no correction from the CP after five working days, the CHA will escalate the issue to its senior contact at the CP.
8. The CHA should keep records of discrepancies in location information supplied by CPs for at least 12 months to assist Ofcom to monitor compliance with GC 4.2.

9. The CP should provide a contact point for the CHA to be able to urgently verify names and addresses against the CP's own records for calls where an EA needs assistance. This contact point should be available 24 hours a day, 365 days a year.
10. If several CPs are involved in calls reaching the CHA, they all need to co-operate so that appropriate arrangements for the CLI and associated name and address records can be sent to the CHA to meet the above guidelines.

The UKCTA (which includes VM, TalkTalk, Sky, Verizon, Kingston, C&W CHA and BT CHA) have been discussing the Code of Practise and porting issues for some time and John Medland has an action on their behalf to take to the next available 999 Liaison Committee – now expected in May 2013 – to add a clause as follows :-

11. A CP who has exported a number should also transfer the ownership of the associated Emergency Services address record to the importing CP's CUPID. The CP who is now providing service to the end-user should also request to take ownership of the associated Emergency Services address record from the exporting CP's CUPID. These transactions should be placed within two working days of the number being successfully exported.