

Conditions for connecting to the emergency number and the security authorities and for determining the location of the caller

Telia Eesti AS (Telia) will ensure a free emergency connection to the emergency number 112 through its communications network.

Pursuant to the Electronic Communications Act, the telecommunications operator is obliged to make available, immediately after the emergency connection has been established with the Emergency Response Centre and during the handling of the emergency call, the telephone number of the person who has called the emergency number 112, the IMEI code of the mobile device and the location of the terminal device.

In the case of calling a number belonging to a Security Authority, the Communications Undertaking undertakes to make available to the Security Authority, immediately after connecting the call, the caller's telephone number and information on the caller's location.

It is also possible to contact the Emergency Response Centre by SMS, when using a mobile phone service.

When using the telephone service, Telia will only allow the above-mentioned institutions to be located based on the caller's telephone number on the basis of the address agreed upon in the landline service contract.