UAE eCall
“Every second counts...”
What is eCall?

In the event of a collision, eCall automatically establishes a two way voice communication via the cellular network to the nearest Emergency Center (EC). In addition to the voice communication a data message (*MSD) is sent to the EC.

*MSD (Minimum Set of Data):
- Location Information (GPS)
- Time Stamp
- Vehicle Plate Number
Why eCall?

eCall & Response Time

Collision occurs

Accident Reported

Medical Attention Dispatched

Medical Attention Arrival

Not Accurately measured and usually not reported

*Major Emergency Center KPI (Measured and reported).
eCall activation

Setting up connection to 112 line and transmission of MSD data

The call is put through to an 112 operator

14 - 17 seconds
Innovative

Leading

Technology
eCall Current Status
The assessment has confirmed that both mobile networks are eCall ready

The performance has been measured with more than 1,000 calls per network to have a statistical significant base. All KPIs of du and Etisalat are close to the values measured in other mobile networks. Etisalat is nearly always a little above and du nearly always a little below the average performance. This implies that both mobile network operators have successfully implemented eCall functionality with sufficient performance.
PRESS RELEASE

TRA Launches eCall to Accelerate Smart Response to Traffic Accidents

Monday, 09 October 2017
Form Committee and join ERTICO (2014)
Test eCall readiness in UAE Mobile Network (2015)
Coordinate with PSAP to support eCall (2016-2017)
Obligate imported cars to support eCall (2019)
Coordinate with GCC countries (2019-2020)
eCall Specification