

Emergency Roamer handout.

The UK is made up of zones in a similar fashion to what3words but on a larger scale and each of these zones has a code.

This process was put in place to make sure the whole of the country has 999 coverage no matter where you are.

An emergency roamer call is when the handset has no coverage on its host network and so has to obtain coverage off any other available network.

When a mobile handset calls 999 from within that zone BT get the zone code details. They are only relevant though if it's an emergency roamer.

When you get an emergency roamer 999 call the only details BT will hold is the zone code, the network it has used to make the call and the time of the call.

You need all of this information before moving on to the next step.

1. Record a log as normal with the location being police HQ for now.
2. The next step is to contact with the network the handset used to make the call (CRM's will do this online for Vodafone only for emergency roamers).
You need to explain to them that it's an emergency roamer call and you require an IMSI number and the network that the handset is with.
Please note the network the handset is with and the network it has had to use to make the 999 call will be different.
3. Once you have the IMSI and the network the handset is with you need to contact that network and pass them the IMSI and ask them for the phone number that the handset has.
4. Once you have the phone number you can then ask them who the subscriber is for that handset and then carry out your normal abandoned 999 procedures and lateral checks etc.

The main point is do not assume just because it's an emergency roamer call that nothing can be done with it.