

# **Cooperation Agreement**

**between**

**Bosch Service Solutions GmbH**

**and**

**Fire and Rescue Service of the Czech Republic**

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## 1. Parties

1.1 Bosch Service Solutions GmbH, reg no. HRB17902 at Amtsgericht Stuttgart, headquartered at Mainzer Landstrasse 193, 60326 Frankfurt am Main, hereinafter referred to as “Bosch”.

1.2 Czech Republic – Ministry of Interior, Nad Štolou 936/3, Praha 7, represented by General Directorate of Fire Rescue Service of the Czech Republic, hereinafter referred to as “Fire and Rescue Service”

## 2. Background

2.1. Bosch is handling Automatic Calls as a Third Party Service Provider (“TPSP”) for several car manufacturers, currently Mercedes, BMW, VW Group with all its brands. Therefore all automatic as well as manual calls from those cars are answered by Bosch service centres. Bosch is verifying if the eCall is an Emergency Call and will in that case transfer the call to the PSAP of Fire and Rescue Service and also transfer certain information regarding the Emergency in accordance with the provisions set out in this agreement.

2.2. Fire and Rescue Service, at the level of the General Directorate of the Fire Rescue Service of the Czech republic, coordinates integrated rescue system and is responsible for appointment of the national Public Safety Answering Points and the operation of single European emergency call number 112 in the Czech republic. The Fire Rescue Service of the Czech Republic, pursuant to § 19 of Act No. 320/2015 Coll., on the Fire Rescue Service of the Czech Republic and on the amendment of certain laws (Act on the Fire Rescue Service), in the performance of its tasks to protect lives and the health of residents, the environment, animals and property before fires and other extraordinary events and crisis situations, cooperates with administrative authorities and other state bodies, local self-government bodies and persons.

2.3. The following document describes the cooperation between Fire and Rescue Service and Bosch regarding Automatic Calls and gives further information to Fire and Rescue Service about Bosch’s technical solution.

## 3. Definitions

3.1 In addition to the terms defined under “Parties” and “Background” above, the following terms shall have the meaning set forth below when used with a capital initial letter in this agreement.

"Emergency"	An Emergency is a real danger or a situation (for individuals or for the public at large), that poses an immediate risk to life, health, property or public order and therefore requires the intervention of police, fire brigade and/or ambulance.
"Emergency Call"	An Emergency Call is used to draw attention to an Emergency and therefore to the need for outside help, or to a significant danger that requires the intervention of police, fire brigade and/or ambulance.
“Automatic Call”	An Automatic Call is generated either manually (by pressing a button) or is automatically triggered by a technical system. Once an Automatic Call is generated a transfer of data

occurs (e.g. location, time, etc.) and a voice connection is made to a Private service center.

“Private service centre / Bosch service centre”

Private service centers are TPSP which serve to answer Automatic Calls and – if appropriate - forward them to police, fire brigade or ambulance services. In all Automated Calls a technical system is processing the data and is sending them along with the Emergency Call to PSAP. For the sake of simplicity, the term “Bosch service center” is used for the Private service center owned by Bosch.

“PSAP”

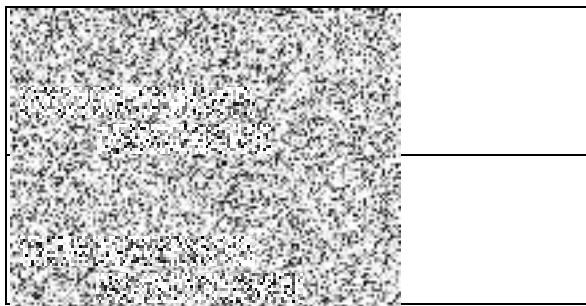
PSAP stands for Public Safety Answering Point and refers to a physical location (emergency center) where Emergency Calls are first received under the responsibility of public authority. In the Czech Republic, Fire and Rescue Service is responsible for the PSAPs.

“Victim”

A Victim refers to the driver of the vehicle, which initiates the eCall, other passengers in the vehicle and other accident participants, could be affected.

## 4. Contact Persons

### 4.1 Contact Persons Czech Fire & Rescue Service



### 4.2 Contact Persons Bosch



## 5. Description of Bosch technical solution

5.1. In case of a vehicle accident, the OEM in-vehicle system is used to transmit an Automatic Call from a car to the Bosch service center. The eCall can either be triggered manually by the driver via a button or automatically through specific vehicle sensors. The vehicle's on-board electronics, followed by a technical platform allows it to send an eCall including accident data to the Bosch service center. In the Bosch service center the call is evaluated and all Emergency

Call will then be transferred to the designated PSAP of Fire and Rescue Service, as well as the accident data will be sent from Bosch service center to PSAP via inband. A 3-party-conference between car, Bosch service center and PSAP can be established if necessary upon request.

5.2. Calls to PSAP will only be recorded by Bosch on the operator's site, without recording the PSAP voice. Those recordings will be deleted after 24 hours.

5.3. Calls from Bosch service center will be fully recorded by Fire and Rescue Service, i. e. voice of PSAP operator, voice of Bosch operator and voice of accident victim will be recorded. The recording is kept for 10 years.

## **6. Duties and obligations of each Party**

### **6.1. Service Content**

Since Bosch is operating outside of the Czech Republic territory, Bosch will not be able to call the PSAP on the nationwide number 112. Therefore it is needed to call the PSAP in the Czech Republic by using long-dial numbers.

#### **6.1. Undertakings of Fire and Rescue Service**

The undertakings of Fire and Rescue Service according to this agreement are:

- a) To provide Bosch with a telephone number (long-dial number) on which Bosch may reach the PSAP at any time;
- b) To provide Bosch with all necessary information to enable the inband transfer of the accident data to PSAP in the Czech Republic;
- c) immediately inform Bosch about new contact and/or new PSAPs in case of changes to the centre;
- d) inform Bosch in written form in a reasonable time period about new requirements/system changes related to the accident data transfer; all changes affecting the transfer of accident data by Bosch shall be developed and implemented by mutual consent.
- e) make sure that all calls to the specific telephone number can be answered by PSAP operators in English; and
- f) handle Bosch calls in the same way and according to the same routines, service hours and service levels that at each time apply to 112 calls.

### 6.3 Bosch's duties

Bosch is responsible for the following:

- a) to provide Fire and Rescue Service with the telephone numbers that will be used by Bosch to reach the PSAP in the Czech Republic;
- b) to provide a technical solution for the accident data transmission from the Bosch service center to the PSAP in the Czech Republic according to the standard EN16102;
- c) immediately inform the Fire and Rescue Service about new contact data in case of changes;
- d) ensure that the specific telephone numbers provided by Fire and Rescue Service are used only for Emergency Calls;
- e) that all calls will be transferred and communicated in Czech or Slovak language to the PSAP, in exceptional circumstances English. When such operators are on shift, English language can be used;
- f) provide the Fire and Rescue Service always with information about the type of emergency, activation method, exact time of accident, and the location of the accident;
- g) that each Emergency Call is properly checked by Bosch in order to verify that it is a true Emergency Call before PSAP is contacted; and
- h) to bear all the costs in a reasonable range involved in the set-up of communication links and interfaces used by Bosch for the transfer and forwarding of accident information to PSAP as specified in Annex 1 (Technical description: MSD - Data Transfer Bosch Automotive Service Platform to Fire Rescue Service of the Czech Republic), which constitutes an integral part of this contract, and according to the standard EN16102.

### 6.4 Procedure

During an Automatic Call, Bosch shall verify the call based on the available information. In case of an Emergency, Bosch shall transfer the call to the PSAP as soon as possible. The PSAP shall thereafter handle these calls according to the Czech standard procedure for 112 calls.

Bosch is responsible to screen all eCalls according to its eCall handling procedures to identify false alarms. The Czech emergency services may seek compensation from Bosch under the provisions of general law if false alarms are reported and Bosch has not undertaken reasonable efforts to identify them.

### 6.5 Bosch customers

If Bosch starts a further eCall service for a new car manufacturer or for additional vehicle classes like motorcycles or heavy trucks other than at present included in this agreement, Bosch shall inform Fire and Rescue Service 4 weeks before GoLive. At present the Bosch solution includes private cars, 2 wheelers and light trucks.

## 6.6 Languages

Bosch commits, that all Emergency Calls will be transferred in language in point 6.3 letter d) to PSAP of Fire and Rescue Service.

## 7. Duration of Contract

This agreement shall come into force on 01.12.2024 and will remain in force for two (2) years. This agreement shall be renewed for another period of one year in each case if neither party sends a notice of termination 90 calendar days prior to the termination date.

7.1 The cooperation shall start from 01.12.2024 onwards. In a first step, eCalls shall be forwarded via 3-way voice conference using the specific long-dial number provided by Fire and Rescue Service. A joint release test shall be done in the month of June 2024. For further car manufacturers these joint tests could be repeated 4 weeks before GoLive if the Parties agree on such tests. Bosch commits to establish a technical solution for the accident data transmission from the Bosch call center to the PSAP in the Czech Republic according to the standard EN16102. A joint release test shall be done in the month before GoLive of the system.

7.2 Fire and Rescue Service has the right to withdraw the access if Bosch does not handle Automatic Calls in accordance with this document. In such case this will be preceded by a written warning and a period of 6 months in which Bosch has to improve their procedures.

## 8. Confidentiality

### 8.1 Mutual confidentiality undertaking

Either Party shall use confidential information received from the other Party solely for the purpose of the intended cooperation and shall keep it confidential, i. e. shall not disclose it to third parties, directly or indirectly, orally or in writing or in any other way, shall not disassemble, decompile or translate software received hereunder into any other kind of code, and shall not open or disassemble samples received hereunder, except when expressly authorized in writing by the Party from which such information has been obtained. The Party providing the information retains all rights (including copyright and the right to apply or industrial property rights, such as patents, utility models, mask work protection etc.).

This shall not or no longer apply to information for which evidence has been furnished that it

- a) was publicly known at the time of disclosure or, through no wrongful act of the receiving Party, became publicly known thereafter; or
- b) had already been known to the receiving Party prior to such disclosure or was after such disclosure lawfully obtained from a third party without any obligation to keep confidential; or
- c) has been or is being developed by the receiving Party independent of any such Information disclosed by the other Party.

## 9. Miscellaneous

### 9.1 Force majeure

The Parties shall be relieved from liability for a failure to perform any obligation under this agreement during such period and to the extent that the due performance thereof by either of the parties is prevented by reason of any circumstance beyond the control of the parties, such as, but not limited to, war, warlike hostilities, mobilization or general military call-up, civil war, fire, flood or other circumstances of similar importance.

The Party desiring to invoke an event of force majeure shall give immediate notice to the other party of the commencement and the cessation of such event of force majeure, failing which the party shall not be discharged from liability for any non-performance caused by such event of force majeure.

Notwithstanding the foregoing the Party invoking an event of force majeure shall always be entitled to terminate this agreement with immediate effect if such events entail a significant ground or if performance of a certain obligation is delayed for more than thirty (30) days.

\* \* \* \*

This agreement has been drawn up in duplicate whereof each Party has taken one each.

Place: Frankfurt

Date:

Bosch Service Solutiouns GmbH

pki, BOSCH,  
DE, S, T,  
Stefan.Gross2

Digitally signed by pki,  
BOSCH, DE, S, T,  
Stefan.Gross2  
Date: 2025.03.09  
23:25:44 +01'00'

Place: Prague

Date:

General Directorate of Fire Rescue Service  
of the Czech Republic  
Name: Mjr Gen Ing. Petr Oslejsek, Ph.D.

**Ing. Petr Ošlejšek, Ph.D.**



Digitální podpis:  
06.03.2025 22:31:09



## **Annex 1 – Technical description: MSD - Data Transfer Bosch Automotive Service Platform to Fire Rescue Service of the Czech Republic**

Incident information is transmitted to the PSAP in the form of minimum set of data (MSD) via voice channel (in-band) data transmission at the at the initiation of a call to a geographic telephone number defined in the contract. The procedures defined in EN 16062 - Intelligent transport systems - eSafety – eCall high level application requirements (HLAP) using GSM/UMTS circuit switched networks (version 2024) shall be used for the MSD transmission process.

At any time during the call, PSAP may request that the MSD be resend. Once the MSD has been resent, the call must continue with the same Private service centre / Bosch service centre operator. The call cannot be initiated from the emergency call centre towards the Bosch Automotive Service Platform.

The MSD contains data specified by EN 15722 Intelligent transport systems - ESafety - eCall minimum set of data (version 2022):

1. msdVersion – MSD format version
2. messageIdentifier – message identifier
3. Control – consists of items automaticActivation, testCall, positionCanBeTrusted, vehicleType
4. VIN – VIN according to ISO 3779
5. vehiclePropulsionStorageType – Contains information about the presence of fuel storage in the vehicle sending the MSD message
6. timeStamp – timestamp of the original data message generated simultaneously with the eCall event represented in seconds elapsed since midnight on January 1, 1970 UTC
7. vehicleLocation – the last known location of the vehicle derived from the last possible moment before the report was generated
8. vehicleDirection – the last known direction of travel
9. recentVehicleLocationN1 – the previous known vehicle location before generating data for the MSD report (with vehicleLocation)
10. recentVehicleLocationN2 – the previous known position of the vehicle before recentVehicleLocationN1
11. numberOfOccupants – number of passengers in the vehicle based on available information. The item is optional
12. optionalAdditionalData – additional user data will not be sent, PSAP will not process the data