

Alarm Agreement between the State and SOS Alarm Sverige AB (corp. reg. no. 556159-5819)

1. Introduction

An alarm agreement (the Agreement) has this day been entered into between the State and SOS Alarm Sverige AB (the Parties).

SOS Alarm Sverige AB (SOS Alarm) is a publicly owned company¹ with a specifically mandated public service mission.² This means that SOS Alarm has a mission decided by the Swedish Parliament (Riksdag) to conduct activities aimed at generating effects other than financial return for the owner.³ The State governs SOS Alarm through, inter alia, the Agreement⁴, the State's ownership policy and principles for state-owned enterprises, ownership directives with mission objectives (for the part of SOS Alarm's operations that concerns coordinating and exercising the public alarm functions), as well as financial objectives.

Emergency number 112 is a European emergency number valid in all EU countries. It was introduced in Sweden on 1 July 1996, and SOS Alarm has the public service mission to be solely responsible for the emergency number and the national emergency response service. Anyone located in Sweden shall, by calling 112, be able to quickly reach public emergency agencies in emergency situations.⁵

2. Purpose and Scope of the Agreement

The Agreement regulates SOS Alarm's commitments and other obligations within the framework of the company's public service mission. The Agreement states that the State's compensation for the company's commitments is set out in the annual budget proposal adopted by the Riksdag and any supplementary budget. Where applicable, additional compensation to SOS Alarm for the company's commitments may be specified in the regulatory letter for the Swedish Civil Contingencies Agency (MSB) concerning appropriation 2:4 (clause 9.1.1). The purpose of the Agreement is to ensure safe and efficient handling of emergency calls and other emergency communication to emergency number 112, thereby creating favourable conditions for a cohesive emergency response service in society.

¹ SOS Alarm is owned in equal parts by the State and municipalities and regions through the Swedish Association of Local Authorities and Regions (SKR Företag AB).

² Proposition 1993/94:150.

³ The State's ownership policy and principles for state-owned enterprises 2025 adopted 20 February 2025.

⁴ SOS Alarm also provides, in accordance with its articles of association, alarm, alert, and monitoring services for remuneration and other compatible activities, which are not regulated by the Agreement.

⁵ Directive 2018/1972 of 11 December 2018.

3. Definitions

Definitions of relevant terms for the Agreement.

- **A-number:** Information about the caller's telephone number.
- **Emergency Response:** A response carried out by a public emergency agency.
- **Emergency Communication:** Communication with the national emergency response service through an interpersonal communications service.
- **Emergency Number:** A telephone number (112) in the established numbering plan for telephony.
- **Emergency Call:** A call to the national emergency response service via an emergency number within the established numbering plan for telephony.
- **Alarm Processing:** Assessment and handling of information arising from an emergency call and other emergency communication.
- **Follow-up Alarm Processing:** Commitments that SOS Alarm fulfils in connection with an answered emergency call or other handling of emergency communication (pursuant to clauses 4.1.1, 4.1.2 and 4.1.3) and which are performed entirely on the basis of separate service agreements with public emergency agencies (see clause 4.2.1).
- **Public Emergency Agencies:** Ambulance services, municipal and state rescue services, and police.

4. SOS Alarm's Commitments

4.1. The 112 Service

- 4.1.1. SOS Alarm shall receive and answer emergency calls and other emergency communication to emergency number 112.
- 4.1.2. SOS Alarm shall, on the basis of information obtained through emergency calls or other emergency communication, identify what has occurred and assess whether there is a need for immediate emergency responses by public emergency agencies, and in doing so determine which public emergency agency or agencies are involved in the incident. SOS Alarm shall, where technically possible, locate⁶ the caller's position and, via telephony or IT, forward the location information to public emergency agencies. SOS Alarm shall also, via telephony or IT, forward the A-number to public emergency agencies. However, SOS Alarm shall not be financially or otherwise responsible for the emergency agencies' own ability to receive location information or A-numbers from SOS Alarm through the use of IT.

⁶ This refers to location information that is transmitted to SOS Alarm's technical systems through automatic technical indication simultaneously as, or in connection with, the emergency communication is received by SOS Alarm, for example through Advanced Mobile Location (AML).

- 4.1.3. SOS Alarm shall, in a safe and efficient manner, transfer emergency calls and forward other emergency communication received via emergency number 112 to public emergency agencies. If SOS Alarm in connection with this needs to take additional measures beyond those set out in clause 4.1.2, this shall be regulated through agreements with public emergency agencies in accordance with clause 4.2.1. SOS Alarm shall not be financially responsible for such additional measures or for the emergency agencies' own ability to receive transferred emergency calls or other forwarded emergency communication received via emergency number 112.
- 4.1.4. Until 1 March 2026, SOS Alarm shall be responsible for the function of receiving, via 112, emergency communication by SMS, or other equivalent total conversation services where applicable, from persons whose disabilities constitute an impediment to voice calls, provided that pre-registration⁷ has been completed.⁸
- 4.1.5. SOS Alarm shall transfer emergency calls and forward other emergency communication to municipalities (social emergency on-call matters), the Swedish Customs (tips regarding smuggling), and the Poison Information Centre (acute poisoning cases). In connection therewith, SOS Alarm shall forward relevant information where this follows from an agreement with the relevant party.

4.2. Other Commitments

- 4.2.1. SOS Alarm shall offer public emergency agencies the opportunity to enter into agreements on follow-up alarm processing. When SOS Alarm enters into such agreements, the company shall consider the consequences for the 112 Service's goal fulfilment.
- 4.2.2. SOS Alarm shall maintain and continuously develop its capacity to perform follow-up alarm processing in accordance with separate agreements with public emergency agencies.
- 4.2.3. SOS Alarm shall be responsible for the special information number 113 13 in order to provide information in the event of serious accidents and crises, and to receive information via 113 13 and forward it to public emergency agencies and other relevant actors.

⁷ Applies to users residing in Sweden.

⁸ After 1 March 2026 emergency communication shall be processed in accordance with Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services and the requirements set out in Section V of Annex I (see clause 5.1.8).

- 4.2.4. SOS Alarm shall be responsible for the hotline number 116 000 regarding missing children and shall receive calls to the hotline number and forward them to the responsible authorities.
- 4.2.5. The Act (2023:407) on Important Public Announcements and ordinances issued pursuant to that Act contain provisions on SOS Alarm's duties regarding the receipt, forwarding, and transmission to terminal equipment of requests for important public announcements⁹. SOS Alarm shall, in consultation with the Swedish Civil Contingencies Agency (MSB), be responsible for the operation, development, and maintenance of existing systems for Important Public Announcements (VMA) via mobile and fixed telephony.¹⁰
- 4.2.6. SOS Alarm shall, on behalf of the relevant authorities and on its own initiative, forward information to
1. the duty officer (TIB) and the management functions of the emergency preparedness authorities pursuant to the Ordinance (2022:524) on State Authorities' Emergency Preparedness that are required by government decision to have such a function¹¹,
 2. the county administrative boards responsible for civil areas pursuant to the Ordinance (2022:525),
 3. as well as to the Swedish Armed Forces and the Government Offices.

The commitment to forward information includes establishing and continuously updating the necessary contact information to enable SOS Alarm to fulfil its commitment under this clause.

- 4.2.7. SOS Alarm shall participate in international cooperation regarding emergency number 112 and other matters concerning emergency response services within the EU and in the Baltic Sea region. SOS Alarm shall continuously adapt the national emergency response service to EU regulation in the area of emergency response to the extent it is related to SOS Alarm's commitments under the Agreement.
- 4.2.8. SOS Alarm shall receive and handle emergency communication via eCall, in accordance with Decision No 585/2014/EU of the European Parliament and of the Council on the deployment of the interoperable EU-wide eCall service.
- 4.2.9. SOS Alarm shall be responsible for public information regarding the use of emergency number 112 and other related numbers and information channels.

⁹ Ordinance (2023:579) on Important Public Announcements.

¹⁰ The Swedish Civil Contingencies Agency (MSB) has, pursuant to its instructions, the task of coordinating and developing the system for warning and information to the public in accordance with the Act (2023:407) on Important Public Announcements.

¹¹ The forms for information sharing shall be designed in cooperation with the Swedish Civil Contingencies Agency (MSB).

4.2.10. SOS Alarm shall be responsible for ensuring that the duty priest can be reached via emergency number 112. The commitment shall be regulated in an agreement between SOS Alarm and the Church of Sweden. SOS Alarm is entitled to charge a fee for this commitment to the Church of Sweden.

5. Operational Requirements

- 5.1.1. SOS Alarm shall conduct its emergency response operations at regional emergency centres in accordance with the Act (1981:1104) on the Operations of Certain Regional Emergency Centres.
- 5.1.2. SOS Alarm shall have an organisation and technology that ensures high quality and efficiency in the fulfilment of its commitments and other obligations under the Agreement.
- 5.1.3. SOS Alarm shall use the Rakel communication system for coordinated, robust, and efficient communication with public emergency agencies and other relevant actors. SOS Alarm shall, within the framework of its emergency response operations, participate in the development of the communication system.
- 5.1.4. SOS Alarm shall, based on developments in society, develop its operations within the framework of its commitments under the Agreement and, where necessary, in close cooperation with public emergency agencies.
- 5.1.5. SOS Alarm shall have good capacity to fulfil its commitments under the Agreement also during crises and extraordinary events pursuant to the Act (2006:544) on Municipal and Regional Measures Prior to and During Extraordinary Events in Peacetime and Heightened Alert, as well as during heightened alert pursuant to the Act (1992:1403) on Total Defence and Heightened Alert.
- 5.1.6. SOS Alarm shall be able to participate in relevant planning processes and work led by emergency preparedness authorities pursuant to the Ordinance (2022:524) on State Authorities' Emergency Preparedness.
- 5.1.7. SOS Alarm shall continuously take measures to obtain certification for its operations in accordance with applicable ISO standards and otherwise take measures aimed at raising or maintaining the quality of its operations.
- 5.1.8. SOS Alarm shall be able to receive and process emergency communication in accordance with Directive (EU) 2019/882 of the European Parliament and of the

Council of 17 April 2019 on the accessibility requirements for products and services, as well as in sign language¹² and languages other than Swedish. SOS Alarm shall offer providers of electronic communications services the opportunity to enter into agreements to provide communications services in order to meet the requirements of Directive (EU) 2019/882, Annex I, Section IV(a). Through separate agreements with public emergency agencies, language interpretation services may also be used for follow-up alarm processing.

- 5.1.9. SOS Alarm shall, with regard to regional emergency centres, comply with the requirements set out in Rules for Alarm Centres SSF 136 and Rules for Mechanical Intrusion Protection SSF 200.

6. Competence Requirements

- 6.1.1. SOS Alarm shall ensure that all SOS operators performing tasks within the 112 Service have the requisite competence for the performance of such tasks. SOS Alarm shall continuously monitor and ensure compliance with the competence requirement.
- 6.1.2. SOS Alarm shall ensure that the necessary categories of personnel are available for operations during heightened alert. For this purpose, the company shall, to the extent necessary, submit requests to the Swedish Defence Conscription and Assessment Agency for wartime placement of personnel.

7. Cooperation Requirements

- 7.1.1. SOS Alarm shall continuously engage in dialogue and cooperate with public emergency agencies and other relevant actors with the aim of ensuring the safest and most efficient operations possible within the framework of its commitments and other obligations under the Agreement.
- 7.1.2. SOS Alarm shall maintain and be responsible for a 112 Council, in which SOS Alarm shall offer the following actors to participate: the Swedish Association of Local Authorities and Regions (SKR), the Swedish Police Authority, the Swedish Maritime Administration, the Swedish Coast Guard, the Swedish Civil Contingencies Agency (MSB), the Swedish Customs, the Poison Information Centre, the Swedish Post and Telecom Authority (PTS), the National Board of Health and Welfare, the Church of Sweden, the county administrative boards, the

¹² Through the Swedish Post and Telecom Authority's (PTS) relay service bildtelefoni.net.

Swedish Transport Administration, the Swedish Transport Agency, and the Swedish Accident Investigation Authority. SOS Alarm may, as needed, invite other actors to the Council.

- 7.1.3. SOS Alarm shall, to the extent required and possible under applicable regulations, at the request of public emergency agencies or other relevant actors, provide data and information from the 112 Service and follow-up alarm processing that may contribute to improving the future handling of accidents and other incidents, as well as accident prevention efforts.

8. Monitoring, Control, and Reporting

- 8.1.1. SOS Alarm's fulfilment of its commitments under the Agreement shall be reported and analysed in SOS Alarm's operational report (the 112 Report) and shall cover a full calendar year.
- 8.1.2. SOS Alarm shall, no later than 1 March each year, submit a financial basis to the Government (with identical copies to the Ministry of Defence and the Ministry of Finance). The financial basis shall contain SOS Alarm's proposal for financing and the State's compensation to SOS Alarm for the company's fulfilment of its commitments under the Agreement for the three immediately following budget years. In the event that SOS Alarm identifies a need for increased compensation due to increased costs for operations or investments to fulfil its commitments under the Agreement, the financial basis shall contain detailed information thereon, such as costs, investment plan, financing plan, and expected benefit/return.
- 8.1.3. In the report that SOS Alarm shall submit annually to the Government (with identical copies to the Ministry of Defence and the Ministry of Finance) regarding the most recently concluded financial year, the company shall, in its financial reporting, make a clear distinction between the commitments arising from the Agreement and the company's commercial operations¹³ through separate accounting. The company shall also annually report how the State's compensation pursuant to clause 9.1.1 has been used.
- 8.1.4. SOS Alarm shall, at the request of the supervisory authority designated by the Government, grant that authority access to all of the company's premises and, at the request of the authority, provide the information and documents necessary for

¹³ SOS Alarm has, pursuant to its articles of association, the possibility to conduct competitive activities for remuneration, which are not regulated by the Agreement.

the authority's supervision of SOS Alarm's compliance with its commitments and other obligations under the Agreement.

- 8.1.5. The adopted ownership directive contains the mission objectives applicable to the part of SOS Alarm's operations that concerns coordinating and exercising the public alarm functions in accordance with this Agreement, as well as the requirement to report outcomes against the mission objectives in the annual report.

9. Financial Compensation

- 9.1.1. The State's compensation to SOS Alarm for the company's commitments under the Agreement is set out in the annual budget proposal adopted by the Riksdag and any supplementary budget concerning appropriation 2:5 (Compensation to SOS Alarm Sverige AB for emergency response service pursuant to agreement). The compensation shall be paid semi-annually in advance in two equal instalments on 1 January and 1 July, respectively. Where applicable, additional compensation to SOS Alarm may be specified in the regulatory letter for the Swedish Civil Contingencies Agency (MSB) concerning appropriation 2:4 (Crisis Preparedness).
- 9.1.2. SOS Alarm's reporting pursuant to Section 8 constitutes an important basis for the Government's considerations regarding the level of the State's compensation for the company's commitments under the Agreement.
- 9.1.3. In the event that compensation from the State to SOS Alarm for the company's fulfilment of its commitments under the Agreement results in the company being overcompensated, such compensation shall be repaid to the State.

10. Validity and Termination of the Agreement

The Agreement replaces the alarm agreement signed between the State and SOS Alarm on 21 December 2023. The Parties are entitled to request renegotiation of the Agreement if changed circumstances mean that the conditions for the Parties' cooperation have materially changed or can on good grounds be expected to materially change. New regulation or the development of technical standards relating to emergency communication may be examples of such changed circumstances. The Agreement enters into force on 17 October 2025, at which point it replaces the previous agreement, and remains in force until further notice with a 36-month notice period (provided that SOS Alarm fulfils its commitments during the notice period and that compensation is paid pursuant to clause 9.1.1). Notice of termination shall be given in writing. Termination may not occur without the approval of the Riksdag.

The Agreement has been drawn up in two (2) copies, one for each Party.

Stockholm, 17 oct 2025

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For the State

For SOS Alarm Sverige AB

Carl-Oskar Bohlin

Madeleine Raukas