



Means to call emergency services: SMS access to 112

EENA Thematic Newsletter

The European emergency number 112, which is used to contact emergency services free of charge all over the EU, is currently not accessible by other means than voice calls in the majority of countries. It is crucial that local citizens and foreign travelers are able to access appropriate emergency services whenever they need them, and to have confidence that they will be able to do so. This is even more important if we take increasing mobility of people within the EU and the growth of the European Union into account.

Voice communication between citizen in distress and emergency services is not always possible. The Silent, hang up and abandoned calls EENA Operations Document details circumstances where it can happen that producing any sound to communicate to emergency services can put the person in an even worse situation. Silent communication like SMS could in these cases save lives.

Furthermore, people with hearing and speaking disabilities are likely to face great barriers to communicate with emergency services in case of need. In 2009, the revised Universal Service Directive invited Member States to ensure that access for disabled end users to emergency services is equivalent to that enjoyed by other end users. SMS cannot be considered as a full equivalent access solution but can be suitable for people with disabilities to access emergency services.

EENA gathered several documents on the SMS access to emergency services topic. You will find them below. Enjoy your reading!

EENA documents

 [SMS access to 112 EENA Operations Document \(694KB\)](#)

 [112 Accessibility for People with Disabilities EENA Operations Document \(1647KB\)](#)

 [Silent, Hang-up and Abandoned 112 Calls EENA Operations Document \(315KB\)](#)

[Update on REACH112 & NG112 \(see slide 9 on SMS\), Control Room Communications conference, December 2012](#)

Presentations made during EENA events

 [112 SMS in Estonia, Alina Jakel, Emergency Response Centre of Estonia \(EU Emergency Services Workshop 2011, Hungary\) \(385KB\)](#)

 [112 SMS in Luxembourg, Charles Brück, Rescue Services Agency \(EU Emergency Services Workshop 2011, Hungary\) \(838KB\)](#)

 [112 SMS in Sweden, Per Palm, SOS Alarm \(EU Emergency Services Workshop 2011, Hungary\) \(278KB\)](#)

 [SMS in the Control Room, David Warren, Cassidian \(EU Emergency Services Workshop 2011, Hungary\) \(778KB\)](#)

 [Emergency SMS Trial in the UK, John Medland, BT \(EU Emergency Services Workshop 2010, Spain\) \(103KB\)](#)

 [Text Emergency Call Service WAP 112 in Slovenia, Romana Slabe, Ministry of Defence of the Republic of Slovenia \(EU Emergency Services Workshop 2010, Spain\) \(1781KB\)](#)

Studies, Surveys, Articles

[How to use the 112 Text Service for Emergency Services in Ireland, BT Ireland, July 2012](#)

 [112 SMS in Sweden, SOS Alarm, January 2011 \(385KB\)](#)

 [112 SMS service in Luxembourg, Rescue Services Agency Luxembourg, January 2011 \(197KB\)](#)



 [Emergency SMS in Iceland, "Neydarlinan" 112 Iceland, May 2009 \(25KB\)](#)

[Current status and availability of Total Conversation systems, aspirations of users; Legal requirements and structures of emergency services in each Participant country, REACH112 project consortium, August 2010](#)

[Implementation of an SMS-based emergency service in Finland, Working group for emergency communications, FICORA, 7 February 2005](#)

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