ACCESSIBILITY REPORT CARD
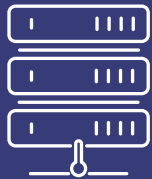
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Bridging Gaps.
Saving Lives.

Connecting citizens, PSAPs, and TPSPs.

Emergency Infrastructure
Fast. Resilient. Connected.

An emergency infrastructure must be fail-proof, every day. And especially during natural disasters and in critical network situations.

(Geo)redundancy, configurable (re)routing functions, and flexible API integration for Third Party Service Providers (TPSPs) ensure that every emergency call reaches its destination. No matter where it comes from.

- ☑ eCall integration
- ☑ Leaderless replication
- ☑ ISO 27001 certified

Emergency Communication
Accessible. Easy. Independent.

What if anyone could send emergency calls with just a few taps – no need to speak or listen on the phone?

The RSQnow mobile app ensures independence and security for people with hearing or speech impairments. Enabling authorities and organisations to comply with EU accessibility regulations.

- ☑ Multilingual mobile app
- ☑ Chat function
- ☑ Continuous location tracking

Our Success Story

We empower everyday lifesavers in Germany – in more than 300 PSAPs.

We developed, set up, and operate the official emergency call app system of all German Federal States. With more than 3 years of 100 % uptime.

RSQnow

Your Emergency Communication Infrastructure.
rsqnow.com | E-mail: mail@rsqnow.com | Phone: +49 221 28 26 780

Foreword

For 112 Day 2026, EENA is publishing its first-ever Accessibility Report Card. The report draws on interviews with ESSN members and outlines the state of accessible emergency communications across the European Union, Norway and the UK. Before examining accessibility at a national level, however, it would be beneficial to briefly reflect on the broader trends shaping accessible emergency communications in Europe at the start of 2026.

The Accessibility Report Card comes at a time of transition for accessibility in the EU. While the European Accessibility Act began to apply on 28 June 2025, Public Safety Answering Points (PSAPs) were granted a two-year extension to fully implement Real-Time Text (RTT) and, where available, Total Conversation. Real-time text allows characters to be transmitted instantly as they are typed, enabling immediate, interactive text communication, while Total Conversation integrates real-time text, voice, and video into a single, seamless multimedia communication session.

Alongside this transition, other accessible means of accessing 112 already exist. However, these systems, and the manner in which they are implemented across Europe, largely do not meet the six functional equivalence criteria set by the European Commission in Delegated Regulation 2023/444. This Delegated Regulation requires accessible emergency communications to provide interactive, two way communication, to be available without pre-registration, including while roaming, to be free of charge, to be capable of being routed to the most appropriate PSAP, to provide equivalent levels of caller location, and to be known by end users with disabilities to the same extent that 112 is known by other end users.

As of December 2025, one country, Ireland, has fully implemented native RTT. Twenty EU Member States reported that they were working to implement the technology, with most indicating that they plan to implement it by the extended deadline of 28 June 2027 or earlier. Three countries stated that they were not working to implement RTT, while three others did not provide information. In addition to native RTT, six countries have app-based RTT, with a further two countries planning to develop it.

Twelve countries plan to implement Total Conversation, indicating a higher interest in implementing the technology than previously anticipated. Of these, four provided deadlines before 28 June 2027, while the remainder reported longer, undefined deadlines or indicated that a roadmap had not yet been set. In the meantime, five countries have implemented app-based Total Conversation, while eight more are considering implementing it.

Despite this progress, given that 28 June 2027 is now less than 18 months away, it is clear that the implementation of technologies which can ensure functional equivalence in Europe remains slow, with several countries expecting to miss the 2027 deadline. Member States therefore continue to lean heavily on native legacy solutions and over-the-top solutions, with the most important legacy system being SMS, and the two most important over-the-top solutions being apps and web-based services. Other legacy accessibility systems, such as fax, also exist, but are not in widespread use.

As a general rule, legacy solutions such as SMS are widely available and often do not require pre-registration, but cannot provide interactive communications during emergencies. On the other hand, app- and web-based systems can offer a high quality of interactive communication for end users, such as video or Total Conversation, but are by their nature limited to those who download the app or save the web service prior to an emergency.

Almost all EU Member States, along with the UK and Norway, now offer SMS to 112, with the exceptions being Cyprus, Poland, Bulgaria, Portugal and Germany. Cyprus plans to implement SMS to 112 in late 2026. Most of these countries provide a short number, in most cases 112, to which an end user can send an SMS, though five still require a long number. Access is not always universal, with nine countries requiring pre-registration, sometimes to limit overall use, and in other cases to prevent abuse. Quality of service also remains a concern, with a little over half of countries reporting that the technology did not work reliably while roaming, and eight countries reporting that SMS-based emergency communications in their country did not transmit caller location.

Apps have grown in importance, with twenty countries, including the UK and Norway, now having an app for people with disabilities. Three additional Member States are now implementing apps, which, based on the population of the countries concerned, means that well over 90% of the EU's population will live in a country where an accessible app exists for emergencies. However, most apps are not PEMEA interoperable, limiting their usability while roaming. App functionalities also vary widely, from RTT, video and Total Conversation in some countries, to text-based conversation in others.

Five countries, including four EU Member States and the UK, have web-based services. Generally, these services offer high functionality, with four out of five respondents noting that the technology was used for video conversations, such as Total Conversation, in their territory. Two more countries are planning to implement web-based services, both of which will also be used for Total Conversation.

Given the increasing (and growing) numbers of Member States with SMS- and app-based or web-based solutions, one of the surprising findings of this report card is therefore that the EU, Norway and the UK now offer largely consistent accessibility services for people in emergencies, with the caveat that these services do not meet several of the requirements for functionally equivalent emergency communications.

This report not only assesses the accessible technologies used by people to access 112, but also looks at how people can interact with these services. For many users, access to appropriate technology alone is insufficient; specialised communication support is also required. This is particularly relevant for sign language users, who may need to communicate in sign language to ensure effective emergency communications.

Three EU countries employ sign language interpreters directly within their PSAPs, while a further ten countries (eight EU Member States, along with Norway and the UK) work with relay centres to provide sign language interpretation during emergencies. With just thirteen out of twenty-nine countries offering sign language services for people in emergencies, deaf people therefore face very unequal levels of access to 112 across Europe.

Finally, this report looks at how PSAPs are preparing for new types of accessibility technologies, assessing both progress on implementing the packet-switched communications which enable RTT and Total Conversation, and the work done by PSAPs to train their operators and prepare the public for new accessible technologies. The majority of countries reported having specific procedures in place to raise awareness of 112 and to improve training for PSAP staff in handling accessible forms of emergency communication, with several giving examples of best practice.

Eighteen countries reported that they have upgraded to packet-switched communications, meaning that eleven countries remain reliant on circuit-switched communications. Of these eleven, six indicated that they would transition to packet-switched technologies within the next two years or had already begun the process, while the remaining five either did not provide a response or indicated that no timeline had been set. As packet-switched technologies are required to support RTT and Total Conversation, delays in its implementation will delay the rollout of these technologies.

In conclusion, while Europe is making gradual progress towards the implementation of RTT and, where available, Total Conversation, current timelines indicate that many countries will miss the 2027 deadline. In parallel, a degree of convergence is emerging around interim accessible solutions for emergency communications, involving SMS, apps and web-based services. However, while people with disabilities across Europe are increasingly using the same technologies to get help in an emergency, the quality and reliability of these services vary widely across countries, especially for those with additional communications needs, such as sign language users. As a result, at the start of 2026, accessible emergency communications across Europe remain uneven, reinforcing the need for fully standards-compliant, native solutions like Total Conversation and RTT, which can deliver reliable and interoperable access to 112.

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Ireland

General Information

Responding Organisation

BT ECAS

Report applies to:

All of the country

Please name the existing national laws or rules on accessibility for 112, and rules for 112 in your country.

EAA, EECC, Communications Regulation Amendment act 2007

Are there any new laws or other rules on accessibility for 112 which are in development? At national level or at your regional level (if applicable)?

No

What emergency numbers do you have for emergency communications? Please include all national emergency numbers as well as any emergency numbers which are reserved for people with disabilities.

112, 999

Accessible Technologies

Real Time Text

Do you currently have native Real Time Text?

Yes

Does this feature work for roaming users?

Yes

Will this feature work for all emergency numbers, and if not, which numbers will it work for? If not, please list the numbers it will work for.

Yes. Native Real-Time Textis an Emergency call and 3gpp specifications govern the operation of the device including triggering an emergency call depending on the emergency numbers number list on the device.

Have you integrated RTT directly onto your CAD?

Yes

What testing have you done to ensure this technology works well, including while roaming?

Extensive testing carried out by PSAP and MNO.

How many RTT have you received in the most recent period of time for which you have records? (eg, in a week, month, X number of months)

0 Real RTTs until September 2025. Lots of test RTTs

Do you have app-based RTT?

No

Total Conversation

Are you currently planning to implement native Total Conversation?

No

Do you currently have app-based Total Conversation?

No

Are you planning to implement app-based Total Conversation?

No

Can you give any reasons for currently deciding not to implement either app-based or native Total Conversation? (only answer if you have no plans to implement any form of Total Conversation)

App-based services do not meet the equivalence requirement as per the EAA. 3GPP and ETSI standards for native Total Conversation are not available.

SMS

Do you currently offer SMS to 112/other emergency numbers?

Yes

What emergency numbers do you use for SMS to PSAP?

112

Does this feature require pre-registration?

No

Has this feature been widely promoted among its potential users?

Yes

Are SMS free of charge?

Yes

Does this feature work for people while international roaming in your country?

Yes

Do SMS trigger caller location to PSAPs?

Yes

If Caller location is sent, what type?

Handset-derived caller location, such as AML

Is this service usable by users in Limited-Service State?

No

Where are SMS routed to? The same PSAP as for other emergency communications from the same area, or to another dedicated PSAP?
ECAS. Single stage 1 PSAP for all Emergency Communications.

How many SMS do you receive per year? (most recent year for which records are available, or if not possible, any data on number of SMS received in a given time period)
1,000 in previous quarter.

Emergency Apps

Does your country/region have an app for accessible access to emergency services?
No

Are you currently working to implement such an app?
No

Web-Based Services

Does your country/region have a web-based service for accessible access to emergency services?
No

Are you currently working to implement a web-based service?
No

Sign Language and Relay Centres

Do your PSAP employ sign language interpreters?
No

Do you work with/receive calls from accessibility relay centres for any types of emergency communications (eg, sign language relay centres)
Yes

What type of accessibility do these centres support? (eg, sign language)

Text and Web-based RTT.

Are these services available to callers 24 hours per day, 7 days per week?

No

If these centres are not open 24/7, what are their opening hours?

08:30-18:30 Monday-Thursday 09:00-21:00 Friday and Saturday 10:00-18:00 Sunday and Public Holidays

Is this service free to use in emergencies?

Not intended for emergency use but can be used if necessary.

Does this service work for users while roaming in another EU country?

Unknown

Are you able to receive caller location from people using these relay centres?

No

Can people contact these relay centres in an emergency while in Limited-Service State?

No

Can you provide us with any other information on these relay centres (eg, name, more details on relationship with 112).

Ireland's General Text Relay Service. Not intended to be used for emergency communications but can relay calls to ECAS on dedicated number should the need arise. https://itrs.ie

Other Questions, Training and Best Practices

Do you have any other types of accessible features for 112?

No

Do you have any plans to withdraw older accessibility features as new ones are implemented?

No

Have you identified any specific issues for your accessibility features connected to the 2G/3G shutdown and the move to packet-switched PSAPs?

No

Has your PSAP upgraded to Packet-switched Networks?

Yes

Have you done work to publicise your accessible means to contact 112, such as public meetings, advertising, awareness raising with stakeholders?

Yes

Have your staff been trained for working new types of accessible features?

Yes

If staff have been trained, can you identify any lessons/good practices which could be helpful to share with other PSAPs?

The handling of RTT+Voice calls requires careful guidelines for call takers. This is significantly different to how they previously handled SMS.

How did you involve stakeholders/communities while developing accessible features for 112?

Regular liaison meetings with Telecoms Industry partners, Emergency Services, and Government stakeholders. Government owns the relationship with other groups such as disability groups.

Where can we find additional information about your accessible services?

https://112.ie

Have any evaluations/impact assessments been performed on your accessible services?

No

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