

EU Countries: Accessibility to Emergency Services via SMS and other methods

Country	SMS Service?	Pre-registration required?	Other available methods	Additional information
Austria	Yes	No	-Fax -Email	
Belgium	Yes	Number is given to people who are deaf, hearing impaired or who have a speech impediment	-Smartphone app: APP 112 BE, including chat option for people with disabilities. -Fax	
Bulgaria	No			The tender for improving accessibility for people with disabilities was opened in August 2018.
Croatia	Yes	No	-Fax	
Cyprus	No		-Fax	
Czech Republic	No			No additional information provided
Denmark	Yes	No	-Smartphone app: Akuthjælp til døve allows people with hearing impediments to live chat with an operator	
Estonia	Yes	Yes		
Finland	Yes	Yes	-Smartphone app: 112 Suomi	
France	Yes	No	-Fax	
Germany	No		-Fax -Smartphone app, but not fully deployed	
Greece	No		-Fax	
Hungary	Under development	No		
Ireland	Yes	Yes		
Italy	Yes	No	-Smartphone App: 112 Where are U, SOS Sordi, -Fax	
Latvia	Yes	Pre-registration required to ensure people with speech and hearing disabilities are contacted only with SMS	-Smartphone app: Mana Drošība	

Lithuania	Yes	No	
Luxembourg	Yes	No	-Fax
Malta	Yes	Yes	-Smartphone app: 112mt, including web chat, real-time text
Netherlands	Yes	Yes	-Smartphone app: 1-1-2 app -Video calls including total conversation, via Sign Language Service -Real-time text -Total Conversation Voice Channel
Poland	Yes	Yes	
Portugal	Yes	Yes	-Smartphone app: 112 mobile, includes video call with instant Portuguese sign language translation or written chat -Video calls
Romania	Yes	Yes	
Slovakia	Yes	No	
Slovenia	Yes	No	-Smartphone app: WAP 112, includes real time text
Spain	Yes	Yes in Aragon, Extremadura	-Smartphone apps (differ per region) -Real time text in some regions -Fax
Sweden	Yes	Yes	-PSTN text telephone direct call to 112 -Video phone and Total Conversation call indirectly through 112 SIP address in video relay service for sign
United Kingdom	Yes	Yes	-Real-time text -Text relay -Fax

*All information is taken from EENA's annual publication: Public Safety Answering Points, Global Edition 2018.