

Contact 999 or 112 by SMS text

How do I use emergency SMS?



Register

You will only be able to use this service if you have registered with emergency SMS first.

Register now: don't wait for an emergency

To register, text 'register' to 999 or 112. Almost immediately you will get a reply - then follow the instructions you are sent.

In an emergency

> Text 999 or 112

We need to know:

> Who?

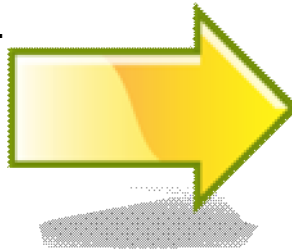
Police, Ambulance, Fire and Rescue, Coastguard or Mountain Rescue.

> What?

Briefly, what is the problem.

> Where?

Exactly where the problem is happening - give the house number & post-code or name of the road or nearby landmarks if possible grid reference.



What Happens next?

The emergency service will either ask for more information or will tell you that help is on its way.

Don't assume that your message has been received until the emergency services sends a message back.

It will usually take about two minutes before you get a reply. If you don't get a reply within three minutes please try again or find other ways of getting help.

What is emergency SMS?

If you cannot make voice calls, you can now contact the 999 or 112 emergency services by SMS text from your mobile phone. Emergency SMS is part of the standard 999 or 112 service, which has been designed specifically for people with hearing loss, speech difficulty or people who like the outdoors.

Since September 2009, the emergency SMS service has successfully handled hundreds of real emergency calls. Thanks to this service criminals have been arrested, lives have been saved.

What is an emergency?

Please do not send test or non-emergency texts - only use emergency SMS for real emergencies.

For example, if:

- ◆ Someone's life is at risk
- ◆ A crime is happening now
- ◆ Someone is injured or threatened
- ◆ There is a fire and people are trapped
- ◆ You need an ambulance now
- ◆ Someone is in trouble on the moors, cliffs, shoreline or is missing at sea.

The emergency SMS service has been developed by RNID, BT, Cable & Wireless, the Department of Communities and Local Government OFCOM, the UK emergency services and all mobile network operators.

For more information, visit:

www.emergencysms.org.uk

www.rnid.org.uk/esms

Please note this service works throughout the UK on all mobile networks, it cannot be used from abroad.