



Emergency Mobile Calls

The question is:-

1. do you own a mobile phone?
2. do you use your mobile phone?
3. do you wonder **what you would do, in an emergency, if you were out of range of a signal?**

The answer to the third question is that you can use your phone to get help by using the EMERGENCY SMS service.

This emergency service is an add-on to the existing 999 and 18000 services in the U.K. The SMS text message, you send on your mobile phone, would be relayed to 999 through the **Text Relay 18000** service, and the 999 Advisors reply would come to you as an SMS message.

So if an emergency arises and there is no signal on your phone, you would text to 999, say which emergency service needed (ambulance, police, fire, mountain rescue, coast guard) and also give brief details of the problem. You will of course also need information about where you are. (grid reference, street name, landmark, postcode etc.) You will respond by text to any questions put to you by the 999 Advisor.

How do I arrange this for my phone?

All you have to do is REGISTER your phone by texting the word "**REGISTER**" to **999** and then follow the instructions you are sent.

The service is free of charge.

For more information visit www.emergencysms.org.uk

If you do have a signal should you ring 112 or 999? Either is the answer.

Calls to 112 are automatically routed to 999.

Why have 112? It was decided by the E.U. that a common code for emergency services across the whole of the E.U. was desirable and 112 was adopted. Countries like ours that already had an emergency number were allowed to keep it - hence we can use 112 or 999 -

they are the same service.