

# Contact **999** by **SMS text**



# What is emergencySMS?

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

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

# What is an emergency?

Only use emergencySMS 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 or people are trapped
- you need an ambulance urgently
- someone is in trouble on the cliffs, on the shoreline or is missing at sea.

**Do not send test or non-emergency texts.**

This service works throughout the UK on all mobile networks. It cannot be used from abroad.

# How do I use emergencySMS?

## Register

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

**Register now: don't wait for an emergency.**

To register, text **register** to 999. You will get a reply – then follow the instructions you are sent.

## In an emergency

### > Text 999

We need to know:

#### > **Who?**

Police, Ambulance,  
Fire and Rescue  
or Coastguard.

#### > **What?**

Briefly, what is  
the problem.

#### > **Where?**

Exactly where the  
problem is happening –  
give the name of the road,  
house number, postcode  
or nearby landmark,  
if possible.

## What happens next?

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

Don't assume that  
your message has  
been received until the  
emergency service 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.

The **emergencySMS** 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](http://www.emergencysms.org.uk)

[www.rnid.org.uk/esms](http://www.rnid.org.uk/esms)



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