

**Help us to trial  
emergencySMS!**



# Help us trial emergencySMS

If you have a hearing loss, or have difficulty talking, you might not be able to make a voice call from a mobile phone to contact the emergency services directly.

A pilot SMS service that allows you to send a text message to the 999 UK emergency service will be trialled this autumn. We want as many people to register for this trial as possible – **but only people who can't make voice calls.**

**Register from 14 September so you can use the service. It could be a vital service for you if you can't make a voice call.**



## 1 Register

Register online at [www.emergencysms.org.uk](http://www.emergencysms.org.uk) or text the word **'register' to 999**. Then follow the instructions you receive.

**You cannot register or use the service before 14 September 2009.**

## 2 Send an SMS text to 999

Please do not make test texts – only use emergencySMS for real emergencies.

State:

**Who?** Police, Fire and Rescue, Ambulance or Coastguard.

**What?** Briefly, what is the problem.

**Where?** Exactly where is the problem. Give the name of the road and town if possible. Plus more information such as a house number or nearby landmarks.



## 3 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. **A 'delivery report' doesn't mean your message has been received.**

**It will typically take about 2 minutes before you get the first reply. If you don't get a reply within 3 minutes please try again or find other ways of getting help.**

## Using the pilot service

Please do not make test texts – only use emergencySMS for real emergencies.

For example, if:

- a person's life is at risk
- a crime is happening now
- someone is injured or threatened
- the person who is committing a crime is near
- 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.

Remember, you will only be able to use it if you have registered with emergencySMS first. This is a UK-wide service but it cannot be used from abroad.

The pilot service starts on 14 September 2009. You can only use the service with the phone you have registered.

For more information and to register, visit the website  
[www.emergencysms.org.uk](http://www.emergencysms.org.uk)



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