

# Help us try emergencySMS!

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

A pilot scheme that allows you to send a text to the 999 UK emergency services will begin this autumn. **We want as many people to register as possible – but only people who cannot manage voice calls.**

Once registered, you will be able to use the service in emergencies during this pilot. Register from 14 September so you can use the service when needed. It will be an alternative to making a voice call to 999.

## 1. REGISTER

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

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

## 2. SEND SMS TO 999 IN AN EMERGENCY

**Please do not make mock calls – only use emergencySMS for REAL emergencies (see also “IMPORTANT” below).**

**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 landmarks.

## 3. WHAT HAPPENS NEXT?

The emergency service will either ask for more information or 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' does not mean your message has been received.**

**It will take about 2 minutes before the first reply. No reply within 3 minutes? Please find other ways of getting help.**

## IMPORTANT

**Please do not make mock calls – 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 shoreline or missing at sea.

**And remember, you will only be able to use it if you have registered with emergencySMS first.**

**This is a UK-wide service but cannot be used from abroad. The pilot starts on 14 September 2009 and runs until the end of November. 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)**