

# EENA Conference Call

UK – emergency SMS trial

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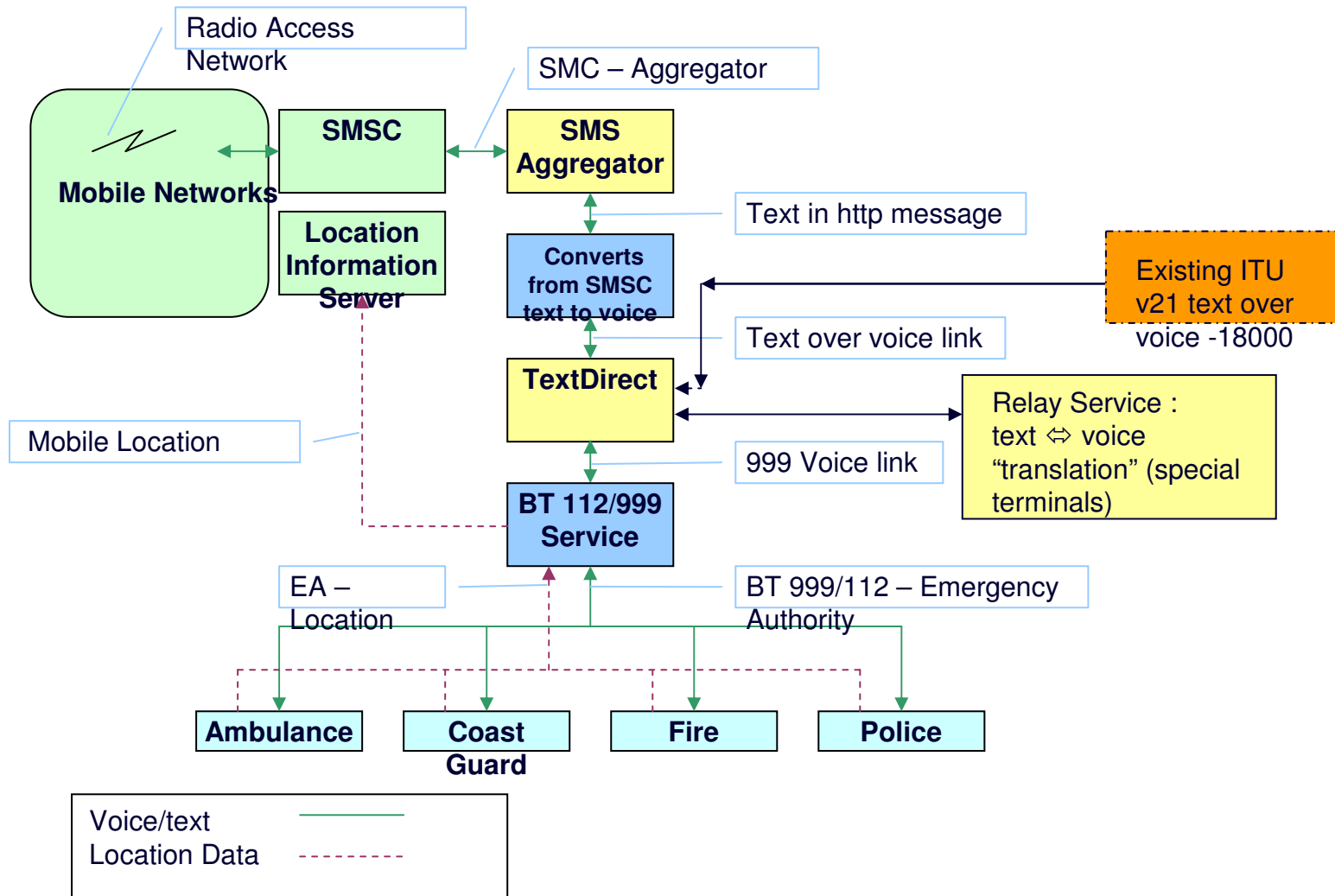


# Background to emergency SMS trial

- Real-time text service already exists in UK – requires special terminals (modem based)
- Demand from deaf users : know SMS limitations but want something that fits with how they normally communicate
- Police services in some areas of the UK already have (different) SMS contact numbers
- Limitations and risks of SMS outweighed by user view that :-
  - current situation is often even riskier (where a person can make no report by voice and has to spend time searching for someone to make a voice call to report incident)
  - no current widely available alternatives to SMS

# Trial objectives

- Single national access mechanism for SMS messages to the 999 service for speech and hearing impaired users
- In addition to real time text service (modem based)
- Registered users to limit use by those that have better options (open registration) :
- Specific instruction when users register : users told they must continue to seek help until text is acknowledged by PSAP
- Direct access to **all** the emergency service PSAPs that should not need to make changes to their call handling equipment or operator training
- Access to same automated location systems that are available to voice and text phone calls



# Summary

- eSMS Trial to commence with registered users in UK in September 2009

## NOTE

- From a policy perspective I consider emergency SMS a temporary solution – but need more widespread IP based services for user terminals and PSAPs in order to improve access.