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Alternative means of access
to emergency services
through emergency
communications

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Mobile

Introduction to Emergency Services when Roaming in Europe

Alternative means of access to Emergency Services in the EU.

This document has been developed for ease of presentation and is based on data sourced from the single European wide database of emergency services.
This is available at Emergency Means | BEREC (europa.eu)

Please note the detail included applies for countries listed only.

Emergency Call Information			
Country	**Means of Access**	**Number / Description**	**Link**
Austria	Voice Call	112 European emergency number (Police) 122 Fire brigade 144 Ambulance 140 Mountain rescue	
Austria	Mobile App	112 European emergency number (Police) 122 Fire brigade 144 Ambulance 140 Mountain rescue	https://app.dec112.at/
Austria	SMS / Text		https://app.dec112.at/
Belgium	SMS / Text	Texting to urgent medical assistance and texting to urgent police assistance	https://www.112.be/
Belgium	SMS / Text	App 112 BE	
Bulgaria	Mobile App	Mobile application for Android platform	https://play.google.com/store/apps/details?id=bg.mvr.help112
Bulgaria	Mobile App	Mobile application for iOS platform	https://apps.apple.com/bg/app/112-bulgaria/id1450618524
Bulgaria	Mobile App	Mobile application for a web based browser application for stationary and mobile computers.	https://112.mvr.bg/#/sign-in
Croatia	SMS / Text	Send text to +385 98 8100 112	
Croatia	Voice Call	112 - European emergency number	
Cyprus	Voice Call	112 (Police, Ambulance and Fire Department)	

Emergency Call Information			
Country	**Means of Access**	**Number / Description**	**Link**
Czech Republic	SMS / Text	Send text to +420 720 000 112	
Czech Republic	Voice Call	112 Single European Emergency Number 150 Fire Brigade 155 Emergency Medical Service (Ambulance) 158 Police	
Denmark	SMS / Text	N/A	
Estonia	Voice Call	112 European emergency number	
Estonia	Voice Call	1247, National Information Centre which offers information and advice in situations where life, health and property are not at risk.	
Finland	Mobile App	112 Suomi application allows users to make emergency voice calls.	https://112.fi/en/112-suomi-application
Finland	SMS / Text	Send text to 112 (only allowed for pre-registered numbers)	
Finland	Voice Call	112 European emergency number	
France	Mobile App	App voice App messaging App real time text App total conversation	https://play.google.com/store/apps/details?id=fr.urgence114.urgence114&utm_sourâ€
France	Mobile App	App voice App messaging App real time text App total conversation	https://apps.apple.com/fr/app/114/id1437499014
France	Internet browser	real time text or total conversation	https://www.info.urgence114.fr/

Emergency Call Information			
Country	**Means of Access**	**Number / Description**	**Link**
Germany	Voice Call	110 Police	
Greece	Voice Call	112. Other emergency numbers are also available.	https://www.civilprotection.gr/en/112-emergency-communications-service
Hungary	Voice Call	112 Ambulance, Fire brigade or Police	
Iceland			
Italy			
Latvia	Mobile App	Emergency applications	
Latvia	SMS / Text	SMS as a part of Public Warning in the case of the emergency situation	
Latvia	Relay services	SMS to 112	
Liechtenstein	Voice Call	112 European emergency number 117 Police 118 Fire brigade 143 Helping hand (in german "Dargebotene Hand") 144 Ambulance 145 Tox info 147 Helpline for children and young people	

		Emergency Call Information	
Country	**Means of Access**	**Number / Description**	**Link**
Liechtenstein	Mobile App	112 European emergency number 117 Police 118 Fire brigade 144 Ambulance	https://play.google.com/store/apps/details?id=li.landespolizei.polizeiFl
Liechtenstein	Mobile App	112 European emergency number 117 Police 118 Fire brigade 144 Ambulance	https://apps.apple.com/ch/app/polizei-fl/id524685374
Lithuania	SMS / Text	SMS to number 112	
Lithuania	Voice Call	112	
Lithuania	Voice Call	112 eCall	
Luxembourg	Voice Call	112 European emergency number 12112 European emergency number 113 Police 12113 Police	
Luxembourg	SMS / Text	SMS to 112	
Luxembourg	Mobile App	GouvAlert.lu (Google Play)	https://play.google.com/store/apps/details?id=lu.ctie.gouvalertlu
Luxembourg	Mobile App	GouvAlert.lu (Apple)	https://apps.apple.com/de/app/gouvalert-lu/id1299114216
Luxembourg	Voice Call	Fax to 112	

Emergency Call Information			
Country	Means of Access	Number / Description	Link
Malta	Mobile App	iOS App	https://itunes.apple.com/us/app/112mt/id1199470896?mt=8&uo=4
Malta	Mobile App	Android App	https://play.google.com/store/apps/details?id=mt.gov.my112
Malta	SMS / Text	Send text to +356 79770112	
Netherlands	Mobile App	112NL APP	https://www.rijksoverheid.nl/onderwerpen/alarmnummer-112/vraag-en-antwoord/112-â€
Netherlands	Relay services	speech, text or video using Tolkcontact-app	
Netherlands	SMS / Text	Send text to 112, sign up by texting "aanmelden" and confirm with "aanmelden akkoord"	https://open.overheid.nl/repository/ronl-fdfab461-606c-4e23-bba7-7f01139006c7/1â€
Norway	Mobile App	Private App	https://norskluftambulanse.no/hjelp113/
Norway	SMS / Text	Send text to Fire: +4759555110 Sedn text to Police: +4759555112	https://nodsms.no/
Norway	Relay services	Relay service to emergency services	https://www.teksttelefon.no/
Poland	Mobile App	App Alarm 112	https://play.google.com/store/apps/details?id=com.help.deafhelp
Poland	Mobile App	App Alarm 112	https://apps.apple.com/pl/app/alarm-112/id1494297585
Poland	Voice Call	112	

Emergency Call Information			
Country	**Means of Access**	**Number / Description**	**Link**
Portugal	Mobile App	Text service for people with hearing impairment (Google Play)	https://play.google.com/store/apps/details?id=io.cordova.mai112pt&hl=en&gl=US
Portugal	Mobile App	Text service for people with hearing impairment (Apple)	https://apps.apple.com/pt/app/mai112/id1486324916?l=en
Romania	Voice Call	112	
Romania	Mobile App	Apel 112	https://play.google.com/store/apps/details?id=ro.sts.apel112
Romania	Mobile App	Apel 112	https://apps.apple.com/ro/app/apel-112/id1444872263
Slovakia	SMS / Text	Send text to 112	
Slovenia	Mobile App	https://play.google.com/store/apps/details?id=com.genasys.pssdev.sloveniaprod	https://112opozorilo.sos112.si
Spain	Mobile App	Information at https://svisual.org/indexSSL.html	https://play.google.com/store/apps/details?id=com.CESTEL.FCNSEMobileAppDroid&hlâ€
Spain	Mobile App	Information at https://svisual.org/indexSSL.html	https://apps.apple.com/es/app/svisual/id600574299
Spain	Mobile App	App for customers with diverse abilities - information at https://alertcops.ses.mir.es/publico/alertcops/	https://play.google.com/store/apps/details?id=com.alertcops4.app&pcampaignid=pcâ€
Spain	Mobile App	App for customers with diverse abilities - information at https://alertcops.ses.mir.es/publico/alertcops/	https://apps.apple.com/es/app/alertcops-5-0/id1273718252?ign-itscg=30200&ign-itâ€

Emergency Call Information			
Country	**Means of Access**	**Number / Description**	**Link**
Sweden	Mobile App	See link for Apps for emergency voice calls to 112.	https://www.sosalarm.se/trygghet/112appen/
Sweden	SMS / Text	Contact directly through SMS to application in SOS Alarms technical operational system, Coordcom	https://www.sosalarm.se/trygghet/viktiga-telefonnummer/112/112-for-tal--och-horâ€
Sweden	Relay services	Customers can contact the Swedish Relay Services: Video Relay Service, Text Relay Service and Speech-to-speech Relay Service. The relay services can be used for emergency communication to 112.	https://www.texttelefoni.se/
Sweden	Relay services	Customers can contact the Swedish Relay Services: Video Relay Service, Text Relay Service and Speech-to-speech Relay Service. The relay services can be used for emergency communication to 112.	https://www.bildtelefoni.net
Sweden	Relay services	Customers can contact the Swedish Relay Services: Video Relay Service, Text Relay Service and Speech-to-speech Relay Service. The relay services can be used for emergency communication to 112.	https://www.teletal.se
Sweden	SMS / Text	Not as roaming using the national or international numbering plan.	
Sweden	Internet browser	Not as roaming using the national or international numbering plan.	

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