

Emergency Services Pilot 112 SMS Service

The Department of Communications, Energy, and Natural Resources has launched a Pilot 112 SMS Service which is primarily intended for users who have special needs and cannot make a telephone call to access the emergency services. The Pilot is due to run for a period of 6 months, and will finish on 31st May 2012. The purpose of the Pilot is to understand the demand, reliability, suitability and practicalities around providing access to the emergency services using SMS before a decision is made whether SMS can be fully adopted for access to 112/999. 3, in addition to other operators (O2, Vodafone and Meteor) has agreed to participate in the Pilot on a voluntary basis.

There are very serious limitations to SMS services and this means that there are inherent risks associated with using SMS for the purpose of accessing emergency services. In particular, SMS is a non-real time service; therefore **mobile operators cannot guarantee delivery of the SMS**. It is accordingly possible that an emergency message may not be received at all by the emergency services or that it may be delayed. In addition, location information will not be transmitted with the SMS to the emergency services and location details must be included in the text by the customer. Customers are advised, where possible to use alternative communication methods when contacting the emergency services.

3 is providing access to this Pilot 112 SMS Service on a voluntary basis and participants take part on the basis that they agree that the SMS service is provided as-is, is not error-free and participate in full knowledge of the service limitations set out above. 3 does not accept any liability whatsoever and excludes to the fullest extent permitted by law, any liability for any damages and/or losses arising from the use of the Pilot 112 SMS Service and in particular for delivery failure or delay. Participating mobile operators have limited their liability as set out in the participant terms and condition of the Pilot 112 SMS Service – see link below.

Customers wishing to participate in the Pilot must register. See ComReg's dedicated website which fully details the Pilot 112 SMS Service www.112.ie