

# Clear Mobile

Alternative means of access  
to emergency services  
through emergency  
communications



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

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

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<b>Germany</b>	Voice Call	110 Police	
<b>Greece</b>	Voice Call	112. Other emergency numbers are also available.	<a href="https://www.civilprotection.gr/en/112-emergency-communications-service">https://www.civilprotection.gr/en/112-emergency-communications-service</a>
<b>Hungary</b>	Voice Call	112 Ambulance, Fire brigade or Police	
<b>Iceland</b>			
<b>Italy</b>			
<b>Latvia</b>	Mobile App	Emergency applications	
<b>Latvia</b>	SMS / Text	SMS as a part of Public Warning in the case of the emergency situation	
<b>Latvia</b>	Relay services	SMS to 112	
<b>Liechtenstein</b>	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	

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

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Country	Means of Access	Number / Description	Link
<b>Malta</b>	Mobile App	iOS App	<a href="https://itunes.apple.com/us/app/112mt/id1199470896?mt=8&amp;uo=4">https://itunes.apple.com/us/app/112mt/id1199470896?mt=8&amp;uo=4</a>
<b>Malta</b>	Mobile App	Android App	<a href="https://play.google.com/store/apps/details?id=mt.gov.my112">https://play.google.com/store/apps/details?id=mt.gov.my112</a>
<b>Malta</b>	SMS / Text	Send text to +356 79770112	
<b>Netherlands</b>	Mobile App	112NL APP	<a href="https://www.rijksoverheid.nl/onderwerpen/alarmnummer-112/vraag-en-antwoord/112-â€">https://www.rijksoverheid.nl/onderwerpen/alarmnummer-112/vraag-en-antwoord/112-â€</a>
<b>Netherlands</b>	Relay services	speech, text or video using Tolcontact-app	
<b>Netherlands</b>	SMS / Text	Send text to 112, sign up by texting "aanmelden" and confirm with "aanmelden akkoord"	<a href="https://open.overheid.nl/repository/ronl-fdfab461-606c-4e23-bba7-7f01139006c7/1â€">https://open.overheid.nl/repository/ronl-fdfab461-606c-4e23-bba7-7f01139006c7/1â€</a>
<b>Norway</b>	Mobile App	Private App	<a href="https://norskluftambulanse.no/hjelp113/">https://norskluftambulanse.no/hjelp113/</a>
<b>Norway</b>	SMS / Text	Send text to Fire: +4759555110 Send text to Police: +4759555112	<a href="https://nodsms.no/">https://nodsms.no/</a>
<b>Norway</b>	Relay services	Relay service to emergency services	<a href="https://www.teksttelefon.no/">https://www.teksttelefon.no/</a>
<b>Poland</b>	Mobile App	App Alarm 112	<a href="https://play.google.com/store/apps/details?id=com.help.deafhelp">https://play.google.com/store/apps/details?id=com.help.deafhelp</a>
<b>Poland</b>	Mobile App	App Alarm 112	<a href="https://apps.apple.com/pl/app/alarm-112/id1494297585">https://apps.apple.com/pl/app/alarm-112/id1494297585</a>
<b>Poland</b>	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)	<a href="https://play.google.com/store/apps/details?id=io.cordova.mai112pt&amp;hl=en&amp;gl=US">https://play.google.com/store/apps/details?id=io.cordova.mai112pt&amp;hl=en&amp;gl=US</a>
Portugal	Mobile App	Text service for people with hearing impairment (Apple)	<a href="https://apps.apple.com/pt/app/mai112/id1486324916?l=en">https://apps.apple.com/pt/app/mai112/id1486324916?l=en</a>
Romania	Voice Call	112	
Romania	Mobile App	Apel 112	<a href="https://play.google.com/store/apps/details?id=ro.sts.apel112">https://play.google.com/store/apps/details?id=ro.sts.apel112</a>
Romania	Mobile App	Apel 112	<a href="https://apps.apple.com/ro/app/apel-112/id1444872263">https://apps.apple.com/ro/app/apel-112/id1444872263</a>
Slovakia	SMS / Text	Send text to 112	
Slovenia	Mobile App	<a href="https://play.google.com/store/apps/details?id=com.genasys.pssdev.sloveniaproduct">https://play.google.com/store/apps/details?id=com.genasys.pssdev.sloveniaproduct</a>	<a href="https://112opozorilo.sos112.si">https://112opozorilo.sos112.si</a>
Spain	Mobile App	Information at <a href="https://svisual.org/indexSSL.html">https://svisual.org/indexSSL.html</a>	<a href="https://play.google.com/store/apps/details?id=com.CESTEL.FCNSEMobileAppDroid&amp;hl=es">https://play.google.com/store/apps/details?id=com.CESTEL.FCNSEMobileAppDroid&amp;hl=es</a>
Spain	Mobile App	Information at <a href="https://svisual.org/indexSSL.html">https://svisual.org/indexSSL.html</a>	<a href="https://apps.apple.com/es/app/svisual/id600574299">https://apps.apple.com/es/app/svisual/id600574299</a>
Spain	Mobile App	App for customers with diverse abilities - information at <a href="https://alertcops.ses.mir.es/publico/alertcops/">https://alertcops.ses.mir.es/publico/alertcops/</a>	<a href="https://play.google.com/store/apps/details?id=com.alertcops4.app&amp;pcampaignid=pcâ€">https://play.google.com/store/apps/details?id=com.alertcops4.app&amp;pcampaignid=pcâ€</a>
Spain	Mobile App	App for customers with diverse abilities - information at <a href="https://alertcops.ses.mir.es/publico/alertcops/">https://alertcops.ses.mir.es/publico/alertcops/</a>	<a href="https://apps.apple.com/es/app/alertcops-5-0/id1273718252?ign-itscg=30200&amp;ign-itâ€">https://apps.apple.com/es/app/alertcops-5-0/id1273718252?ign-itscg=30200&amp;ign-itâ€</a>



Emergency Call Information			
Country	Means of Access	Number / Description	Link
Sweden	Mobile App	See link for Apps for emergency voice calls to 112.	<a href="https://www.sosalarm.se/trygghet/112appen/">https://www.sosalarm.se/trygghet/112appen/</a>
Sweden	SMS / Text	Contact directly through SMS to application in SOS Alarms technical operational system, Coordcom	<a href="https://www.sosalarm.se/trygghet/viktiga-telefonnummer/112/112-for-tal--och-horâ€">https://www.sosalarm.se/trygghet/viktiga-telefonnummer/112/112-for-tal--och-horâ€</a>
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.	<a href="https://www.texttelefoni.se/">https://www.texttelefoni.se/</a>
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.	<a href="https://www.bildtelefoni.net">https://www.bildtelefoni.net</a>
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.	<a href="https://www.teletal.se">https://www.teletal.se</a>
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.	

