



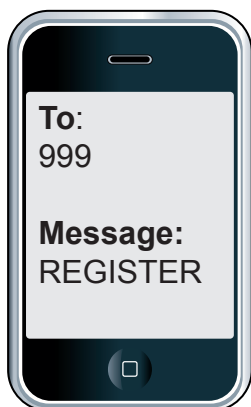
# Emergency 999 Text Messaging Service



[www.emergencysms.org.uk](http://www.emergencysms.org.uk)

## How to register

Text the word '**REGISTER**' to 999



You will get an SMS reply.

The message will tell you if your mobile phone is registered.

If you have not been able to register the message will tell you.

For more information and BSL video clips visit

[www.emergencysms.org.uk](http://www.emergencysms.org.uk)

## How to send a text message

Text to **999**

- What you need e.g. **POLICE, FIRE, AMBULANCE OR COASTGUARD**
- what happened
- where the problem happened
- where you are:
  - the street name
  - house number
  - buildings nearby to help people find you (e.g. church or supermarket)

## What happens next?

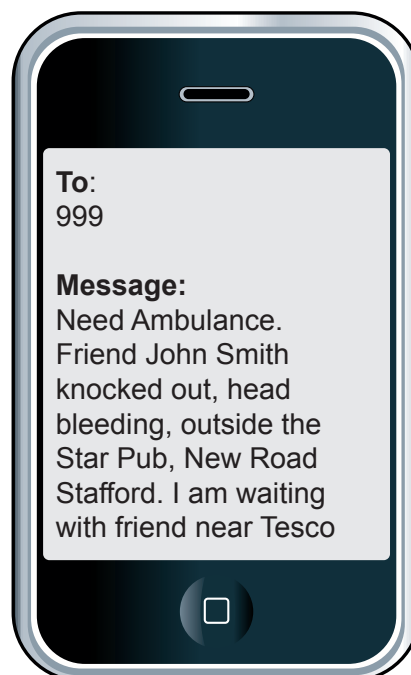
You will get a reply in about two minutes.

The message may ask you for more information or say that help is coming.

A 'delivery report' does not mean your message was sent.

Send the text again if you get no reply after three minutes.

Try to get someone to help you if you cannot send a text.



## **New SMS Text Number for Emergency Services**

999 is the new national text number for Emergencies

### **This service can be used by:**

- people who are Deaf
- people who are hard of hearing
- people who have speech problems

### **You can use the new number for:**

- Police
- Ambulance
- Fire rescue
- Coastguard

### **SMS 999 is only for emergencies!**

Some examples of emergencies:

- someone needs an ambulance straight away
- someone is seriously hurt
- someone could be killed
- someone is being seriously threatened
- someone is in danger
- someone is doing a crime nearby
- there is a fire or people are trapped
- someone is missing at sea
- someone is in danger on cliffs or on a beach

### **If you have already registered with Staffordshire Police:**

- use the old number (07929 302010) for anything that is not an emergency
- start your message "SMSDeaf"

### **If you have not registered with Staffordshire Police:**

- get a registration form from [www.staffordshire.police.uk](http://www.staffordshire.police.uk)
- write your details on the form  
send it to:

**Storm Bureau  
Staffordshire Police  
Weston Road  
Stafford  
ST18 0YY**

If you want this leaflet in another language or Braille, large print or audio send an e-mail to: [publications.officer@staffordshire.pnn.police.uk](mailto:publications.officer@staffordshire.pnn.police.uk)

This leaflet was produced with the help of ASSIST ( Autism and Sensory Support in Staffordshire) [www.staffordshire.gov.uk/education/ASSIST](http://www.staffordshire.gov.uk/education/ASSIST)



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