

Reference: 01254373

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Freedom of Information: Right to know request

Thank you for your request for information in relation to dialling emergency services numbers in the UK. We received this request on 6 May 2021 and have considered it under the Freedom of Information Act 2000.

Your request and our response

Q1. 'I like to find out when there is no mobile phone network (i.e. SIM card removed or mobile network is down), whether it is possible to dial 999 and/or 112 and reach for the emergency services?'

When a mobile network is 'down', a handset should be able to roam to another network to make emergency calls. When a handset is out of coverage of any network, it is not possible to make an emergency call.

How mobile networks and emergency services intend to handle 999/112 emergency calls is decided by the 999/112 liaison committee, sponsored by the Department for Digital, Culture, Media and Sport ("DCMS") and set out in the the Public Emergency Call Service (PECS) code of practice. This code of practice is owned by DCMS and we would therefore advise any further enquiries about this to be made to DCMS.

Q2. 'I like to find out when the flight mode is activated, whether it is possible to dial 999 and/or 112 and reach for the emergency services?'

How handsets are configured (to handle emergency calling when in flight mode) is a matter for the handset manufacturers. You may therefore wish to contact the manufacturer of your device directly for information in relation to this question.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Alexander Mapletoft