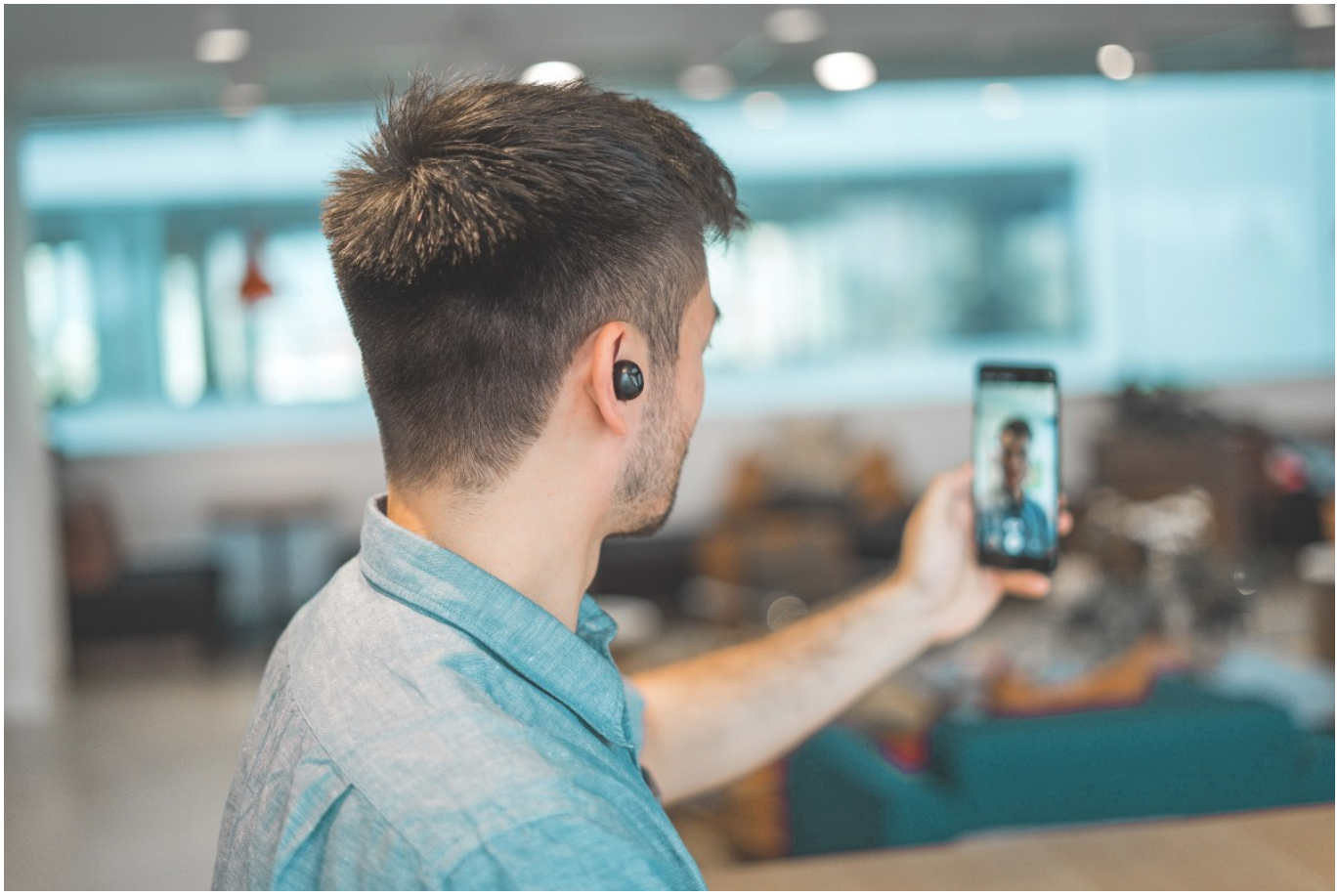
Next-Generation 112: Modern and Accessible Emergency Communications for Everyone



Everyone should have equal access to emergency services, but this is not currently the case. The Estonian Emergency Response Centre currently communicates with people seeking help either by voice call or SMS, neither of which is suitable for everyone.

A new and modern 112 service must ensure access for people who are hard of hearing, people with multiple disabilities, people who speak foreign languages, victims of violence, and others by introducing additional communication channels, such as video calls with interpretation options and real-time text chat.

These new solutions may also be better suited to younger generations.

In addition, the solution must provide emergency medical services, the police, rescue services, and other emergency response authorities with access to additional sources of information.

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Read more (in Estonian): **Uue põlvkonna 112**

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