

Digital Single Market

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Final conference of REACH 112 pilot shows that 112 emergency call centers could be accessible

Emergency services and the European emergency number 112 are currently not fully accessible to the deaf and hard of hearing. In this context, the EU-funded REACH112 project (Responding to All Citizens needing help) was closed end of June in Santiago de Compostela, Spain. “This 3-year project clearly demonstrated that communication solutions such as Total Conversation, a combination of voice, video and live text can be implemented for person-to-person communications and for 112 accessibility”, commented Uberto Delprato, Project Coordinator of REACH112. During the final conference, deaf associations, emergency services and telecommunication providers got acquainted with the technological solutions deployed and tested during the three last years in five pilot countries (France, the Netherlands, Spain, Sweden and the UK).

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