



Total Conversation & 112 for all



REACH 112 - Responding to All Citizens needing Help

## The REACH112 project

REACH112 (REsponding to All Citizens needing Help) is a three-year project partially funded by the European Commission under the ICT PSP programme. It gathers 20 partners from all over Europe, including user organisations and major global telecommunications companies. In five countries, it will deploy a new communication solution to allow people to communicate in video, voice and text simultaneously, with special focus on people with disabilities. The project will offer access to relay services to help connecting users with different abilities to others and will also provide access to the emergency services. Ultimately, the service will benefit all citizens.

### Improving P2P communications

While people with disabilities find it hard to communicate with the existing solutions, REACH112 will provide modes of communication so that they will find a way to communicate in each situation, may it be with a live real-time text conversation, with sign language, with lip reading, with voice or with any simultaneous combination of these modes described by the concept of Total Conversation. Users will also be able to communicate with each other via the Internet, across national boundaries.

### Improving accessibility of 112

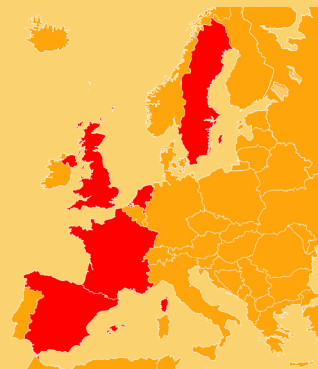
The European emergency number 112, which is used to contact emergency services free of charge all over the EU, is currently not accessible to the majority of disabled people. In 2009, the revised Universal Service Directive invited Member States to "ensure that access for disabled end users to emergency services is equivalent to that enjoyed by other end users". In this context, REACH112 will introduce improved communication solutions for disabled people, allowing them to access to emergency services, a potentially lifesaving feature. The project will also deploy some Next-Generation 112 features such as the ability for 112 services to receive internet-based emergency calls and new media (video and text).

### Project partners

IES Solutions (IT), EENA (BE), Nokia Corporation (FI), Siemens (ES), Axega (ES), Sertel (ES), CHU Grenoble (FR), Ivès (FR), France Telecom (FR), WebSourd (FR), National Police Agency (NL), 4C Telecom (NL), AnnieS (NL), Omnitor (SE), SOS Alarm (SE), University of Bristol (GB), AuPix (GB), RNID (GB), Avon Fire and Rescue Service (GB), Avon and Somerset Police (GB)

### The pilot countries

REACH112 will implement a 12-month pilot in five EU countries - France, the Netherlands, Spain, Sweden and the United Kingdom - allowing disabled users to communicate with each other and with the emergency services.



#### REACH112 at a glance

**Programme:** CIP [ICT-PSP]

**Period:** from 1/7/2009 till 30/6/2012

**Budget:** 8.8 million EUR

**Project website:** [www.reach112.eu](http://www.reach112.eu)

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