
Emergency Calls – UK & Ireland

As a telephony provider, you are likely to be obliged, as part of the regulatory conditions in either the UK or Ireland to give your users the ability to call the emergency services.

Emergency calls are an essential service that we all take for granted, but they are often not available to VoIP users. Access to our emergency services offering enables you to comply with a product that is fully tested for UK users by the BT Emergency Handling Authority (EHA) and for Irish users by the Emergency Call Answering Service (ECAS).

Why choose Magrathea for this service?

- We have a reliable service that is fully tested by with the relevant emergency call handling service.
- As well as handling the emergency calls themselves, we offer both a Portal and an API for the pre-submission of the location information.
- We have a knowledgeable support team who are on hand to help with any queries you may have.
- Our tiered pricing structure allows you to pay for only the volume of service you use.
- Our interoperability testing period is straightforward and not onerous, so your account can be live for emergency services access very quickly.

How it works

You need to pre-submit your customer's name and address details, so that their location is available to the emergency services in the event an emergency call is made from their Caller ID. We can process these submissions via our user-friendly APIs which you can integrate with your own systems.

For UK location data, we also offer an easy to use address submission app via our MAGIC Portal (coming soon for Irish submissions.)

Our short interoperability process includes data validation and support tests so you can be confident in the event that your customers need to make calls to 999/112. We also offer ongoing support including helping you to book end-to-end test calls after any notable events such as network upgrades.

If you would like information about accessing the emergency services in the UK or Ireland, please contact support@magrathea-telecom.co.uk

For more information contact us today on 0345 004 0040 or email sales@magrathea-telecom.co.uk