

Harmonizing Africa's Response



Implementing 112 as Africa's Emergency Number

ATU-ITU Workshop | Accra, Ghana

The Power of the Global Standard



THE GLOBAL 112 MANDATE

Standardized by the GSM Association, 112 is the universal code for help. For Africa, adopting this standard ensures seamless safety for roaming tourists and international business travelers.

INTERNAL CONSISTENCY

Moving from fragmented numbers (999, 111, 191) to 112 reduces crises and allows for unified public safety education across regional borders.

GLOBAL STANDARDS: ITU-T E.161.1



Handset Recognition

Standardizing to 112 allows mobile devices to recognize emergency calls even without a SIM card ensuring a universal fail-safe.



Global Interoperability

As the primary number for the EU and other regions, 112 simplifies international cooperation and makes Africa more attractive for global travel and trade.

Telecommunications Infrastructure

- ❑ The success of 112 depends on the resilience of Africa's telecom infrastructure. Network operators must ensure that emergency calls are routed with the highest priority, even during network congestion.
- ❑ Infrastructure sharing and rural connectivity are key pillars to ensure that "no one is left behind" in a crisis.






Modernizing Dispatch Centers



PUBLIC SAFETY ANSWERING POINTS (PSAP)

Implementing 112 requires robust PSAPs equipped:

-  Advanced Mobile Location (AML)
-  Multi-lingual operator training
-  Cross-agency interoperability



THE PUSH FOR 112 HARMONIZATION



Safety Beyond Borders

Adopting 112 is key to the African Continental Free Trade Area (AfCFTA).



Efficiency Gains Post-Harmonization



Citizen Awareness of Emergency Numbers

Pre-112: 45%

Post-Harmonization (Projected)

Post-112: 95%

Note: Projections based on ITU-T global case studies of emergency number consolidation.

The Impact of One Number



112

A Universal Human Right to Safety

BEYOND A NUMBER

- ❑ Implementation is not just about dialing digits; it is about building the underlying digital infrastructure that connects a citizen in distress to a rapid response team within seconds.

SOCIO-ECONOMIC IMPACT



10M+

Lives Protected Annually

Driving Human Security

- ❑ Unified emergency numbers reduce the "panic delay" where callers struggle to remember local codes during crisis. Estimates suggest that harmonization can improve response coordination by over 30%, potentially saving millions of lives across the continent.

Current Landscape in Africa



Regional Bloc	Current Primary Number	112 Transition Status
ECOWAS (West)	Mixed (191, 111, 999)	Active Policy Dialogue
SADC (South)	Mixed (112, 10111)	Technical Implementation
EAC (East)	Mixed (999, 112)	Drafting Regional Standards
Maghreb (North)	15, 19, 112	High Integration

CORE PILLARS OF IMPLEMENTATION



Policy

Legal mandates for operators to provide 112 access free of charge for all users.



Infrastructure

Upgrading Public Safety Answering Points (PSAPs).



Awareness

Large-scale public campaigns to transition from old local numbers.

The Hub of Progress: Ghana's Case Study



- ❑ Ghana's successful consolidation of emergency services provides a living case study for the continent.
- ❑ Today's workshop should serve as a catalyst for practical, actionable policy shifts.

"Accra represents the bridge between vision and implementation for African safety."

OTHER REGIONAL SUCCESS



The successful harmonization of 112 in the EU provides a blueprint for Africa.

Key Success Factor: High-level political commitment and cross-border data sharing protocols.

Call to action



-  **Regulatory Frameworks:** Developing national numbering plans that prioritize and protect 112 as the primary emergency digit.
-  **Infrastructure upgrade:** Aligning with ITU recommendations for routing, caller ID upgrade, and priority access on mobile networks.
-  **Awareness & Training:** Public awareness and training regulators and telecom operators on 112 service delivery.
-  **Regional Integration:** Creating a collaborative roadmap between ATU member states for cross-border emergency assistance.



Implementation Roadmap



2026-2027

Policy adoption and regulatory mandates in all ATU member states.

2027-2028

Infrastructure Upgrade

2028-2030

Public awareness campaigns, training and national phased rollouts.

2030-2035

Full regional integration

Q&A

Your commitment is the key to our collective safety.

African Telecommunications Union (ATU)

Sources



<https://www.evansonline.com/hs-fs/hubfs/Public%20Safety%20SX%20800x800.jpg?width=800&height=800&name=Public%20Safety%20SX%20800x800.jpg>

Source: www.evansonline.com



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