

Status of Implementation of WTSA Resolution 100

April 2026 | TSB

50 of 54

African Member States had replied to Circular 108 by end-2025.

112 / 911

WTSA-24 revised the invitation to consider 112 as primary and 911 as a secondary alternative.

2022–2026

Progress spans initial analysis, WTSA-24 revision, and current implementation follow-up.

Common emergency access in Africa

WTSA Resolution 100 (Geneva, 2022) at a glance

What the Bureau is asked to do

- **Provide technical assistance** to African Member States on implementing a common emergency number in line with Recommendation ITU-T E.161.1.
- **Report to WTSA** on progress achieved in implementing the resolution.

What Member States are invited to do

- **Implement** the provisions of Recommendation ITU-T E.161.1.
- **Consider** 112 or 911 as the primary common emergency number, or use them as secondary alternatives.

Goal: improve access to emergency services while moving toward greater regional harmonization.

While detailed implementation, routing and service arrangements remain national matters.

Key implementation principles

General understanding

- Emergency numbers are **national only numbers** and are not reachable from overseas.
- Countries may use **a single number** for all services, **separate numbers** by service, **or both**.
- A common African emergency number can **complement** existing national numbers **or replace** them, depending on the national environment.
- The choice between parallel operation and replacement involves **trade-offs in cost, simplicity and migration effort**.
- If there is no centralised emergency call centre, countries must decide **which service will receive calls** to the common number. Even further, whether it has to be **the same in all member states**.

Important implication

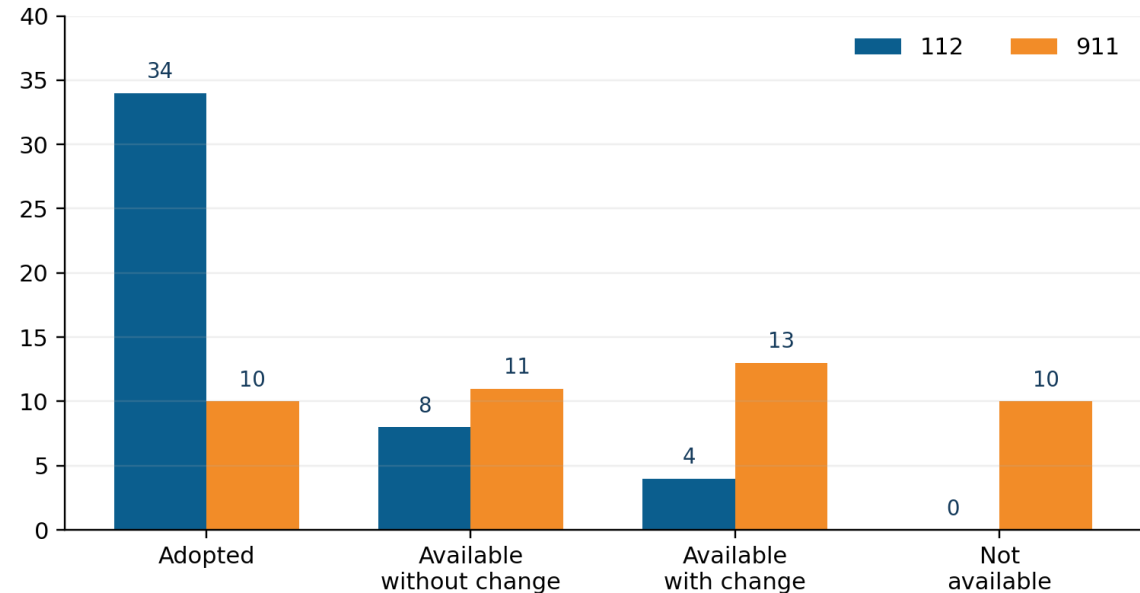
Recommendation ITU-T E.161.1 does not prescribe how calls must be routed once a common emergency number is chosen.

Working assumption

A solution that requires fewer changes to existing national numbering arrangements is likely to be smoother to implement.

Progress before WTSA-24 (2022–2024)

- Initial implementation issues were presented to **ATU in May 2022**.
- Draft technical analysis was discussed in **SG2RG-AFR and ITU-T SG2 meetings** during 2023 and 2024.
- Before WTSA-24, **47 of 54** Member States in the Africa region had replied to TSB Circular 108.
- **Report to WTSA-24**, the **actions** taken and the **results** achieved were reported to WTSA-24 in the WTSA documents [C034](#) and [INFO-04](#).



Early responses suggested that 112 would generally require fewer changes than 911.

Why Resolution 100 was revised at WTSA-24

Resolution 100 was first approved at WTSA-20 (March 2022). The main purpose is to agree on a common emergency number across all African countries.

While it was considered that “the period from the WTSA-20 was relatively short to gather relevant information and then take the decision about the common emergency number and continue to implement other parts of the Resolution”,

ATU proposal

Continue with Resolution 100 for the next study period, while choosing 112 as the primary emergency number and 911 as the secondary alternative.



Encourage uniform emergency numbers



112 primary,
911 secondary



Technical assistance
to Member States



Share numbering plans
and establish guidelines

WTSA-24 Resolution 100 (Rev. New Delhi, 2024)

Key changes in the revised text

- Added a new “considering” point reflecting **progress made** during 2022–2024.
- Confirmed that **technical assistance continues** within available resources and existing budgetary limits.
- Updated the invitation to Member States in the African region to **consider 112 as the primary emergency number and 911 as a secondary alternative**.
- Encouraged Member States to **seek** technical assistance from TSB, **develop** mechanisms or guidelines, and **share** updated numbering plan information.

How the revision was progressed

- WG 4A discussed the modifications during WTSA-24 (15–24 October 2024).
- The approved revised text is contained in WTSA document [TD-39-GEN](#) (with rev marks).

The revised resolution strengthened implementation support and clarified the 112 / 911 policy direction.

Follow-up after WTSA-24

Joint meeting of ITU-T SG2RG-AFR and SG2RG-ARB in December 2024

- Report of updates on WTSA Resolution 100 ([SG2RG-AFR-TD14](#)) was introduced for information.
- Meeting report is found in the document [SG2RG-AFR-R001 and SG2RG-ARB-R001](#).

SG2 meeting in February 2025

Main messages from report of the Ad-hoc Group meeting on issues related to developing countries ([SG2-TD42/PLEN](#))

- Put the revised WTSA Resolution 100 **into action** during the current study period.
- ATU was asked to help **secure responses** from the seven countries that had not replied to Circular 108.
- TSB and ATU should continue **awareness-raising** on Recommendation ITU-T E.161.1, especially the use of 112 as primary and 911 as a secondary alternative.
- Member States seeking implementation guidance were encouraged to **request TSB technical assistance**.

Additional signal from [SG2-R1](#)

ATU indicated its readiness to work with SG2 on continued implementation, and the **SG2** Chair confirmed the importance of coordination and collaboration with **ATU** and **SG2RG-AFR**.

Related development

SG2 Chair also highlighted [WTSA Resolution 102](#) on **handset-derived caller location information** for emergency communications.

Follow-up after WTSA-24: SG2 meeting in February 2026

Main messages from report of the Ad-hoc Group meeting on issues related to developing countries ([SG2-TD335/PLEN](#))

Upcoming meeting

SG2RG-AFR and SG3RG-AFR will **meet concurrently with the inaugural ATU preparatory** meeting for WTSA-28 in Accra, Ghana, on 13–17 April 2026, in partnership with TSB and ATU.

Workshop

A **workshop is planned** to discuss OTTs and WTSA Resolution 100.

Expectation

African Member States that have modified their national emergency numbers in accordance with the provisions of WTSA-24 Resolution 100 are expected to **share implementation experiences**.

2026 focus: move from policy revision to practical implementation.

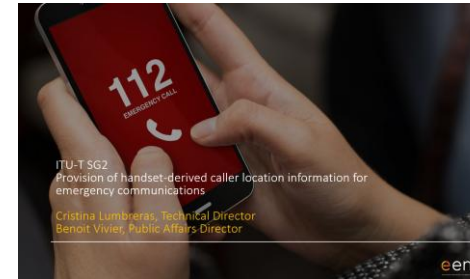
Related workstream: handset-derived caller location information

Why this matters

- Improving caller location information can complement common emergency numbering by helping emergency services identify the caller's position more quickly and precisely

Progress

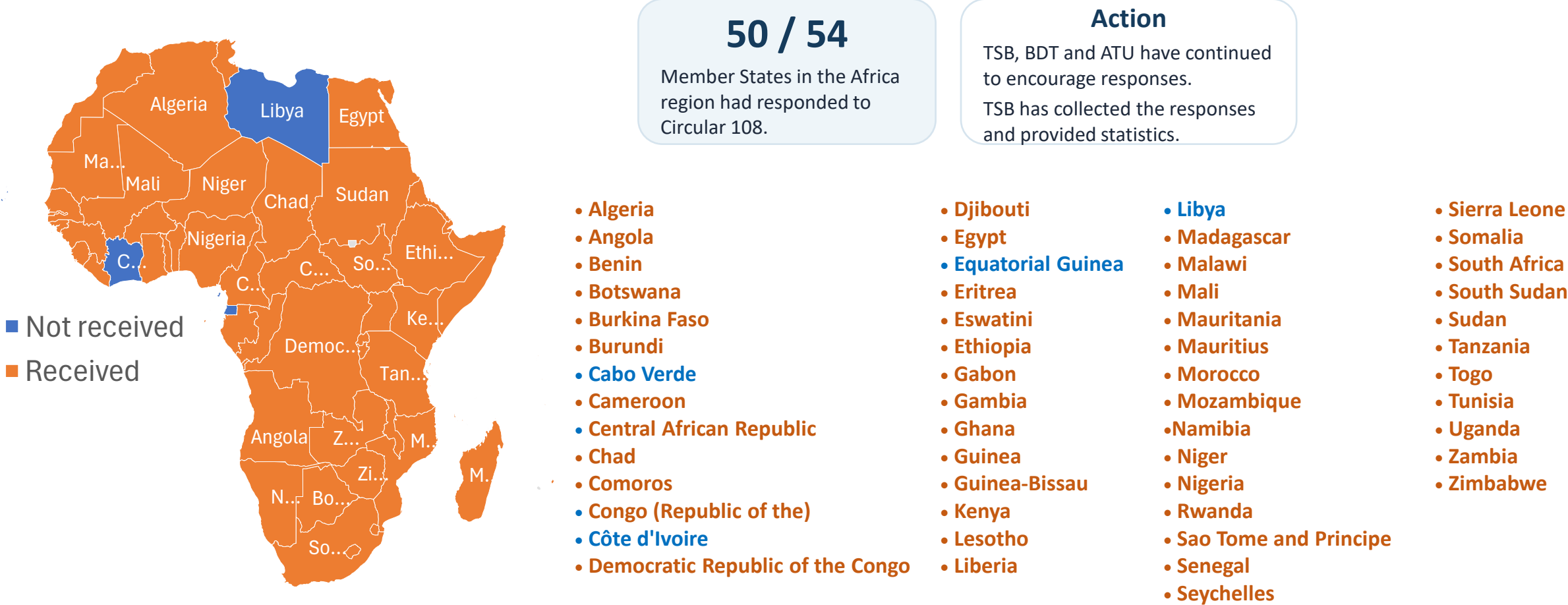
- At the February 2025 SG2 meeting, EENA presented work on handset-derived caller location information ([SG2-TD81/PLEN](#)).
- At the February 2026 SG2 meeting, agreement was reached to launch a new draft Recommendation ITU-T E.clec on this topic ([SG2-TD424/PLEN](#)).



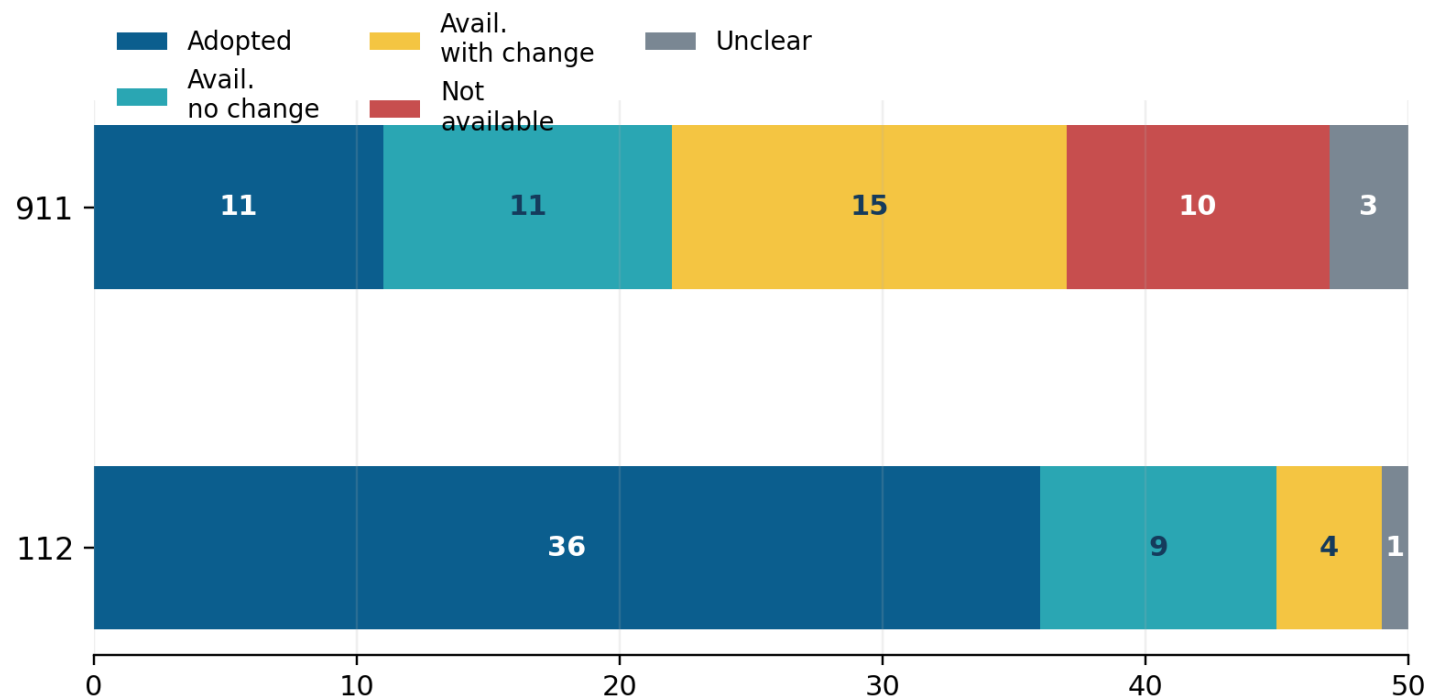
Related but separate from Resolution 100: caller location improves the quality of emergency response once the call is placed.

Implementation update at April-2026: replies to TSB Circular 108

This questionnaire is a critical tool for assessing the current status of emergency number implementation in various countries. It aims to confirm the role of 112 and 911 within national numbering plans, ultimately assisting in the potential establishment of a common emergency number for the continent.



Summary of responses to Circular 108

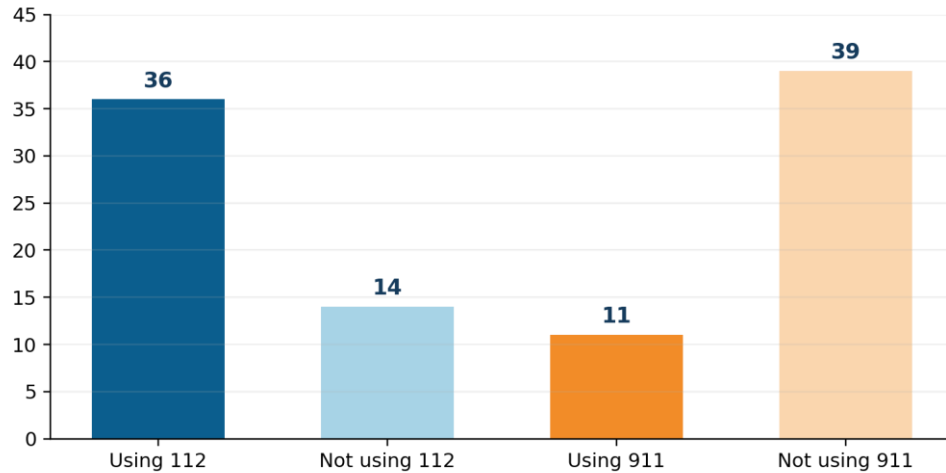


What the categories mean

- **Adopted:** the number already in use for emergency access.
- **Available without change:** number could be used without modifying the numbering plan.
- **Available with change:** implementation appears possible, but changes would be required.
- **Not available / unclear:** the number cannot be implemented or impossible to categorise from the response.

Questionnaire Q1: which emergency numbers are currently in use?

Among the 50 responding Member States, 36 are already using 112, while 11 are already using 911.

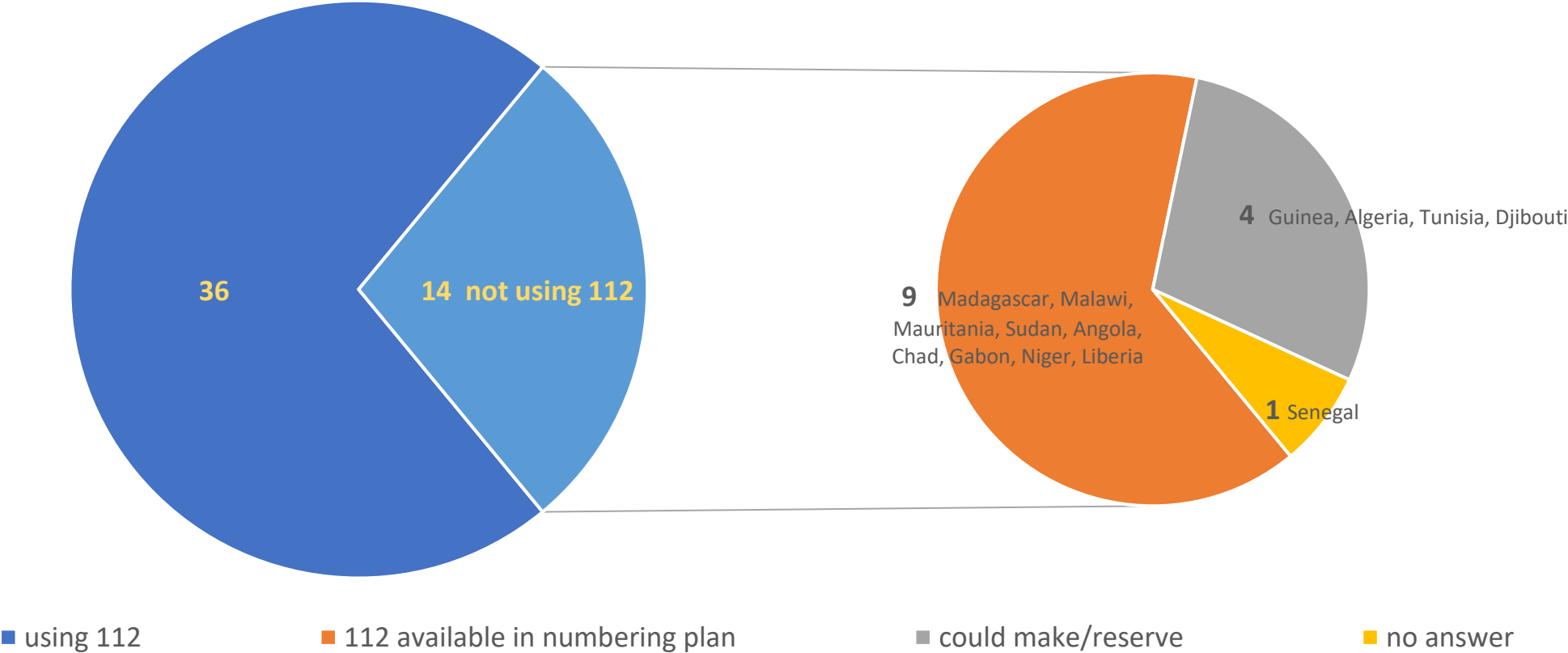


Member States	Emergency Numbers		Member States	Emergency Numbers	
	112	911		112	911
Uganda	●	●	Eswatini	●	●
Ghana	●	-	Zambia	●	●
Madagascar	-	-	Nigeria	●	-
South Africa	●	-	Senegal	-	-
Guinea Bissau	●	-	Mauritania	-	-
South Sudan	●	-	Sudan	-	-
Namibia	●	●	Tanzania	●	-
Burkina Faso	●	-	Togo	●	-
Eritrea	●	●	Egypt	●	●
Burundi	●	-	Cameroon	●	-
Lesotho	●	-	Gambia	●	-
Seychelles	●	-	Guinea	-	-
Mauritius	●	-	Kenya	●	●
Benin	●	-	Comoros	●	-
Mozambique	●	-	Rwanda	●	●
Malawi	-	-	Somalia	●	-
Zimbabwe	●	●	Sao Tome and Principe	●	-
Botswana	●	-	Angola	-	-

Member States	Emergency Numbers	
	112	911
Algeria	-	-
Tunisia	-	-
Chad	-	-
Gabon	-	-
Ethiopia	●	●
Morocco	●	-
Mali	●	-
Niger	-	-
Sierra Leone	●	-
Dem. Rep. of the Congo	●	-
Djibouti	-	-
Liberia	-	●

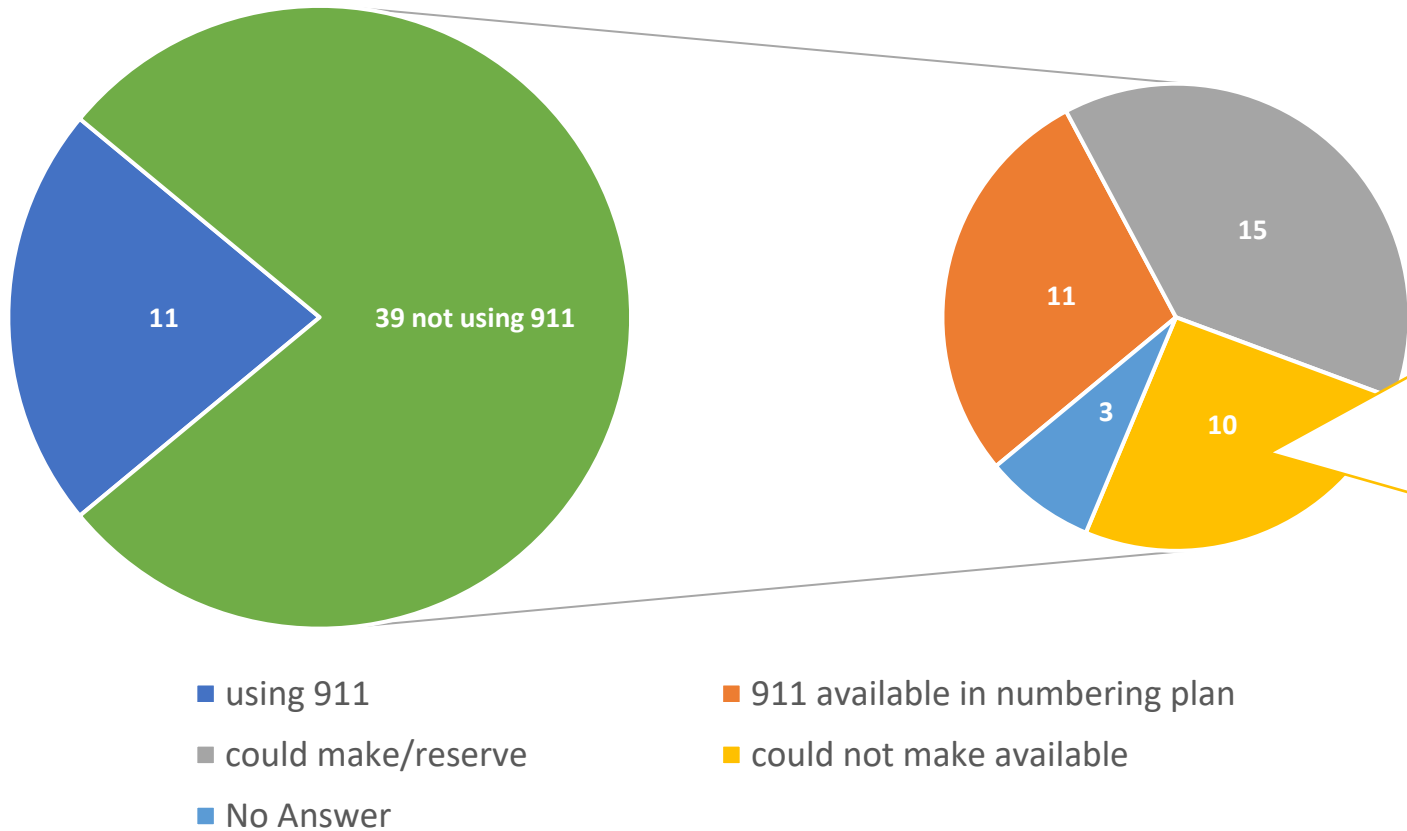
Current usage favors 112 over 911.

Questionnaire Q2: feasibility of 112 where it is not yet in use



Takeaway: 112 appears feasible in almost all responding Member States.

Questionnaire Q2: feasibility of 911 where it is not yet in use

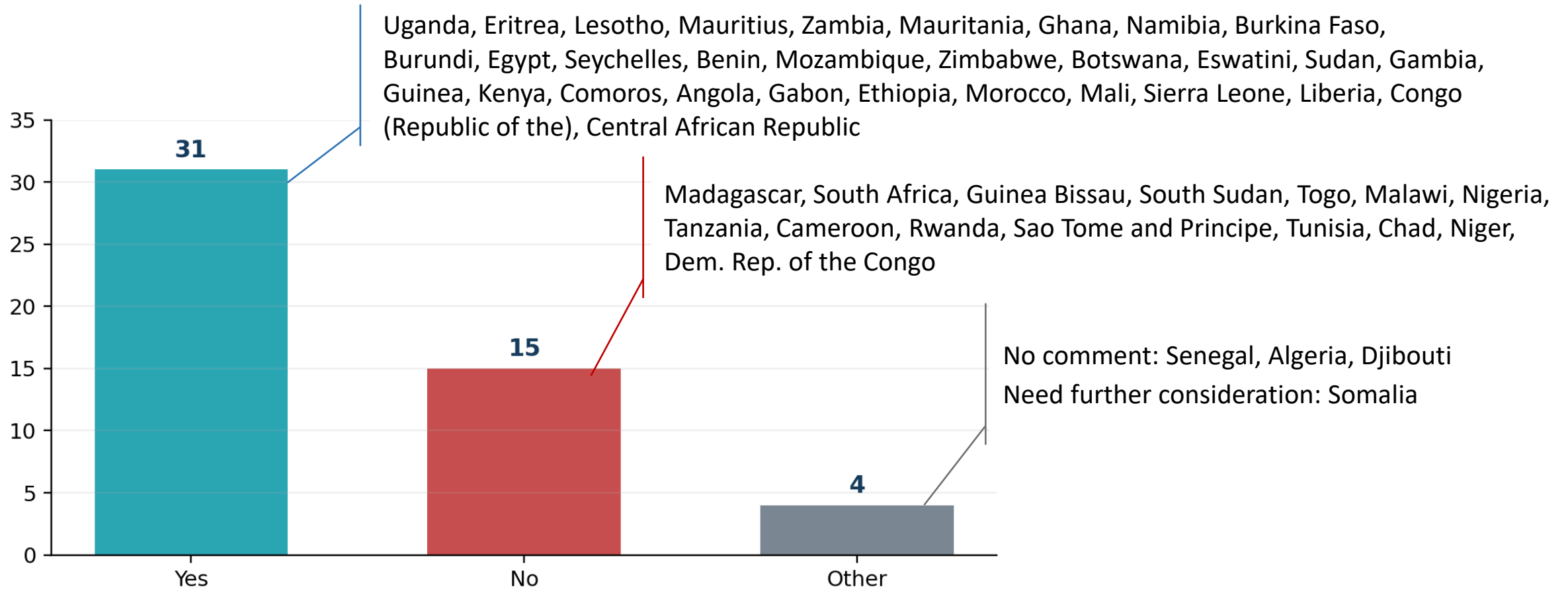


Common barriers cited

- National numbering plan format constraints (e.g. a preference for 1xx numbers).
- Extra cost and complexity of running two emergency numbers in parallel.
- Transition plans that prioritize a single number, especially 112.
- Existing arrangements where each emergency service has its own number.
- “911” is not available in the NNP.
- States: Benin, South Africa, Tanzania, Comoros, Sao Tome and Principe, Tunisia, Chad, Mali, Democratic Republic of the Congo, and Togo.

Takeaway: 911 faces materially more implementation constraints than 112.

Questionnaire Q3: willingness to run two emergency numbers in parallel



Interpretation

- A majority is open to parallel operation during transition.
- A substantial minority prefers not to do so, typically because of cost, complexity, or subscriber confusion.
- Detailed country comments are provided in the appendix.

Appendix: Q3 reasons for 'Yes'



Response	Reasons
Yes	- We have already made provision for an extra Emergency number '199' which has been reserved for this type of request. However, the reserved number can be replaced with 911 if there is consensus among other member states for 911. There are several types of emergency services with different routing plans (eg: Police, Firefighters, Gendarmerie, Social Action, Health services, etc.) - We have several emergency numbers used in different services but the country does not have a single emergency number used in several services The unified number are working in parallel along with the existing emergency numbers - Currently two emergency numbers are running in parallel i.e. 112 and 999. 999 covers the following emergency services: Police, Ambulance and Fire Brigade. In addition to 999, end users can dial 112 to reach emergency services. However, access to 112 is limited to mobile services only. - Because if two numbers are implemented, it will facilitate the accessibility of the emergency services to the travelers since at least one of the two numbers is already implemented in their country and known by them. However the format of the second emergency number should be "1xx" according to our national plan. - There is no problem with the allocation of the two numbers, since up to now 112 is being used and 911 is available. - There is a limitation in the effectiveness of using emergency services, due to the lack of a more functional call centre. - We are already running two emergency numbers in parallel. - We currently running 999 and 112 in parallel as Emergency Services. - Yes,so that customers cannot miss a call, and the customers get a faster response time as there will always be an agent to respond. - We are planning to run current emergency numbers with proposed 112 concurrently - Yes, it is already happening, as both 117 and 112 are for police. However, it is also possible to run additional two emergency numbers in parallel. - Given that there is a need for security, health and all other non-cited, I believe that the answer to this question is yes and the question is answered at the regulator level and it even includes it in our numbering plan - Yes, the Member State would be willing to manage two emergency numbers in parallel. This was demonstrated During the COVID-19 period, the emergency number 17 17 was used with 12 devices in parallel. - Since the numbers are available for their purpose, we can adopt them as an emergency number in our plan. - Yes, we are willing to run 911, and 112 in parallel. - Yes, it is entirely possible to use two or more numbers for emergency services in parallel. - Yes, 112 or 900 for the Police - We have already allocated in the National Numbering Plan, a whole block of 3-digit numbers (900-999) for public emergency services, which includes 911.

Appendix: Q3 reasons for 'No'

Response	Reasons
No	- We would like to use only one emergency number (911 preferably) to centralize all emergency [urgent] calls, it is then up to the emergency call center to direct the calls to the corresponding service (firefighter, humanitarian emergency, medical aid) - We are currently planning to implement a single emergency number, 112. We are in the process to phase out multiple emergency numbers. - At the moment it is not justified, taking into account that we are at the beginning of the implementation process of 112 and only in the region of the Capital. However, this possibility is not excluded. - The reason is that lack of infrastructure in some of Member States. - That can be allowed only during migration of emergency number services which might be for specific time. Otherwise for easy remembering, usage, and sanity the emergency number to be merged into one. - We will stick to One emergency national number because the communication act specifies ONE emergency number for the country. - Because of the additional cost implications of running two emergency numbers and less important necessity for subscribers to remember the two numbers - Though the priority of the state is to see that all emergencies are reported and followed by dispatching of qualified services to intervene on time, it could be costly to run parallel emergency communication numbers which may require; additional resources, more complex routing plans as well as independent tracking and Geographical Information systems. Seeing the complexities that come with the implementation of parallel emergency numbers, it preferable to run one number first, till it is saturated before we can think of another number. For now, the national emergency number recommended by the regulator and implemented by the National Emergency Telecommunications Network project is 112. - We wish to maintain Emergency service streamlined through a single Short code to ensure quick and efficient response once dispatched. As having two resources split for the same service would potentially impact the overall effectiveness of the emergency service. - We think that would not be a good option. As it could cause confusion in the population what number to use for emergency service. - Only “112” could be set up (“911” is not available in the NNP). However, the establishment of a single emergency number should not eliminate the existing national emergency numbers which will have to coexist with “112” at least for a period of 3 to 5 years. - No, because each emergency number is assigned for a specific service.

Appendix: emergency numbers currently in use (1/3)



Countries	Emergency Numbers				
	112		911		Other
Uganda	●	Emergency Police	●	Health emergency services *1	999,116,110
Ghana	●	Emergency SOS	-		999,191,192,193
Madagascar	-		-		115,118,930
South Africa	●	All Emergencies	-		10111,10177,107,116
Guinea Bissau	●	General Emergency	-		109,110,119,117,118,120,121
South Sudan	●	Police *2	-		777,555,333,6666,666
Namibia	●	Emergency number for all services	●	Secondary alternative emergency numbers for all services	10111,116
Burkina Faso	●	Sapeurs pompiers	-		16,17,18,116,138,199,3535,135
Eritrea	●	for GSM network (mobile national) police station, ambulance, police traffic, firefighting and call center	●	for both fixed and GSM network police station, ambulance, police traffic, firefighting and call center	113,114,115,116,117
Burundi	●	Intervention Police	-		109,110,111,113,114,115,116,117,118,119
Lesotho	●	Police – Nthuseng Public emergency	-		116,117
Seychelles	●	Emergency code for all mobile services	-		999
Mauritius	●	Police	-		999,995,115,114
Benin	●	Medical(ref: E.129)	-		
Mozambique	●	Police	-		111,114,115,116,118,119
Malawi	-		-		115,116,997,990,998,999
Zimbabwe	●	General Emergency	●	General Emergency	116
Botswana	●	Botswana Police Services	-		999,998,997,996,993,992,991,926,925,924,923,922,920,914,913,912

Appendix: emergency numbers currently in use (2/3)



Countries	Emergency Numbers				
	112		911		Other
Eswatini	●	National disaster management	●	Ambulance Service (MTN)	999,933,975,977,116,951
Zambia	●	General Emergency	●	General Emergency	116,902,905,909,933,944,945,983,990,991,992,993,995,998,999
Nigeria	●	Fire Services, Police, Ambulance, Accidents, Distress Assistance	-		
Senegal	-		-		17,18,116,119,123,1515
Mauritania	-		-		117,118,116,119,101
Sudan	-		-		999,998,777,333,444
Tanzania	●	Emergency, Police	-		111,113,114,115,116,117,119,190,199
Togo	●	National Gendarmerie	-		110,111,113,115,117,118,172
Egypt	●	Unified emergency number	●	Unified emergency number	122,123,180
Cameroon	●	National Emergency Telecommunications Network, Ministry of Posts and Telecoms	-		111,113,114,117,118,120
Gambia	●	Police	-		117,118,116,124,125,1025
Guinea	-		-		18,19,100,115,116,117,118,122,124,125,126,127,128,129,130,135,136,146
Kenya	●	National police service emergency numbers	●	National police service emergency numbers	116,999
Comoros	●	Emergency Service Call Handling Center	-		111,113,115,773 26 03,117,118,1717,1760,774 40 19,7717012,7720373,7717012, 1710,36326 20
Rwanda	●	Emergency help line/ Rwanda National Police	●	Ambulance	100,111,113,116,997,3511,190,160,3512
Somalia	●	Emergency	-		999, 111, 991, 888, 114, 113, 116
Sao Tome and Principe	●	Emergency Service(Medical aid), fire fighters	-		113, 115, 116, 151
Angola	-		-		111, 113, 116, 115
Algeria	-		-		14, 17, 103, 104, 10 21, 10 54, 10 55, 10 58
Tunisia	-		-		190, 191, 193, 194, 195, 197, 198, 199
Chad	-		-		114, 115, 117, 118, 1010, 1373
Gabon	-		-		1333, 1334, 1300, 1466, 1488, 1710, 1717, 1720, 1722, 177, 18
Ethiopia	●	Secondary National Emergency Number	●	Primary National Emergency Number (Police, Fire or Medical Emergency)	907, 909, 929, 939, 991
Morocco	●	Emergency	-		19, 177, 15, 150, 141, 5050
Mali	●	GSM emergency service	-		15, 17, 18, 11XY
Niger	-		-		15, 17, 18
Sierra Leone	●	National Emergency Number	-		113, 116, 117, 118, 180, 900
Dem. Rep. of the Congo	●	Congolese National Police	-		103, 113, 124, 125, 127, 177, 129, 130, 138, 150
Djibouti	-		-		18, 999, 12

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