International Wireless Calls to 9-1-1: Challenges, Limitations, and Practical Steps for 9-1-1 PSAP/ECCs

Abstract: International wireless 9-1-1 calls may arrive without a usable callback number, precise location, or text-to-9-1-1 capability, creating operational challenges for PSAP/ECCs during high-volume events. This paper summarizes these issues and offers practical steps PSAP/ECCs can take now, such as preparing ahead of the 2026 FIFA World Cup, while longer-term industry and standards-based solutions are still being developed.

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1 PURPOSE AND SCOPE

As the United States prepares for major global events such as the FIFA World Cup 2026, 9-1-1 centers can expect a significant increase in calls from international visitors using mobile devices purchased and provisioned outside the U.S. These calls often behave differently from domestic wireless calls, and 9-1-1 service will be impaired.

This white paper summarizes the **known challenges and limitations** faced by international callers to 9-1-1 in the U.S.

Our goals are to:

- Describe the **typical behavior** of international roaming devices when calling or texting 9-1-1 in the U.S. today.
- Highlight the **operational impact** on PSAPs/ECCs.
- Provide **practical, vendor-neutral recommendations** for PSAPs/ECCs to mitigate risk—especially ahead of large-scale events.
- Clarify how **ongoing NENA work** with wireless carriers, network providers, device and supplemental data vendors, and standards bodies fits into this picture—and why PSAPs **cannot wait** for long-term fixes.

This paper is **not** a critique or endorsement of any individual vendor, network, or product. It aims to raise awareness and provide practical guidance. NG9-1-1 addresses caller identification and callback numbers, as discussed in this document. Once 9-1-1 Authorities have deployed NG9-1-1 Phase 2 as defined by FCC rules,[1] 9-1-1 core services networks will be capable of delivering this information. However, PSAPs will have to adopt additional standards, such as the upcoming NG-PSAP/ECC standard,[2] for these benefits to materialize in an end-to-end NG9-1-1 system.

However, PSAPs will still not receive complete and reliable data from international wireless callers until the wireless carriers address how they handle Voice over LTE (VoLTE) roaming in their networks. These carrier-side limitations fall outside the scope of NG9-1-1 and must be addressed within the wireless ecosystem. Standards bodies are taking up these issues to support the necessary fixes, but these changes will take time to deploy.

In the interim, this document provides operational strategies to help PSAPs manage international callers effectively despite the current constraints.

2 WHY INTERNATIONAL CALLS ARE DIFFERENT

International visitors typically:

- Use **phones and SIM/eSIMs from their home country**, roaming on U.S. carrier networks.
- Rely on **roaming agreements** between their home carrier and one or more U.S. carriers.

[1] 47 CFR Part 9 Subpart J.

[2] Charter available at https://dev.nena.org/higherlogic/ws/public/document?document_id=39467&wg_id=db5ebe7b-07df-4bc6-80f2-ed847ff1670c

- May have data roaming **limited or disabled**, or prefer Wi-Fi calling to avoid charges.
- May have **limited English proficiency** and little familiarity with U.S. addressing, geography, or 9-1-1 usage.

Recent structured testing with multiple international devices across different U.S. 9-1-1 environments revealed **consistent patterns** that differ materially from those of domestic wireless calls.

These patterns include:

- **Call setup delays and occasional outright failures**.
- **Lack of usable callback numbers** provided through traditional means in Automatic Number Identification (ANI).
- **Coarse or network-based location** (wireless phase I information) rather than dispatchable device-based location.
- **Text-to-9-1-1 failures** from foreign SIMs.
- **Inability for the PSAP to call or text back international numbers** from PSAP CHE, text-to-9-1-1, and OTT systems.
- **Public Safety Telecommunicator (PST) unfamiliarity** with international numbering formats and workflows.

Testing has been limited to certain regions and vendors, but the underlying mechanisms (roaming, call classification, network routing, device-based location services, and text support) are broadly similar nationwide. For planning purposes—especially for FIFA 2026—PSAPs should **assume these issues will be present in their own environment** unless proven otherwise. These issues are not specific to the FIFA World Cup, but large events with many international visitors will likely increase the frequency with which you encounter them.

3 HOW INTERNATIONAL WIRELESS 9-1-1 CALLS BEHAVE TODAY

International wireless calls have characteristics different from domestic ones, with parameters that depend on the modality. These issues are described below.

3.1 Voice calls

- Calling 9-1-1 or dialing the user's home emergency number (e.g., 1-1-2) from an international device **typically** routes the call to the appropriate 9-1-1 PSAP. This is because 3GPP (a global mobile telecommunications standards consortium) requires that User Equipment (handset devices) recognize emergency numbers defined by the network or SIM and treat them as emergency calls, and the network must route the call to the correct PSAP based on the caller's location.
    - Typically, any well-recognized emergency dial string will work, depending on the device configuration and/or advertised emergency dial strings that the roaming network provides. **However, visitors to the US are strongly advised to dial 9-1-1 during an emergency.**

International emergency calls rely on a complex chain of roaming agreements, network handoffs, and device behaviors. Because these issues occur **upstream of the ESInet and**

PSAP, local 9-1-1 authorities often have limited visibility into root causes and limited ability to troubleshoot independently.

Most 2G and 3G devices will not work on American networks, with limited exceptions.

Testing with devices from multiple countries showed:

- Some 9-1-1 calls from roaming devices **failed completely**, never reaching any PSAP.
- Other calls **took a long time to connect** (often more than a minute), with the device displaying messages such as "searching for voice network" or similar indications of network availability.
- In several cases, the **first attempt failed,** but a **second attempt** placed moments later **succeeded**.

International visitors should connect to a US network upon arrival, even if they intend to turn off wireless roaming for the rest of their trip. This will prepare their device to make an emergency call and reduce failures or long call setup times during an emergency.

3.2 Text-to-9-1-1

Across multiple test campaigns:

- **All test SMS text-to-9-1-1 attempts from international devices failed**. No PSAP received inbound text messages from foreign SIMs, even when voice calls from the same device were successful.
- Devices displayed bounce back messages such as "Can't deliver. Call emergency services."

Text-to-9-1-1 in the US was not designed to work for international devices. **This is because text messages from foreign devices are routed through their home carrier, which is called S8 Home Routing (S8HR)**. A text message to an emergency dial string like 9-1-1 will be routed back to the user's carrier in their country of origin. The home carrier's systems are incompatible with U.S. text-to-9-1-1.

Implication for PSAPs: For international visitors, **voice should be treated as the only channel** for international 9-1-1 callers to communicate with 9-1-1. Text-to-9-1-1 from a foreign SIM will not work, and that limitation is outside the PSAP's control.

3.3 Callback Number Display in the CHE

In all documented test environments, calls from international roaming devices were received by the CHE as **Non-Service-Initialized (NSI)** wireless calls, even though they were placed from active, billable mobile subscriptions.

Typical behavior:

- The **Automatic Number Identification (ANI)** or callback field displayed a **Pseudo ANI (PANI) telephone number** with a 9-1-1 area code, as with all NSI calls, instead of the international telephone number.

- As a result, **PSTs cannot retrieve a usable callback number** in the ANI field of their call-handling screen.
- In some cases, the PANI number makes it harder to **retrieve location information from supplemental data tools**, which rely on matching the real phone number for ease of use.

In the U.S., the 9-1-1 system was designed for the North American Numbering Plan (NANP). The NANP is the unified telephone numbering system used in the U.S., Canada, and many Caribbean countries. It's a shared architecture that defines how phone numbers are structured, using a country code (+1), an area code, a central office code, and a line number for routing. Essentially, NANP uses 10-digit telephone numbers. Most countries worldwide follow the E.164 standard, which allows up to 15 digits. While NG9-1-1 supports full E.164 numbers, most legacy E9-1-1 systems in the U.S. and Canada do not.

When a call arrives from a telephone number that does not conform to NANP, legacy systems may instead display a callback value that mimics a non-service initialized (NSI) device. In these cases, the call appears to originate from an NSI device, with no true callback number available, and the system presents the identifier required by the ATIS J-STD-036 (formatted as 911 + the last seven digits of the device's IMEI).

Implication for PSAPs: PSTs cannot rely solely on the information in the CHE's ANI field to obtain a usable callback number for international callers.

In a recent development, CTIA: The Wireless Association has informed NENA that all three U.S. nationwide carriers (AT&T, T-Mobile, and Verizon) are implementing an interim solution to support PSAPs operating legacy or NG9-1-1 systems that have not yet deployed NG9-1-1 Phase 2.[3] As part of this interim measure, the carriers will deliver the caller's full E.164 telephone number in the NAM field (the field that typically displays the carrier or subscriber name) on the ANI/ALI screen of the Customer Premise Equipment (CHE).

For example, the NAM field (also labeled Caller, RP, Subscriber, etc.) will display:

"CBN +81 111 2222 333", where CBN denotes the Call Back Number.

In domestic wireless 9-1-1 calls, this field normally displays the wireless carrier's name or the subscriber's name.

This behavior will occur only when the caller's home carrier has an active roaming agreement with the carrier delivering the call.

AT&T and Verizon will begin deploying the full international telephone number in the NAM field capability the week of May 11, 2026. T-Mobile will follow within the next two weeks. All three carriers are expected to have this functionality in place by early June to support PSAP operations during the FIFA events and beyond.

Public Safety Telecommunicators (PSTs) will still be able to identify the originating wireless provider using the NENA Company ID (CID) field, even when the NAM field contains the full E.164 number. PSTs can look up the appropriate CID by visiting the NENA Company ID website at www.nena.org/CID. See Figure 1 below.

[3] Not to be confused with E9-1-1 Wireless Phase 1 and Phase 2 rules. *See* Next Generation 911 (NG911) Services, United States FCC. https://www.fcc.gov/policy-and-licensing-division/911-services/NG911

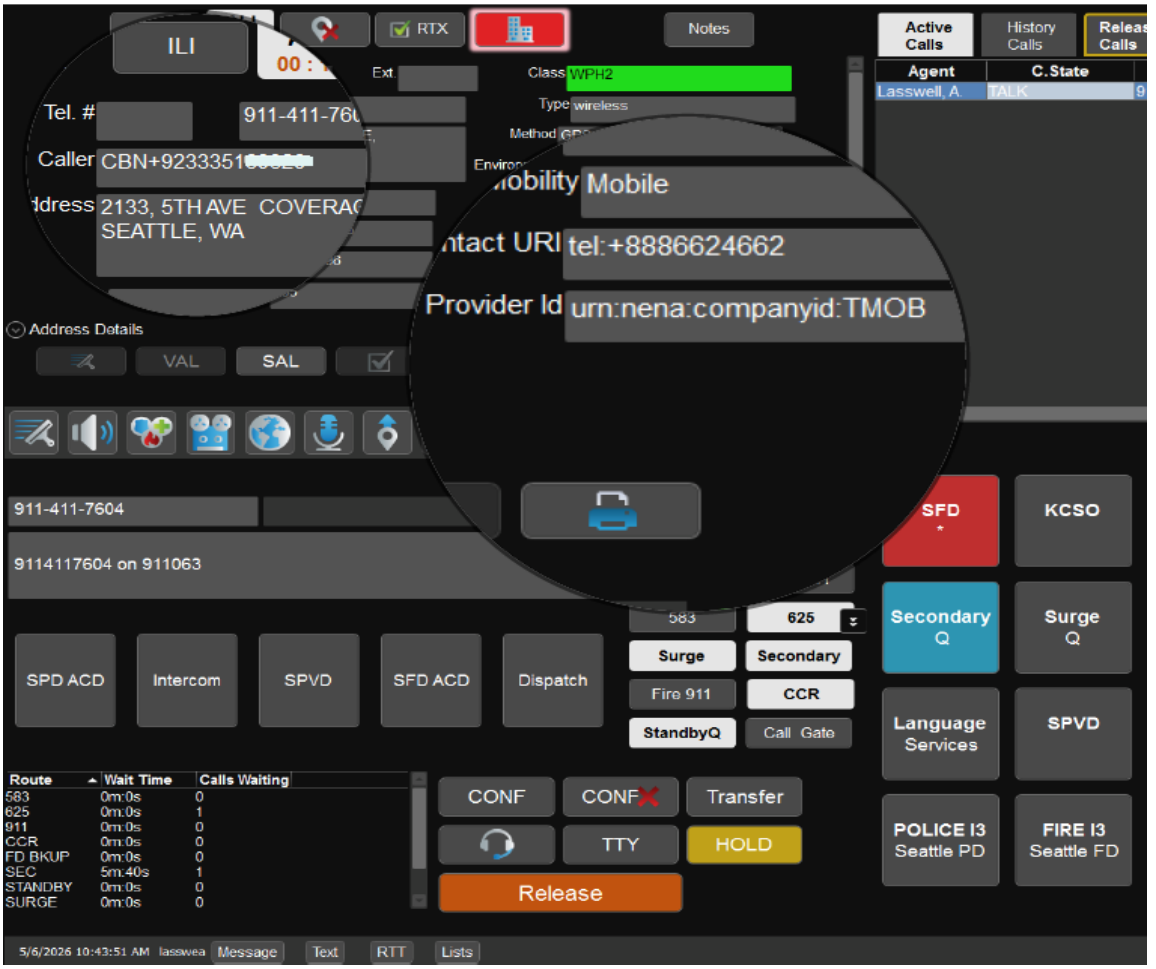

Figure 1

3.3 Location Information in the CHE

Testing consistently showed that:

- Initial location was often **Wireless Phase I (WPH1)** – the serving cell tower or sector – with large uncertainty radii (hundreds to thousands of meters).
- Rebids sometimes upgraded to **network-based Phase II** (i.e., a network estimate rather than device-based GNSS/Wi-Fi), but still carried large uncertainty.
- **Device-based location** (the kind PSAPs increasingly rely on for domestic smartphones) was **rarely available** in the CHE for international callers.

Not all roaming carriers send location information in a format that U.S. carriers can consume.

Implication for PSAPs: For international callers, the wireless location may often be **too coarse for effective dispatch**, especially in dense urban environments or around large venues.

3.4 Supplemental Data / Over-the-Top (OTT) Platforms

Most PSAPs now use some form of **over-the-top supplemental data platform** (for example, a web-based map or portal) to obtain:

- Device-based hybrid location obtained from the device operating system rather than the wireless carrier.
- A **true, dialable callback number** formatted according to global standards (E.164).

Additional supplemental information (caller language or profile) in the international test campaigns:

- When the calling device had **data or Wi-Fi enabled**, OTT platforms often provided **accurate, high-precision device location** and the **correct international callback number** for the caller.
- However, data delivery was **inconsistent**: some scenarios produced rich data, others showed no data.
- In several cases, the **callback number was displayed in an inconsistent format** (e.g., missing the "+" prefix or adding an extra "1" before the country code), making it difficult for PSTs to dial it successfully.
- **Integrated supplemental data views** inside the call-handling system were sometimes **obscured by the NSI PANI**, preventing automatic correlation of calls with the correct signals.

Implication for PSAPs: OTT platforms may offer usable international callback numbers and precise locations, but **access, configuration, and training are crucial**, and user behavior is not always consistent.

3.5 Outbound Callback Limitations (Voice and Text)

Two additional constraints must be noted:

1. **Outbound international voice calls**
    - In most documented environments, PSTs were **unable to place outbound calls to international numbers** from their PSAP phone systems, even when they had a correct callback number from an OTT platform.
    - Dial attempts returned error messages, even when using local "bypass" prefixes, suggesting PBX-level blocking.
    - To overcome these challenges, in one PSAP where testing was conducted, a dedicated supervisor's cell phone is available for placing international calls. In another PSAP test environment, the PSAP was able to place outbound international calls from their desk phone.

2. **Outbound international texting via OTT platforms**
    - All attempts to initiate **outbound text sessions** (such as "request location" or "two-way chat") to international numbers through OTT tools **failed**, even when voice calls from the same devices succeeded.

- Even though text messages were not appropriately delivered, some OTT platforms did not display an **error or bounce-back message**, so it wasn't clear to the PST that the messages weren't delivered

Implication for PSAPs: Even when you *can* see an international callback number, your **phone and messaging systems may not support it**. Without explicit configuration, callbacks to international telephone numbers may not be possible with your PBX, OTT, or text-from-9-1-1 providers. You will need to work with your service providers to verify that outbound international calls and texts are supported and functioning properly.

3.6 PST Awareness and Training

Testing and debriefs also revealed **human-factors gaps**:

- Many PSTs were **unfamiliar with international number formats** (country codes, "+" vs. "011", when to dial "1", etc.)
- PSTs were not always aware that **international calls may be delivered as NSI** or that they need to proactively **consult supplemental data tools** in these cases.
- There were **no clear Standard Operating Procedures (SOPs) or job aids** describing:
  - How to recognize an international call. Recognizing that the nationwide carriers will begin delivering the full E.164 CBN in the NAM field.
  - How to interpret and dial international numbers.
  - What to do when there is **no usable callback number** or only a coarse location.

Implication for PSAP/ECCs: Technology alone is not enough. Without **explicit procedures and scenario-based training**, international callers can fall through the cracks, even when the tools technically support them.

4 OPERATIONAL IMPACT FOR PSAP/ECCS

When you combine the issues above, several **high-risk scenarios** emerge:

1. **Caller with minimal English, coarse location, no callback**
   - Call arrives as NSI with tower antenna-level location.
   - The caller disconnects before the location can be refined.
   - No usable callback number is available and outbound international calling is blocked.
2. **Dropped call from a crowded venue, OTT data available but not used**
   - OTT holds a precise location and international callback number.
   - PST is unaware of the need to check OTT for NSI calls or does not have a login.
   - The opportunity to reconnect or reroute is lost.
3. **Text-to-9-1-1 is promoted in public outreach, but not supported for foreign SIMs**
   - Visitors rely on text-to-9-1-1 signage or prior messaging.
   - Text messages fail silently on the device without a bounce-back message; no PSAP/ECC receives them.

- Visitors may assume "no response" rather than a delivery failure.

With FIFA World Cup 2026 expected to generate **large crowds, complex venues, and international rivalries**, these gaps can compound risk during precisely the moments when 9-1-1 centers are under the greatest stress.

5 RECOMMENDED PSAP/ECC ACTIONS (BEFORE FIFA 2026 AND BEYOND)

NENA is actively working with standards bodies, wireless carriers, network providers, and software vendors to address the underlying causes of these issues. However, **changes to networks, devices, and standards take time** and will not be available in the near term.

PSAP/ECCs should therefore take **immediate, local steps** to mitigate risk with existing tools.

5.1 Test Your Own Environment

If possible, conduct **controlled test campaigns** for international 9-1-1 calls in your jurisdiction:

- Use **multiple devices and SIMs/eSIMs** from different countries and carriers.
- Test at **multiple PSAP/ECCs or positions**, including any hosted or regional configurations.
- For each call and text attempt, document:
  - Call delivery (success, failure, delay, retries).
  - How the call appears in your call-handling system (class of service, ANI/ALI).
  - Location quality (uncertainty radius, update speed).
  - Is information available in **OTT/supplemental data portals**?
  - Ability to **call back** or **text back** using your phone and OTT systems.

Use this data to build a **local risk profile** and prioritize changes.

5.2 Operationalize Supplemental Data Platforms

Treat OTT/supplemental data platforms as **core tools** for international callers:

- Ensure **every PST** who may answer wireless calls has:
  - A working login.
  - Training on how to use the tool.
  - Awareness that **NSI calls may still have usable data in OTT**.

Work with your vendor(s) to:

- **Standardize how international numbers are displayed** (E.164 format, e.g., "+43 681 …").
- Address any **data-availability inconsistencies** seen in testing.
- Clarify the status and roadmap for **international outbound text/chat** capabilities.

Where possible, integrate OTT tools into **scenario-based training** and tabletop exercises.

5.3 Address Outbound International Calling

Work with your **PBX provider, 9-1-1 network provider, outbound telephone carriers, and outbound text providers** to:

- Identify where **international calling is currently blocked** (PBX configuration, carrier plan, security policy).
- Explore options for **controlled outbound international calling**, such as:
  - Limiting it to supervisor positions.
  - Enabling enhanced logging and auditing.
  - Restricting to specific high-priority country codes if needed.
- Align your dialing plans with **international number formats**, so PSTs can dial numbers **exactly as shown** in OTT (e.g., "+52…", "+44…") without guesswork.

If enabling outbound international calls is not feasible, establish **alternative workflows**, such as:

- Coordination with other agencies that may have that capability.
- Using a desk phone with outbound international calling capability instead of the 9-1-1 call handling system.
- Using a designated cell phone with outbound international calling capability.
- Attempting callback on popular internationally used messaging services tied to a phone number, such as WhatsApp. Most European and Latin American visitors will have a WhatsApp account, which can be dialed in the application like a normal phone call.

5.4 Create SOPs, Job Aids, and Training for International Calls

Develop **clear, written procedures** that cover:

- How to **recognize an international caller** (audio cues, language, device number format, NSI behavior).
- The **standard workflow** for such calls:
  - Answer and stabilize the call, obtain the location and callback number verbally.
  - Immediately check the **supplemental data portals** for location and callback details.
  - If the call drops, attempt **callback** using the OTT-provided number (where technically possible).
- What to do when:
  - Only coarse location is available.
  - There is **no usable callback number**.
  - Text-to-9-1-1 is not available to the caller.

Provide **simple job aids**, such as:

- A one-page **country code and dialing reference** for the most likely visitor countries (including how to dial "+" from PSAP/ECC phones, if supported).

- A quick-reference card on **how OTT and NSI interact** ("If you see 9-1-1-XXX-XXXX in ANI but suspect an international caller, check OTT for a matching signal with a different number.").

Incorporate international-caller scenarios into **regular training and exercises**, including multi-PSAP/ECC or regional tabletop drills.

5.5 Engage External Partners

Coordinate early with:

- **Wireless carriers and 9-1-1 network providers**
  - Share test results (dates, times, device types) to help investigate call setup delays, failures, and text issues.
- **Supplemental data / OTT vendors**
  - Work together to resolve number-formatting, data consistency, and outbound messaging issues.
- **Event organizers and venues** (including FIFA-related entities)
  - Ensure facility staff and security teams understand the limitations of international calling and texting.
  - Encourage the incorporation of **clear emergency calling instructions** and data integration into event apps, signage, and visitor materials.

5.6 Public Education for International Visitors

Work with public information partners to craft **simple, multilingual messages**, such as:

- "In the U.S., dial **9-1-1** for emergencies. Place a **voice call** from international phones; text-to-9-1-1 will not work."[4]
- Encourage visitors to:
  - **Purchase a cellular subscription/plan with a SIM/eSIM from a US carrier,** rather than relying solely on their international phone subscription and WiFi.
  - Enable **roaming data** or access Wi-Fi when available (to support device-based location).
  - Be prepared to **describe their location** (landmarks, venue names, sections, etc.).
  - Stay on the line **until the call-taker tells them it is okay to hang up**.

These messages can be shared through:

- Event websites and apps.
- Tourist information centers.
- Airlines, hotels, and local tourism boards.
- Social media campaigns targeting visitors.

[4] Any widely-accepted emergency dial string such as 999 or 112 will often work on US carrier networks, but this should not be expected or assumed.

5.7 Human Interpretation Services

Assess your readiness to handle a larger volume of non-English-speaking callers, including languages that are not common in the communities you serve.

Note that:

- Delays waiting for interpreters increase time-to-triage and risk, especially for uncommon languages.
- Longer handle times tie up positions and create queue backlogs during peaks.
- Relay miscommunication (caller → interpreter → call taker) can introduce errors or lost nuance under stress.
- There may be inconsistent coverage and availability during surges or for rare languages.
- There is limited verbatim documentation, which complicates QA, training, and legal/chain-of-custody needs.
- There may be higher and variable costs, creating friction between procurement and contracting at scale.

How AI translation and transcription can augment the workflow:

- Instant language detection and on-the-fly translation can start triage immediately; escalate to human only when needed.
- Real-time transcripts create accurate, searchable records and support QA/supervisor reviews.
- Bi-directional translation for voice and text reduces dependency on language lines and cuts handling times.
- Automated summaries, keyword extraction, and stress/sentiment cues can help focus decision-making and speed dispatcher notifications.
- Scalable multi-language coverage can help serve large events without interpreter wait times.
- Integration with call-taking/CAD systems minimizes window switching and preserves documentation.
- PSAP/ECCs can exercise a Hybrid model: AI starts first; when confidence is low, or context is nuanced, bring in a human interpreter while retaining the transcript for QA.

6 NENA ACTIVITIES AND STANDARDS WORK

NENA is actively:

- **Engaging wireless carriers, 9-1-1 network providers, device OS providers, and supplemental data vendors** to:
  - Investigate international call and text delivery failures.
  - Improve handling of international roaming calls in emergency routing and classification.
  - Enhance support for device-based location and international callback presentation for roaming devices.

- **Collaborating with national and international associations** to elevate these issues (e.g., other U.S. public safety organizations and domestic and global mobile industry groups).
    - NENA has cooperated with major wireless carriers to implement an ability to send a full international (E.164) number via ALI, but this is currently undergoing testing.
- **Performing outreach to PSAP/ECCs and the public** for international emergency call scenarios (e.g. this whitepaper)
- **Reviewing and updating NG9-1-1 and related standards** to better accommodate:
    - Edge cases such as international roamers.
    - Integration of supplemental data across multiple systems.
    - Presentation of international numbers and location.
    - Working with NENA's development group and other standards bodies to:
        - Update call origination standards with ATIS for mobile messaging for NG9-1-1 systems.
        - Implement a temporary identifier mechanism to provide a short-term callback number when the device's native callback number cannot be delivered
        - Evaluate whether devices with valid SIMs that are unregistered for normal service can perform limited emergency registration on a visited cellular network solely for the purpose of supporting emergency calls and related callback functionality
        - Encourage industry and standards bodies to study whether and how additional emergency modalities (e.g., non-RTT emergency text messaging) could be supported for unregistered devices
        - Ensure that emergency caller location capabilities available to roaming subscribers are functionally equivalent to those available when subscribers are served by their home network, as technically feasible
- Completing the NG-PSAP/ECC standard to fully implement NG9-1-1 capabilities into all PSAP/ECC systems beyond the basic call handling functionalities defined in the NENA i3 standard.[5]
- Studying why roaming devices present as NSI calls

However:

- **Standards changes, vendor implementation, and carrier roll-outs take time**.
- It is **unlikely** that all underlying issues will be fully resolved nationwide before the FIFA World Cup 2026.

Therefore, even as NENA and its partners work toward long-term systemic improvements, **PSAPs/ECCs must act now** to understand their own limitations and implement practical mitigations with the systems they have today.

7 EFFORTS BY MAJOR U.S. CARRIERS

U.S. wireless networks generally support emergency calls from international devices, and those calls will reach the appropriate PSAP with available location information.

[5] Available at: https://www.nena.org/page/standards#NENA-STA-010

7.1 How International 911 Calls Reach PSAPs

Generally, international visitors can place emergency calls on U.S. wireless networks by dialing 9-1-1, 1-1-2, or in some cases their home country's designated emergency number, if it is provisioned on their device's SIM card or advertised by the roaming network they connect to. Once initiated, these calls are routed to the appropriate PSAP based on available location data.

In most cases, location information will be available and the call will connect without issue. The challenge arises after the call is received, specifically, in how the caller's phone number is displayed on legacy PSAP systems.

7.2 Looking Ahead

PSAPs that have completed NG9-1-1 Phase 2 deployment will not encounter these display issues. Phase 2 systems are architected to fully support international number formats, eliminating the NSI limitations associated with legacy infrastructure. For administrators evaluating their NG9-1-1 transition timeline, the volume of international visitors expected for upcoming major events is an additional operational reason to prioritize Phase 2 completion.

8 CONCLUSION

International visitors already rely on U.S. 9-1-1, and their numbers will grow significantly during global events like the FIFA World Cup 2026. **International wireless calls do not behave like domestic ones, text-to-9-1-1 will not work from foreign SIMs**, and these differences can directly impact caller safety and PSAP/ECC operations.

Key takeaways for PSAP/ECCs:

- Expect **call setup delays, occasional failures, and universal text-to-9-1-1 failure** for foreign SIMs.
- **PSTs cannot retrieve a usable callback number** in the ANI field of their call-handling screen. Rather, the full CBN should be displayed in the NAM field.
- **Assume it is unlikely to receive a precise location** from many international callers.
- Recognize that **supplemental data platforms often hold the key**—but only if configured, available, and used consistently.
- Understand that **outbound international calling and texting may be blocked** without deliberate configuration and policy work.
- Invest now in **testing, SOPs, training, and partner engagement**.

NENA will continue to work with carriers, vendors, standards bodies, and public safety partners to improve the situation. In the meantime, PSAP/ECCs that **proactively test and prepare** will be far better positioned to serve international visitors effectively—during FIFA 2026 and every day thereafter.