

HELPFUL INFORMATION ON THE EMERGENCY

HELPLINE 999/112

In the UK you can call the emergency services using either 999 or 112. They are answered in the same way and by the same people.

999 is the traditional UK phone number and 112 is the standard European Union emergency number. Dialling 112 should work in any country that is part of the European Union.

If you do not have a signal on your mobile, you simply cannot make a call. As we travel around in our day to day lives you would have noticed that your phone sometimes displays the message 'No Network' or 'SOS calls only'.

"SOS calls only" is when your network provider has limited coverage in the area or perhaps you are in an area where signals are affected by buildings, mountains or other objects.

If you move a few steps, sometimes this is enough to return the signal. At other times you may have to go further. Remember in an emergency situation you may have to send members of the group a distance to get a signal which will allow them to call for emergency help.

In the UK since 2009, absence of a signal on the mobile phone's home network will mean that it may be possible to obtain a signal on another network, irrespective of whether dialled on 112 or 999.

If a signal on another network is available, this is referred to as being *camped-on*, but is not the same as roaming abroad. You may be able to place a 999/112 call on that network.

The emergency service operators can engage a telephone translation service for non-English speakers. The first thing an operator will do is try to establish the language the caller is speaking and then bring in a translator. This is also available for English speakers in EU countries.

Access to the emergency service is provided for the hearing impaired via Textphone and use of the national type talk relay service which you must register for.

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