



Commission for
Communications Regulation

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ComReg says public should be aware of the phone number '112' for emergency services in the EU

The Commission for Communications Regulation (ComReg) has today urged the public to be aware that 112 is the phone number to use when contacting the emergency services throughout the EU. Today marks European 112 Day which promotes the awareness of the pan-European emergency services number 112.

This emergency number was introduced in 1991 to complement national emergency numbers and make emergency services more accessible in all EU Member States. Since 1998, EU rules require Member States to ensure that all fixed and mobile phone users can call 112 free of charge.

At some point in life, consumers may need to call the emergency services such as fire services, police, or medical personnel. By being prepared for calling emergency services, people can get the help they need much more quickly - which can make a big difference in an emergency. When travelling within Europe, the public can call 112 to reach the emergency services. Parents should also teach their children about when and how to call for help.

The emergency number 112 is accessible using either a fixed line or a mobile phone. As European citizens are increasingly travelling to other countries, for business or social reasons, there is a need for a single number, identical across the EU, to call in the event of an emergency.

It should also be noted that 999 or 112 may be used to call the emergency services in Ireland.

For further information, please visit ComReg's consumer website www.askcomreg.ie.

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Issued By
Kerry O'Hare
Public Affairs Executive, ComReg
Ph: 01 804 9661 Mobile: 087 9470590 kerry.ohare@comreg.ie