



## 112 in Cyprus

1. Can I call 112 from fixed phones and public pay phones?
  - Yes
2. Can I call 112 from mobile phones?
  - Yes
3. If I live in Cyprus and my mobile network does not cover the area I am in but another mobile network does, can I still call 112 (national roaming)?
  - Yes
4. If I am visiting Cyprus, can I call 112 through the mobile phone subscription I use in my home country (international roaming)?
  - Yes
5. Can I call 112 from a mobile phone that does not have a SIM card?
  - No
6. How long does it take for the operator to answer my call?
  - 97.1% of fixed calls and 92.5% of mobile calls are answered within 20 seconds
7. Can 112 operators in Cyprus answer my call if I speak another European language?
  - Yes, operators can speak English
8. If I am unable to tell the 112 operator where I am, will the emergency services be able to locate me? If so, how quickly?
  - Yes, within 60 seconds for fixed calls and immediately for mobile calls
9. Is Cyprus taking measures to raise awareness about 112?
  - Yes, for example a poster addressed to the travellers is planned in the 2009 nationwide campaign as well as distribution of information through travel agents and hotels
10. In Cyprus, how many people know that they can call 112 from anywhere in the EU?
  - 11%