

Allegato:

112 negli Stati membri dell'UE

	Possibilità di chiamare il 112 da telefonia fissa e mobile	Tempi di risposta del centralinista del 112 dopo l'avvenuta connessione	Possibilità di chiamare il 112 da cellulare in assenza di rete domestica	Altre lingue dell'UE disponibili per le chiamate al 112	Funzione Localizzazione di chiamata (Push = automatica con ogni chiamata; Pull = su richiesta) & tempo necessario per la richiesta "pull"	
					Fisso	Mobile
AT	+	Few seconds	+	English	Pull – a few minutes	Pull – a few minutes
BE	+	<i>No information</i>	-	<i>No information</i>	Pull – <i>no information on time</i>	Pull – <i>no information on time</i>
BG	- (112 not yet available nationwide); infringement procedure pending	1-5 seconds	+	English, French, German, Romanian	Push (Sofia region only)	Push (Sofia region only)
CY	+	<i>No information</i>	-	<i>No information</i>	Pull – 45-75 seconds	Push
CZ	+	All calls answered within 20 seconds	+	English, German; calls in other languages can be transferred to other call handlers who speak the language concerned	Pull – average time 3 seconds / max. 7 seconds	Push
DK	+	20-25 seconds	+	English	Push	Push
DE	+	5 seconds to 1 minute	+	English, languages of neighbouring countries in border areas	Pull – 30-60 seconds	Pull – up to 60 minutes
EE	+	10 seconds	+	Finnish, English	Push/ Pull – 23 seconds	Push/ Pull – 23 seconds
IE	+	1 second	+	<i>No information</i>	Push	Pull – <i>no information on time</i>
EL	+	9 seconds	+	English, French; calls in other languages can be transferred to other call handlers who speak the language concerned	Pull – up to 1 minute	Pull – 10-36 minutes
ES	+	97% of calls answered within	+	English, French, German, Portuguese,	Push / Pull – 30 seconds	Push / Pull - <i>no information on</i>

		20 seconds		Italian in some areas; interpretation services and transfers to other call handlers who speak the language concerned available		<i>time</i>
FI	+	71% of calls answered within 10 seconds	+	English, interpretation service available for some other languages (e.g. German and French)	Pull – 3-30 seconds	Pull – 3-30 seconds
FR	+	<i>No information</i>	+	English; interpretation service available for other foreign languages	Pull – few seconds	Pull – up to 30 minutes
IT	+	<i>Nessuna informazione</i>	Soggetto ad accordo commerciale tra operatori	<i>Nessuna informazione</i>	Pull	Non ancora attuato; è in corso un procedimento di infrazione
LV	+	4-5 seconds	<i>No information</i>	<i>No information</i>	Pull – immediate	Pull – 5-10 seconds
LT	+	4-20 seconds	+	Polish, English, German	Pull – up to 1 minute	Not yet implemented; infringement procedure pending
LU	+	<i>No information</i>	+	<i>No information</i>	Pull – 1-4 seconds	Push
HU	+	5-10 seconds	+	English, German, languages of neighbouring countries in border areas	Pull – from 30-40 seconds to 3-4 hours	Pull – from 30-40 seconds to 3-4 hours
MT	+	<i>No information</i>	+	English	Pull – <i>no information on time</i>	Pull – <i>no information on time</i>
NL	+	90% of calls answered within 10 seconds	+	English, German, interpretation service available for other languages	Push	Not yet implemented; infringement procedure pending
PL	+	<i>No information</i>	+	<i>No information</i>	Pull – several minutes	Pull – several minutes; Infringement procedure currently suspended in view of verification

PT	+	6-20 seconds	+	<i>No information</i>	Push	Push
RO	+	<i>No information</i>	-	<i>No information</i>	Push	Not yet implemented; infringement procedure pending
SI	+	3-5 seconds	+	English, German, Hungarian, Italian, calls in other languages can be transferred to other call handlers who speak the language concerned	Push / Pull – 15 minutes	Push / Pull – 15 minutes
SK	+	<i>No information</i>	+	<i>No information</i>	Pull – 2-3 seconds	Pull – 2-3 seconds; Infringement procedure pending
SE	+	9 seconds	+	English; a new interpretation service launched in 2008 covers 10-15 languages	Push	Pull – up to 12 seconds
UK	+	98% of calls answered within 20 seconds	-	Some emergency call centres can make use of interpretation service to deal with calls in foreign languages	Pull – average less than 0.1 seconds in case of electronic transmission	Pull – average less than 0.1 seconds in case of electronic transmission