



CEN 112

HOW TO BE IMMEDIATELY LOCATED

- If you have the option, use a landline phone instead of the mobile phone.
- Download the Where Are U App for free

THE OPERATOR WILL ASK YOU THESE QUESTIONS

WHERE IS THE EMERGENCY?

- If you are in a **flat** indicate: Street, street no., name on the bell, staircase and floor
- If you are in the **street**: Locate the street, street no., the corner between two streets, or a shop sign or a particular building
- If you are **driving**: Locate a petrol station, the sign indicating the overpass, the direction on the highway

WHAT DO YOU NEED?

Do not attempt to explain the problem in detail, but indicate only if you need:

- AN AMBULANCE**
- THE POLICE**
- THE FIRE BRIGADE**



CEN 112

DOWNLOAD WHERE ARE U

The official free app to call and simultaneously send the exact position of the caller to the Central Emergency Number **112** of Friuli Venezia Giulia.



- ▶ Caller location
- ▶ Access for users with disabilities
- ▶ Multilingual service

CENTRAL NUMBER FOR ALL EMERGENCIES IN FRIULI VENEZIA GIULIA

CALL 112

WHAT IS IT?

FREE SERVICE

ACTIVE 24/7 IN EVERY COUNTRY OF THE EU

AVAILABLE FROM LANDLINES AND MOBILE PHONES



BENEFITS:

LOCATION OF THE CALLER ACCESS FOR USERS WITH DISABILITIES
MULTILINGUAL SERVICES



Info: Civil Protection FVG
www.protezionecivile.fvg.it





CEN 112

WHAT IS IT?

PHASE 1:

All emergency telephone calls flow into the Central Response Unit CRU NUE 112, in Palmanova, at the Regional Civil Protection Operations Centre, regardless of the emergency number the caller has dialled, including 112 itself.



CEN 112

HOW DOES IT WORK?

By dialling any emergency number (112, 113, 115, 118), the operator of the Central Response Unit (CRU) CEN 112 takes the call and fills out the contact form.

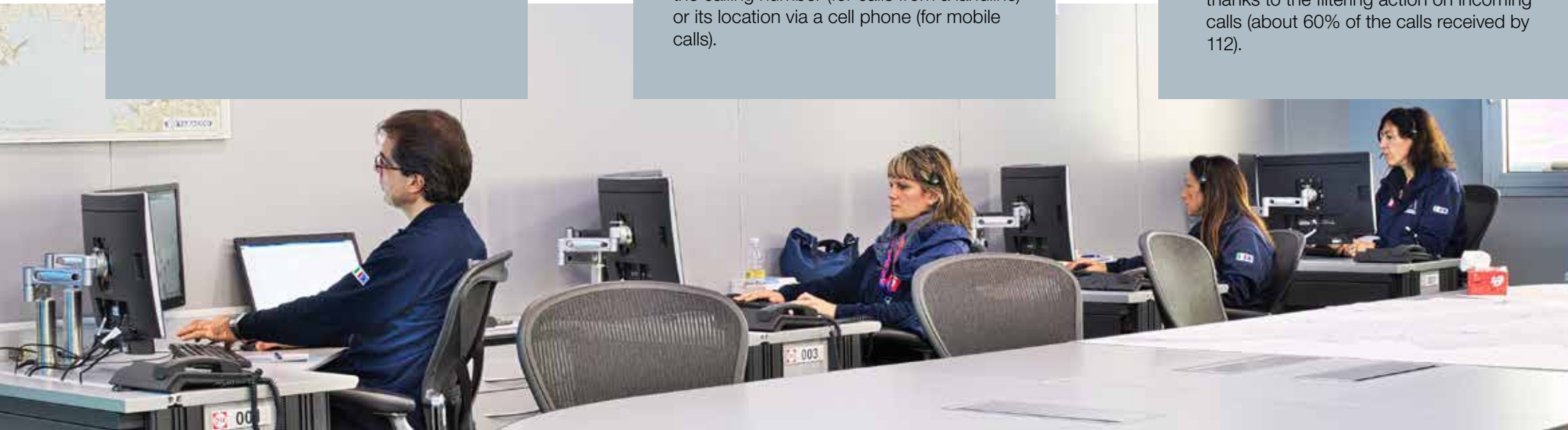
The connection with the central Data Centre of the Ministry of Interior allows the data to be collected in just a few seconds (3-4 seconds), including the ID and location of the calling number (for calls from a landline) or its location via a cell phone (for mobile calls).



CEN 112

WHAT DOES IT OFFER?

- Timely response to emergency/rescue calls made by any citizen using a landline or mobile phone.
- Location and/or identification of the caller from landlines and mobile phones, or via the free app 112 Where ARE U.
- The appropriateness of the calls transferred to the 2nd level Control Units, thanks to the filtering action on incoming calls (about 60% of the calls received by 112).



PHASE 2:

The operators forwards the calls, after locating the caller and identifying the need, to the competent authority for the management of the emergency event: Carabinieri, State Police, Fire Brigade, Health Emergency.



Alternatively, by making the call via the 112 Where ARE U app, the location data (obtained from the GPS positioning system of the user's smartphone) will be automatically transmitted to the operator of 112.



- Access for deaf people via SMS.
- Real-time multilingual service for calls made by foreign citizens.
- Centralised collection of all the distress calls.
- Security and traceability of the call.
- Free service.