

# Mobile communication and safety

Simply A1.



# Your trust in us

**The mobile phone has become a constant companion, resulting in even more mobility and flexibility for society. Our independence, whether at work or at leisure, grows.**

However, it also creates more safety: In an emergency we can get immediate help, even in remote rural areas. For all recreational activities – particularly in high-risk sports – the mobile phone should be an integral part of your kit. Statistics show how important mobile phones have become: A total of approximately 2.5 million emergency calls are made via the A1 mobile network annually.

A1 provides nearly 5.8 million customers with the best mobile network in Austria. We accept the responsibility which we share everyday with our partners:

We cooperate with fire departments, emergency services and the Red Cross and work closely via the “Alpine Safety” platform with the relevant emergency service centres. And of course, calls to official emergency numbers are free.

In this brochure you will learn how you can use the phone in case of emergency, for personal safety and to save lives. We provide a comprehensive network coverage which ensures that your emergency call reaches its destination – today and in the future. Trust us; we stay in touch. Our mobile network is paramount for your safety.  
A1 mobile network.

**Hannes Ametsreiter**  
CEO of A1 Telekom Austria AG

## Content

A safe mobile network	4
The European Emergency number 112	6
Help in case of emergency	8
FAQs	10



# A safe mobile network

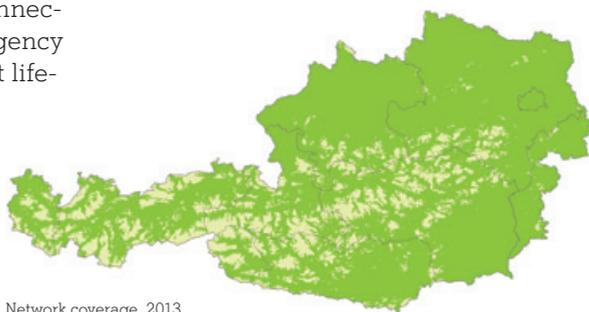
Emergency calls can only be handled safely with a well-developed mobile network. As a customer of A1, you make your calls using Austria's best network. The network is constantly being improved and developed. We plan ahead, covering new housing developments and shopping centres.

## European emergency calls have priority

The European emergency number 112 is immediately recognized by the network and given priority: This is how we secure connection to the emergency services in the event of an emergency. This is particularly important in rural and remote areas where phone calls can only be made with a mobile phone. Even at major events, where all other connections are busy, the European emergency number is often the only way to get life-saving help.

## We connect people

A1 also offers the Austrian mountain regions the best possible mobile phone reception. Covering 99 % of the population, we also serve many tourist and recreational areas. 75 % of emergencies in rural areas are reported via mobile phone.



Network coverage, 2013

## The most important emergency numbers

In an emergency, the difference between life and death can depend on a matter of minutes. It is important to get the right kind of assistance quickly. Therefore, please save the most important emergency numbers in your mobile phone or put our sticker with the emergency numbers on your mobile phone. You can find the sticker on the back of this brochure.

“The rapid and efficient assistance of fire fighters in an emergency is of course dependent on a quick alarm and the correct specification of the emergency site. In the era of mobile phone networks, communication time is tremendously shortened thanks to mobile phones and enhances the coordination of emergency services by using modern technologies.”

### **Albert Kern**

Regional Fire Commander of Styria,  
President of the Austrian Federal Fire  
Brigade Association

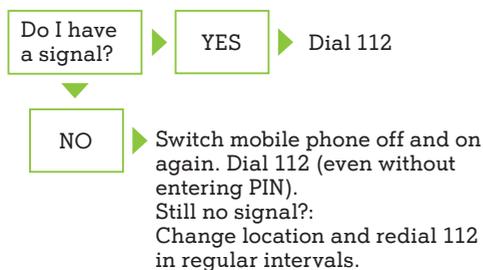
Even abroad – whether on a business trip, a family holiday or a honeymoon – you should make provisions and check the respective emergency numbers at your destination. This will keep you safe on your travels.

Emergency call numbers	
112	European Emergency Call
122	Fire brigade
133	Police
128	Gas incidents
140	Mountain rescue (in Vorarlberg 144)
141	Emergency doctor
144	Ambulance
147	Rat auf Draht – Emergency number for children, teenagers and their carers
0800/222 555	Woman helpline
01/406 43 43	Poison helpline
0800/133 133	WITAF – text message emergency number for the deaf

# The European Emergency Number 112

Knowing the European Emergency Number is a great tip for anyone travelling around Europe. The Europe-wide standard emergency number 112 is treated with priority within the network. The list of member countries is constantly growing and you can find a current status at [www.sos112.info](http://www.sos112.info). You can make a European Emergency Number call in Austria – even without a SIM card and without credit on any mobile phone.

## How it works:



Please note that for an European Emergency Number call your phone number may not always be transferred automatically. Please only hang up when you are prompted to by the emergency services.

After dialling the European Emergency Number, the mobile phone will automatically search for the mobile phone network that has the best reception. If you still do not have any reception, then please try to change the location and dial 112 at regular intervals.

## Everybody has responsibility

### Avoiding accidents is the best assistance you can give.

We all have a responsibility when it comes to safety and avoiding accidents. Too many people do not respect potential danger, whether they are hiking, skiing or doing other recreational activities. The first rule is: Do not put yourself and other people into reckless risk situations. And do not rely on the fact that help is “just a phone call” away.

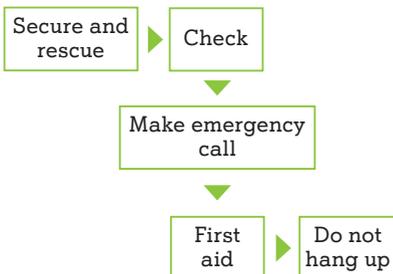
As helpful as a mobile phone is in an emergency, it can also be dangerous in other situations, e.g. in traffic. As a motorist, only make calls with a statutory speakerphone or a headset.

## The mobile phone as a lifesaver

The faster assistance arrives on location in an emergency, the faster life-saving measures can be initiated. This also means that long-term effects after accidents can be avoided: Statistical analysis at the Clinical Department of Occupational Medicine at the Medical University of Vienna shows that these long-term effects are clearly declining thanks to being able to speedily alert emergency services using mobile phones. It cannot hurt to attend one of the wide range of first aid courses in Austria.

## What to do in an emergency?

- 1. Securing and removing**  
the injured person from the danger area
- 2. Checking vital functions**  
Consciousness/breathing/circulation; if necessary initiate life-saving emergency measures
- 3. Make emergency call**  
with the mobile phone. Pay attention to the instructions you are given!
- 4. Provide first aid**  
and care for the injured person until the arrival of the emergency services



“The chances of surviving a serious traffic accident have doubled in Austria over the past 20 years. Safer vehicles, progresses in rescue services and last but not least: well-developed mobile phone networks. The mobile network of A1 makes an important contribution in shortening the alarm times and helping people in need.”

**Dr. Wolfgang Kopetzky**, General Secretary of the Austrian Red Cross

“Answer the questions of the emergency call handler, carry out all directions. He will look after you during the call and help you to deal with the emergency. Only hang up when you are told to do so!

The person who provides first aid is of utmost importance in an ideal rescue chain. Having a mobile phone is the best way to get help directly to the sick or injured. The emergency operator can help provide first aid and safety instructions during the telephone call. This means the time until professional emergency services arrive is not wasted. These measures during the emergency call save lives!”

**Stefan Spielbichler**  
NOTRUF NÖ GmbH

Keep yourself calm during the emergency call and only hang up once you are prompted to do so because the emergency service centre might need more information. Please give your mobile phone number so they can reach you if necessary.

# Help in an emergency

## **A1 Emergency Container – be prepared for an emergency**

The A1 emergency container is a mobile transmitter equipped with an emergency generator that supplies the most remote areas with signals via satellite during emergencies and natural disasters. In the event of a disaster, the container can be ordered free of charge via A1's Crisis Line. It is usually possible to get an emergency mobile phone supply in place with the support of the Austrian army anywhere in our country within a few hours.

## **Emergency mobile phones – be mobile in an emergency**

Rescue operations require trouble-free communication. In crisis situations, A1 can provide up to 60 emergency mobile phones quickly, free and without red tape (request via hotline 0800 664 100). For operations in extreme areas, the Thuraya satellite phones have a great track record.

## **Mobile phone theft on holiday**

If your mobile phone is stolen on holiday, you can lock it immediately so the thief cannot cause any additional damage due to connection charges.

### **Tip:**

Write down the service line for such situations: 0800 664 100.

Mobile phone thefts at home and abroad should always be reported to the nearest police station. Particular caution should be exercised with regards to mobile thefts abroad. If your phone was stolen abroad, the police report is not recorded back home. As a precaution, it is possible to install a mobile phone protection app like Vodafone Protect on smartphones. With this program, it is possible to lock the phone, delete the data via the internet and to trigger an alarm – even if the phone is set to silent.

## Emergency text message instructions for the deaf

Write a text message with these contents in the following order:

1. I am deaf/hard of hearing/hearing impaired.
2. Your name.
3. Your mobile phone number.
4. Address to which the emergency service should come to.
5. I need: Ambulance/emergency doctor/police/fire brigade.
6. Because: Accident/severe illness/violence/assault/break-in/fire.
7. Enter emergency number 0800 133 133
8. Send

## Important!

If you are out and about, please be as precise as possible with regards to your location.

## Emergency in a motorway tunnel

Seconds matter in a motorway tunnel emergency. The traffic behind has to be slowed or stopped, to reduce the risk to others. Emergency call points within the tunnel are the only way to reach the tunnel control room and alert them to the incident and to inform them of the nature of the emergency. Security experts recommend not using mobile phones in tunnels. When an emergency call site is used, security programmes are automatically activated which reduce the speed limit in the tunnel, enhance the lighting and the control centre records the scene of the accident.

"In modern tunnels, there are emergency call points with emergency phones every 150–250 metres allowing the operators to be alerted rapidly – the use of mobile phones should be reduced to a minimum in a tunnel emergency."

**Ing. Günter Rattei**

Head of Tunnel Management at ASFINAG

# FAQs

## **Where do I call in case of emergency?**

The most important Austrian numbers can be found on our mobile phone emergency sticker. You can also store them in your phone. In all cases, a safe bet is the European Emergency number 112.

## **What is the European Emergency number?**

The emergency number is 112 and is being introduced as a standard in more and more countries in Europe (for a detailed list of countries visit [www.sos112.info](http://www.sos112.info)). European Emergency calls are recognized as such by mobile networks and treated with priority. It is now possible to instantly receive a secure connection to the operations centres, even in countries with which there is no roaming agreement.

## **Which number do I call if there is an emergency outside of Europe?**

We recommend that you obtain information about emergency numbers at your destination from the Ministry of Foreign Affairs or the respective embassies before you travel. This will keep you safe on your travels.

## **Can you always make an emergency call wherever you are?**

A1 has the highest mobile phone network coverage in Austria. You can rely on us in an emergency. If your mobile phone has battery charge and you have signal reception, then you can make an emergency call. In rural or alpine areas, the area may at times not be supplied with mobile signal. On page 6, we describe what you can do if you really have no reception at all.

### **Can you make an emergency call without SIM card?**

You can make an European Emergency call 112 in Austria without a SIM card. Please bear in mind, however, that you cannot be called back if you have no SIM card.

### **What do I do in the event of an emergency?**

1. Keep calm
2. Look after injured people
3. Call for help, make an emergency phone call!

### **Which information is important when placing an emergency call?**

WHAT happened?  
WHEN did it happen?  
WHERE did it happen?  
HOW many injured?  
WHO is calling?

### **What actions to take in an emergency?**

1. Secure and rescue
2. Check vital functions
3. Make emergency call - do not hang up
4. Give First Aid

### **What does an emergency call cost?**

Calls to official emergency numbers are free of charge.

### **How many emergency calls are carried out via A1?**

About 2.5 million emergency calls are made via A1 per year (as of: 2012).

## The EMF-Team is happy to answer your questions:

Email: [emf@A1.net](mailto:emf@A1.net)

Phone: 050 664-0

## Further information can be found at:

[A1.net/gesundheit](http://A1.net/gesundheit)

[A1.net](http://A1.net)

Everything about the topic "Safety" at A1 Telekom Austria:

[A1.net/sicherheit](http://A1.net/sicherheit)

TAG-EMF:

[www.telekomaustria.com/en/csr/emf](http://www.telekomaustria.com/en/csr/emf)

Page about emergency call numbers in the EU:

[www.sos112.info](http://www.sos112.info)

Register of all public broadcast- and mobile base stations in Austria:

[www.senderkataster.at](http://www.senderkataster.at)

Austrian Federal Fire-Brigade Federation:

[www.bundesfeuerwehrverband.at](http://www.bundesfeuerwehrverband.at)

Red Cross:

[www.roteskreuz.at](http://www.roteskreuz.at)

WITAF - Vienna Association of the Deaf and Hard of Hearing:

[www.witaf.at](http://www.witaf.at)

<b>European Emergency Call</b>	<b>112</b>
<b>Fire brigade</b>	<b>122</b>
<b>Police</b>	<b>133</b>
<b>Ambulance</b>	<b>144</b>
ÖAMTC	120
ARBÖ	123
Gas incidents	128
Mountain rescue	140
Emergency doctor	141
Rat auf Draht	147
Poison helpline	01/406 43 43
Woman helpline	0800/222 555

The logo for A1, consisting of the letters 'A1' in a bold, stylized font. The 'A' is black with a white outline, and the '1' is solid black.

### About this site

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