

# Caller location in Greece



Caller location of calls to 112 should be “made available (...) to the authority handling emergency calls **as soon as** the call reaches that authority.”<sup>1</sup>



Caller location is made available **by fax 28 minutes and 58 seconds** (average) after the emergency call is made<sup>2</sup>...

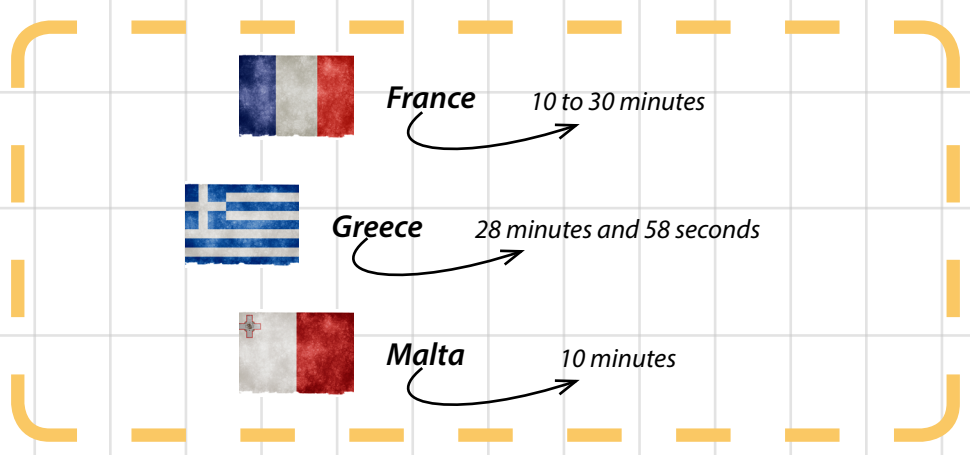
## Putting it into perspective...

✓ EU countries receiving caller location within **less than 10 seconds**<sup>3</sup>:

	Belgium		Finland		Latvia		Portugal
	Bulgaria		Germany		Lithuania		Romania
	Czech Republic		Hungary		Luxembourg		Slovenia
	Denmark		Ireland		The Netherlands		Spain
	Estonia		Italy		Poland		Sweden
							United Kingdom

## But is it *only* Greece? No...

For instance, EU countries receiving caller location in **more than 10 minutes**<sup>4</sup>:



**Accurate & timely caller location** in an emergency can be the difference between life and death.

Let's work together to make sure every call is treated the best way we can...

Sources:  
1. Directive 2009/136/EC, "Universal Service Directive", article 26.5  
2. "COCOM 16-01 - Implementation of the European emergency number 112 – Results of the ninth data-gathering round" published by the European Commission and available here: [http://www.eena.org/download.asp?item\\_id=168](http://www.eena.org/download.asp?item_id=168). If no data was included in the report, the annual EENA survey, answered by emergency services representatives in the member states has been used. The abstract of the "Public Safety Answering Points in Europe" is available here: [http://www.eena.org/download.asp?item\\_id=155](http://www.eena.org/download.asp?item_id=155)  
3. Ibid.  
4. Ibid.