

**WRITTEN QUESTION E-4402/08**  
**by Stavros Arnautakis (PSE)**  
**to the Commission**

Subject: Special '112' European emergency number web pages

On 3 June 2008, the Commission launched the special '112' European emergency number web pages at the following address: <http://ec.europa.eu/112>

It also published comprehensive details, including those relating to caller location information referred to in its answer to my previous written question (E-0776/08).

Pending the availability of the above websites in the other official languages of the EU, can the Commission provide the following information:

1. Why did it not use the '112.eu' internet address assigned for this purpose? Does it intend to use this address in future or to make it available for use by non-profit making organisations promoting the '112' emergency number?
2. Why did it not include in its '112' web pages, information concerning procedures to be followed by individuals wishing to register complaints with the Commission regarding any malfunctions encountered in using this emergency number?

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**Answer given by Ms Reding**  
**on behalf of the Commission**

As the Honourable Member rightly points out, on 3 June 2008 the Commission launched a website dedicated to the single European emergency number 112<sup>1</sup>, which provides information to citizens about 112 and its functioning in each Member State. In order to promote actions related to 112, the website also includes links to sites of relevant non-profit organisations and national 112 websites. On that same day, the Commissioner in charge of Information Society and Media opened an exhibition dedicated to 112 at the Berlaymont jointly with Vice-president of the Parliament Ms Wallis.

In order to enable citizens to get information in a transparent manner and in accordance with the communication rules decided in common agreement by the EU institutions, official information about the EU is always published on websites belonging to the EUROPA family within the europa.eu domain space. In line with the same agreement, specialised websites and portals under the responsibility of a Directorate General are hosted in the Commission's web domain ec.europa.eu. Therefore, the Commission's 112 website is accessible at the following address: <http://ec.europa.eu/112>. To avoid possible abuse by third parties and at the same time anticipate intuitive address calls from Internet users, the Commission has also registered the address <http://112.eu>, which is redirected to the official website.

As the Honourable Member is probably aware, citizens can lodge a complaint with the Commission against a Member State regarding legal measures or practice attributable to a Member State, which they consider incompatible with Community law, according to the standard complaints procedures<sup>2</sup>. These procedures also apply to the EU provisions concerning 112<sup>3</sup>. Finally, the Commission would like to inform the Honourable Member that the 112 website has been recently updated with information about 112 in all the EU official languages.

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<sup>1</sup> <http://ec.europa.eu/112>

<sup>2</sup> [http://ec.europa.eu/community\\_law/your\\_rights/your\\_rights\\_forms\\_en.htm](http://ec.europa.eu/community_law/your_rights/your_rights_forms_en.htm)

<sup>3</sup> Article 26 of the Universal Service Directive - OJ L 108, 24.4.2002.