



Public Emergency Communication Centre Frequently Asked Questions

Directorate: Safety and Security

Department: Emergency Services

Branch: Public Emergency Communication Centre

What is 107?

107 is a single emergency telephone number available to all people living in and visiting Cape Town. By using this number you can ask for help when a life or property is endangered and you will be efficiently transferred to the nearest relevant emergency service provider: ambulance, fire rescue, police or traffic service.

How does it work?

You can pick up any Telkom phone, including payphones, and make a toll-free call to 107. Calls from a cellphone/ Neotel phone can be made to the 107 service by calling 021 480 7700 (national rates apply).

By asking a few relevant pre-determined questions, the operator will be able to establish which emergency service provider is required.

Take note of the steps below to ensure that when making a call, you provide the most detailed and effective information:

- Once you have dialled the number and are through to the operator, give them your contact number first so they can call you back if you lose connection.
- Always give your full name.
- Describe your location as accurately as you can. Remember, the operator might not necessarily know your neighbourhood like you do.
- Give details of your emergency. Let the operator guide the conversation — they have been trained to ask the most pertinent questions.

Your call will be transferred, together with all the information you provided, to the relevant police, fire or ambulance service.

The service provider will then determine what type of response is needed, and dispatch the relevant resources (personnel, vehicles and equipment).

Glossaries:

If you find yourself in a crisis situation, contact our toll-free number on telephone (landline), or on a cellphone.

Emergency Centre:

Telephone (Landline): [107](tel:107) or [112](tel:112) (Toll-free)

Cellphone: [021 480 7700](tel:0214807700)

South African Police Service: [10111](tel:10111)

National Emergency Medical Care: [10177](tel:10177)