

# RNID Typetalk

**Emergency**

**18000**

**Read this leaflet carefully  
it could save your life  
Or someone elses**

**18000**

This is the only number you need to dial to get through to the following services:

**Police**

**Fire service**

**Ambulance**

**Coast Guard**

**Mountain Rescue**

**Cave Rescue**

When you dial **18000** you will get straight through to an Emergency Services Operator. A Typetalk Relay Assistant will be brought into the call as soon as the Emergency Services Operator answers your call.

The Emergency Services Operator will ask you which service you need. You must tell them if you want the Police, Ambulance, Fire, Coast Guard, Mountain or Cave Rescue.

The Operator will put you straight through to your nearest station for the service you have requested.



Text user prefix      18001  
Hearing user prefix 18002  
**Emergency            18000**



The Operator will then ask you a few questions. Try to answer them as best you can but do not worry if you are unable to answer the questions. You are asked these questions to help find out exactly what the problem is. Some of the questions you may be asked are:

} *Where is the trouble?*

} *What is the trouble?*

} *Where are you and the number you are calling from?*

You can ring the emergency services any time of the day or night, 365 days a year. An emergency services operator and a Tynetalk Relay Assistant will always be there to answer your call.

### **Never make a false or hoax call**

You instantly put the lives of other people at risk. Imagine not being able to get through to the emergency services because they are dealing with a hoax call. Think before you dial ! Hoax calls are against the law and your telephone calls may be traced.

### **Always Remember**

- Stay calm, things will happen much quicker if you do.
- Try to answer as many questions asked by the Operator as possible.
- Don't take risks, if in doubt - get out.



## **For further help and advice**

Customer Support (Text) - 18001 0800 7311 888

Customer Support (Hearing) - 0800 7311 888

Switchboard - 0151 709 9494

Fax - 0151 709 8119

email - [helpline@rnid-typetalk.org.uk](mailto:helpline@rnid-typetalk.org.uk)

Website - [www.typetalk.org](http://www.typetalk.org)

Registered Charity No: 207720

In an Emergency dial 18000

Text user prefix - 18001

Hearing user prefix - 18002

Text users calling from abroad - +44 151 494 1260

Hearing users calling from abroad - +44 151 494 2022

Available in large print and braille

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