



## ABOUT OUR 107 FAMILY

The 107 centre has been in operation since 2000. Our professionally trained communicators are at hand to guide you through any emergency. We are ready for your call 24 hours a day, 365 days of the year. Our mission is to enhance the quality of life by handling all calls for service in a prompt, courteous, professional and correct manner. We aim to save lives, protect property, limit crimes and prevent major fire losses with accurate information.



## WALLY THE MASCOT

Wally 107 is our mascot. He is currently travelling through Cape Town to educate children about the use of the 107 emergency number. Call 021 487 2745 or 021 487 2749 for more information about Wally and to give feedback on the 107 service.

**POLICE • FIRE • AMBULANCE • TRAFFIC**

[www.capetown.gov.za/107/en/emergencyservices](http://www.capetown.gov.za/107/en/emergencyservices)



**CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD**

## WHAT IS 107?

- 107 is an emergency number for the City of Cape Town's municipal area enabling you to ask for help when life or property is in danger.
- This number will put you in contact with the nearest relevant emergency service provider, such as the ambulance, fire and rescue, police or traffic services.

## YINTONI U 107?

- U-107 yinombolo yemo yonxunguphalo kummandla wesixeko saseKapa ongathi uyisebenzise ukucela uncedo xa ubomi bakho okanye izinto zakho zisengozini
- Ngokufowunela le nombolo, uya kuthi unxulunyaniswe nomboneleli-nkonzo zexesha likaxakeka okufuphi kuwe, ofana neenkonzo zeenqwelo zezigulane nezicima-mlilo, amapolisa okanye iinkonzo zezendlela.

## WAT IS 107?

- 107 is 'n noodnommer vir die Stad Kaapstad se munisipale gebied wat jou in staat stel om hulp te kry wanneer lewe of eiendom in gevaar is.
- Hierdie nommer sal jou in verbinding plaas met die naaste toepaslike nooddienverskaffer soos die ambulans-, brandweer- polisie- of verkeersdienste.



**CITY OF CAPE TOWN  
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# Help is close at hand when seconds count.

**CALL**  
**107**  
FROM A TELKOM LANDLINE  
**021 480 7700**  
FROM A CELLPHONE

## We are your one-stop emergency support family.

## HOW DO I USE 107?

- Dial 107 from any Telkom telephone
- Make sure you have the information and details about the emergency ready
- Nature of the emergency
- Exact location of the incident (including nearby landmarks)
- Caller details, e.g. contact name and number
- Any injuries
- Relay your information and try to stay calm
- The operator will be able to establish your details (such as your address and telephone number) immediately
- Do not hang up until you are told to do so, even if you dialled 107 by mistake.

## WILL 107 REPLACE OTHER EMERGENCY NUMBERS?

- All other emergency numbers are still applicable, however, 107 is a single number that will connect you to all emergency services.

## CAN I CALL 107 FROM MY CELLPHONE?

Calls from a cellphone/Neotel phone can be made to the 107 service by calling 021 480 7700 (national rates apply). Save this number on your cellphone immediately to ensure access to this service during an emergency situation.

## WHAT HAPPENS IF I MISUSE THE 107 NUMBER?

A hoax or prank call to 107 is a very serious crime and you could get a fine or even go to prison for up to three years. Remember that the 107 system can automatically determine the location of your telephone call.



## NDIMSEBENZISA NJANI U-107

Tsala u-107 nakweyiphi naifoni yakwa-Telkom

- Qinisekisa ukuba unolwazi kwaneenkukacha ezimalunga nemo yonxunguphalo leyo ikufutshanenawe
- Uhlobo lwemo leyo yonxunguphalo
- indawo apho lukuyo unxunguphalo 010 (kubandakanya iindawo ezibalulekileyo/ezaziwayo)
- linkukacha zokutsala umnxeba umzekelo igama nenombolo yoqhagamshelwano
- ingaba kukho abonzakeleyo?
- Chaza ulwazi lwakho-kwaye uzame ukuhlala uzolile
- Umbheshi wefoni uya kuthi kwangoko akwazi ukufumana iinkukacha zakho, ezifana nenombolo yefoni kunye nedilesi
- Ungayibeki phantsi ifoni ude uxelelwe ukuba wenze njalo, nokuba kuthe kanti utsalele U-107 ngempazamo.

## U-107 UTHABATHA INDAWO YENZINYE IINOMBOLO ZEMO YONXUNGUPHALO KUSINI NA?

Zonke ezinye iinombolo zemo yonxunguphalo zisasebenza, kodwa u-107 yiyo yodwa inombolo enokunxulumanisa nazo zonke iinkonzo zemo yonxunguphalo.

## NDINGAKWAZI UKUTSALELA U -107 NGOKUSEBENZISA ISELULA YAM

Uyakwazi ukutsalela u-107 ngokusebenzisa iselula nakwitoni yakwa-Neotel yakho ngokutsala u-021 480 7700 kuhlawulwa ixabiso lomrhumo kaZwelonke lomnxeba. Yigcine le nombolo kwiselula yakho ngokukhawuleza. uKulqinisekisa ukuba uyifumana kamsinya ngexesha likaxakeka.

## KWENZEKA NTONI NDAKUBA NDISEBENZISE U-107 NGENDLELA ENGEYIYO

Ukufonela u-107 udlala okanye usenza imfeketho lulwaphulomthetho olunzima, kwaye ungafumana isohlwayo okanye ude uye ejele isithuba seminyaka emithathu. Khumbula, isixokelelwano se-107 siyakwazi ukuzibonela apho utsala ukhona.

## HOE GEBRUIK EK 107?

- Skakel 107 van enige Telkom-telefoon
- Voordat jy skakel, maak seker dat jy die inligting en besonderhede oor die noodgeval byderhand het
- Aard van die noodgeval
- Presiese inligting van die voorval (onder andere: bakens)
- Besonderhede van oproeper (kontaknaam en -nommer)
- Enige beserings
- Verstrek dan jou inligting en probeer kalm bly
- Die operateur sal jou besonderhede (bv. jou adres en telefoonnommer) onmiddellik kan vasstel
- Moenie aflui totdat jy aangesê word om dit te doen nie, selfs al het jy 107 per ongeluk gebel.

## SAL 107 ANDER NOODNOMMERS VERVANG?

Alle ander noodnommers is nog geldig, maar 107 is die een nommer wat jou met alle nooddienste sal verbind.

## KAN EK 107 VAN MY SELFOON SKAKEL?

Selfoon/Neotel gebruikers kan die 107-diens kontak deur 021 480 7700 (nasionale tariewe geld) te skakel. Bêre hierdie nommer onmiddellik op jou selfoon om te verseker dat jy die diens tydens 'n noodsituasie kan bereik.

## WAT GEBEUR AS EK DIE 107-NOMMER MISBRUIK?

Dit is 'n baie ernstige oortreding om 107 vir die grap te skakel en jy kan 'n boete opgelê word of selfs drie jaar lank tronk toe gaan. Onthou dat die 107-stelsel onmiddellik kan vasstel van waar af jy skakel.

