



**COUNCIL OF
THE EUROPEAN UNION**

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COVER NOTE

from: Aled Williams, President of Eurojust

to: Ivan Bizjak, Director-General, Council of the European Union

date of receipt : 17 June 2011

Subject : Eurojust On-Call Coordination from 4 June 2011

Dear Mr. Bizjak,

I am glad to inform you that Eurojust's On-Call Coordination service became available on 4 June 2011.

On-Call Coordination (OCC) enables national authorities to request Eurojust's assistance in **urgent** cases by contacting their representatives on a 24/7 basis as foreseen in article 5(a) of the Eurojust Council Decision.

Notification of the available telephone numbers is restricted to judges, prosecutors and law enforcement officials in Member States.

Further brief details of the OCC are in the attached leaflet.

(Complimentary close)

(s.) Aled WILLIAMS

DETAILS ABOUT THE EUROJUST ON-CALL COORDINATION

Eurojust was established by Council Decision of 28 February 2002 setting up Eurojust with a view to reinforcing the fight against serious crime (OJ L 63, 6.3.2002).



EUROJUST

The European Union's Judicial
Co-operation Unit

ON-CALL
COORDINATION

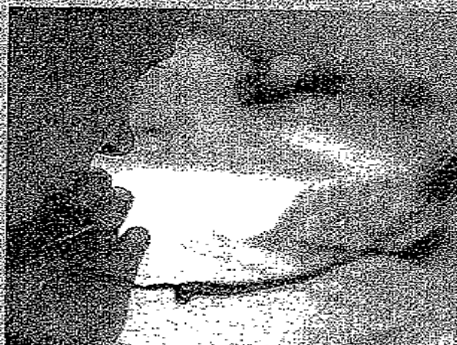
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WHAT IS ON-CALL COORDINATION?

Eurojust supports national authorities in the fight against serious cross-border crime. The On-Call Coordination (OCC) enables national authorities to request Eurojust's assistance in **urgent cases** on a 24/7 basis.

Notification of the OCC telephone numbers should be restricted to judges, prosecutors and law enforcement officials!

Eurojust launched the On-Call Coordination on 04 June 2011, implementing Article 5a of Council Decision 2009/426/JHA on the strengthening of Eurojust.



HOW TO REACH THE OCC

For most Member States, access to the OCC from a landline is by a toll-free telephone number:



National toll-free numbers are in place for:

Greece

Romania

The standard Dutch telephone number should be used when toll-free options are unavailable and for calls from 3rd states:



HOW THE OCC WORKS

Callers to the OCC will be greeted in the language(s) of their Member State. The call will be forwarded to the national OCC representative on duty.

If the country of origin of the call cannot be established automatically or where the call is made from outside the European Union, recorded messages in English offer the caller the option of connection to an OCC representative.

The caller may leave a recorded message for an OCC representative but conversations between the caller and the representative will not be recorded.

