

### BMS One-Stop Office

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### Emergency numbers

Police emergency	110
Medical emergency: accident/fire brigade	112
Berlin police hot-line (public line)	+49 30 46 64 46 64

### To Report Utility Service Problems

Vattenfall: Electricity failure	+49 180 211 25 25
GASAG: Gas failure	+49 30 78 72 72
Water failure	+49 800 29 27 587

If you call one of these customer service lines for power, gas or water supply, but get no answer, in case of emergency (such as strong smell of gas in your building, danger of a fire) you can also contact the fire brigade. Your building manager is also an emergency contact.

**The One-Stop Office has a list of English speaking doctors in different medical fields!**

### Medical emergency/accident service

Charité Hospital, Luisenstr. 65/66	
Accident and emergency service, first aid emergency department	+49 30 450 53 10 00
Switchboard	+49 30 450 50
Emergency service provided by public medical service	+49 30 310 031
Poison hot-line	+49 30 192 40
Emergency dental service (information)	+49 30 89 00 43 33

### Other important telephone numbers

Enquiries national <a href="http://www.teleauskunft.de">www.teleauskunft.de</a>	+49 30 11 833
Enquiries international <a href="http://www.teleauskunft.de">www.teleauskunft.de</a>	+49 30 11 834
BVG customer services (6.00-23.00)	+49 30 19 449
Central (public) lost and found articles	+49 30 75 60 31 01

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### **Editor**

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K. Herschelmann: Page 5, 6, 7 (family), 9, 14  
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C. Yunck: Page 7 (students), 10, 11, 12, Back Cover  
H. Zappe: Page 14 (HU Main Building)  
C. Jungeblodt: Page 14 (FU Entrance)  
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