

# General Information and Tips

## Some Useful Phone Numbers

### Emergency Phone Numbers

ETH: emergency .....	044 342 11 88
internal .....	888
ETH: technical failures, internal .....	2 25 25
University: technical failures, internal ..	4 44 44
Police .....	117
Fire brigade .....	112 or 118
Ambulance .....	112 or 144
Rescue helicopter .....	1414
TCS car breakdown service .....	140

To dial an external number from an internal ETH or University phone, dial 0 first.

### Medical Help

Medical coordination center ( <i>Aerzteverband ZUERIMED</i> ) ..	044 269 69 69
Children's Hospital .....	044 266 71 11
University Hospital .....	044 255 11 11
<i>Bellevue Apotheke</i> .....	044 266 62 22
(24h pharmacy at Bellevue)	
<i>Bahnhof Apotheke</i> .....	044 225 42 42
(Main Station; Mon–Sun 7:00–24:00)	

The University Hospital is just across the street (*Rämistrasse*) from ETH, and its casualty ward / emergency station is just about 100 meters away from ETH's Main Building (HG) at the *Schmelzbergstrasse*.

## Pay Phones, Mobile Phones, SIM Cards, International Calls

### Pay Phones

Due to the wide usage of mobile phone, public phones have become rare. You can usually find one in post offices, railway stations, and shopping areas. Some phone booths still accept coins, but they are rare. To use public phones you normally need a telephone card (Taxcard), which is available at post offices,

### Airports

<i>EuroAirport</i> Basel	
<a href="http://www.euroairport.com">www.euroairport.com</a> .....	061 325 31 11
Airport ( <i>Flughafen</i> ) Zurich	
<a href="http://www.flughafen-zuerich.ch">www.flughafen-zuerich.ch</a> ..	043 816 22 11
Geneva International Airport	
<a href="http://www.gva.ch">www.gva.ch</a> .....	022 717 71 11

### Credit Card Emergency Numbers

American Express .....	044 384 64 06
Diners .....	044 835 41 41
Eurocard (Mastercard) .....	044 279 61 11
VISA .....	044 372 20 60

### Phone Directory Enquires

ETH: directory enquiries .....	044 632 11 11
Domestic directory enquiries (Swisscom)	1811
(alternative company) ..	1818

### Taxis

<i>Züritaxi</i> .....	044 222 22 22
Transport of disabled people ...	044 444 22 11

(Note: the taxis in Zurich, in particular those from the airport are known to be expensive!)

newspaper kiosks, and Swisscom shops. They can be bought for CHF 5, 10, 20 or 50. Cards for CHF 20 or 50 have a magnetic band on each side of the card. When one band is exhausted, turn the card over and use the other side. In most public telephone boxes it is also possible to have a call returned. If so, the number of the phone is displayed.

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## Mobile Phones and SIM Cards

Dual-band mobile phones are sufficient for Europe. If you want to avoid expensive calls to Swiss numbers with a foreign mobile phone, you may want to consider buying a SIM card. Very good deals are available from Coop and Migros (only in bigger markets: e.g., Coop Bahnhofbrücke (Mon–Fri 7:00–21:00, Sat 7:00–20:00); Coop St. Annahof, Bahnhofstrasse 57 (Mon–Fri 9:00–20:00, Sat 9:00–17:00); Migros MMM Zürich–City, Löwenstrasse 31–35 (Mon–Fri 9:00–20:00, Sat 9:00–17:00)). SIM cards including CHF 15.– credit for calls cost CHF 19.– (CoopMobile) or CHF 19.80 (M-Budget Mobile). You need your passport to buy one. Mobile phones including the SIM card with the CHF 15.– credit for calls start at CHF 29.90 (Migros) or CHF 45.00 (Coop), see [www.coop.ch/coopmobile](http://www.coop.ch/coopmobile) or [www.m-budget-mobile.ch](http://www.m-budget-mobile.ch). These mobile phones are SIM-locked for two years, and it takes 24h to activate them, however.

## International Calls

International calls from a conventional phone to European countries, Australia, and the US

are no longer expensive (between CHF 0.10 and CHF 0.65 per minute, plus some extra charge for calls to mobiles, see [www.swisscom-fixnet.ch/fx/privatkunden/telefonie/tarife/ausland/Index.htm](http://www.swisscom-fixnet.ch/fx/privatkunden/telefonie/tarife/ausland/Index.htm)). Other countries may be up to CHF 1.60 per minute. Much lower rates are available by calling a Helvotel access number, see [www.helvotel.ch/rates.php](http://www.helvotel.ch/rates.php). There is no contract and no credit card needed. You just call the access number for your country, wait for a connection, then dial the full number including the country code (with two zeros to begin with), and finish by pressing the #-key. Some examples (cost per minute given in *Rappen* =  $\frac{1}{100}$  CHF):

country	phone called	access number	cost
Australia	fixed line	0840 567 567	4
Australia	mobile phone	0900 33 44 32	6
Brazil	fixed line	0900 33 44 31	5
Brazil	mobile phone	0900 88 99 85	30
China	fixed line	0900 33 44 31	5
China	mobile phone	0840 567 567	4
Hong Kong	either one	0840 544 544	3
India	either one	0900 33 44 31	5
Japan	fixed line	0840 567 567	4
Japan	mobile phone	0900 88 99 85	30
Russia	fixed line	0900 33 44 31	5
Russia	mobile phone	0900 33 44 38	10

## Other Hints

### Electricity

The power used throughout Switzerland is 220 volts. The power socket is different from those used in most countries, in particular for three-pin plugs. Adapters can be borrowed in most of the hotels. The usual two-pin plugs of continental European countries often work without an adapter, though their pins are slightly thicker.

### Shop Opening Times

There are no longer fixed restrictions. Typical opening times are Mon–Fri 9:00–18:30 or 20:00, Sat 9:00–16:00 or 17:00. Open daily are the shops in Zurich's Main Station, in Train Sta-

tion Stadelhofen and at Zurich Airport; opening times vary, typical is Mon–Sat 8:00–21:00, Sun 9:00–20:00.

### Tipping

The service charge is always included on restaurant and hotel bills, and in taxi fees. Any extra tip is not expected but appreciated. Most people leave some small change up to, say, 5% on the table.

### Water

Tap water is drinkable throughout Switzerland.

# General Information and Tips

## Other Services

### Banks

Credit Suisse, Paradeplatz . . . . . 044 333 99 11  
(Mon–Wed & Fri 8:15–16:30, Thu 8:15–18:00)

Credit Suisse, Rathausplatz . . . . . 044 258 45 11  
(Mon–Fri 9:00–16:30)

MigrosBank, Seidengasse 12 . . . . . 0848 845 400  
(Mon–Wed & Fri 9:00–17:30, Thu 9:00–18:00,  
Sat 9:00–12:00)

UBS, Bahnhofstrasse 45 . . . . . 044 234 11 11  
(Mon–Fri 8:15–16:30)

Zürcher Kantonalbank  
Bahnhofstrasse 9 . . . . . 044 293 93 93  
(Mon–Fri 8:15–16:30)

SBB Money Exchange  
(in Main Station, next to the ticket booths;  
Mon–Sun 6:30–21:30)

### Groceries

The largest food store chains in Switzerland are **Coop** and **Migros**. (Migros sells no alcoholic beverages, Coop does.) Branches close to ETH:

Coop Bahnhofbrücke 1  
(across the river from Central;  
Mon–Fri 7:00–21:00, Sat 7:00–20:00)

Coop Universitätstrasse 73  
(Tram 10 up the hill, 2 stations;  
Mon–Fri 8:00–20:00, Sat 8:00–16:00)

Migros Shop-Ville  
(in Main Station, two stores;  
Mon–Fri 7:00–21:00, Sat 8:00–21:00, Sun 8:00–20:00)

Migros Mühlegasse 11  
(in Old Town below the University;  
Mon–Fri 8:30–21:00, Sat 8:30–18:00)

Migros Rigiplatz (Winterthurerstr. 2-4)  
(Tram 10 up the hill, 3 stations;  
Mon–Fri 08:00–19:00, Sat 08:00–16:00)

### Post Offices

Post office Universitätsstrasse 101  
(Tram 10 up the hill, 2 stations;  
Mon–Fri 07:30–12:00, 13:45–18:00, Sat 9:00–12:00)

Post office Rämistrasse 15  
(near Bellevue, Mon–Fri 8:00–18:00)

Post office at Main Station, Bahnhofplatz 15  
(Mon–Fri 7:30–18:30, Sat 8:00–17:00)

Sihlpost (Main post office) Kasernenstr. 95/97  
(Mon–Fri 6:30–22:30, Sat 6:30–20:00, Sun 10:00–22:30  
(extra fee))

### SBB Travel Agency

(in Main Station . . . . . 051 222 33 61  
next to ticket booths in the main hall.  
Mon–Fri 8:30–19:00, Sat 9:00–16:30 pm)

Rail Service: 24 hour information 0900 300 300  
(note: this phone number costs CHF 1.19 per min.)

Web site for looking up connections:  
[www.sbb.ch/en/](http://www.sbb.ch/en/)

Ticketcorner (event tickets, counter 43)  
(Mon–Fri 7:30–20:00, Sat–Sun 9:30–19:00 pm)

Web site for event ticket reservations:  
[www.ticketcorner.com](http://www.ticketcorner.com)

### Tourist Office

In Main Station . . . . . 044 215 40 00  
At the north-east corner of the main hall.

(Mon–Sat 8:00–20:30, Sun 8:30–18:30 pm)  
Web: [www.zuerich.com](http://www.zuerich.com),

[www.myswitzerland.com](http://www.myswitzerland.com)

Email: [information@zuerich.com](mailto:information@zuerich.com)

*Note:* The staff of Spectrum Events who is present on the Congress site can also help you book excursions, make restaurant reservations, or organise other arrangements for you. Meet them at booths 1–2 in the ICIAM 07 Exhibition area in the University (KOL/KOH).