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COMMISSION DECISION

of 15 February 2007

on reserving the national numbering range beginning with ‘116’ for harmonised numbers for harmonised services of social value

(notified under document number C(2007) 249)

(Text with EEA relevance)

(2007/116/EC)

(OJ L 49, 17.2.2007, p. 30)

Amended by:

		Official Journal		
		No	page	date
► <u>M1</u>	Commission Decision 2007/698/EC of 29 October 2007	L 284	31	30.10.2007
► <u>M2</u>	Commission Decision 2009/884/EC of 30 November 2009	L 317	46	3.12.2009
► <u>M3</u>	Commission Implementing Decision (EU) 2023/468 of 25 November 2022	L 68	96	6.3.2023

**COMMISSION DECISION****of 15 February 2007****on reserving the national numbering range beginning with ‘116’ for
harmonised numbers for harmonised services of social value***(notified under document number C(2007) 249)***(Text with EEA relevance)****(2007/116/EC)***Article 1***Subject matter and scope**

The numbering range beginning with ‘116’ shall be reserved in national numbering plans for harmonised numbers for harmonised services of social value.

The specific numbers within this numbering range and the services for which each number is reserved are listed in the Annex.

*Article 2***Harmonised service of social value**

‘Harmonised service of social value’ is a service meeting a common description to be accessed by individuals via a freephone number, which is potentially of value to visitors from other countries and which answers a specific social need, in particular which contributes to the well-being or safety of citizens, or particular groups of citizens, or helps citizens in difficulty.

*Article 3***Reservation of specific numbers within the ‘116’ numbering range**

Member States shall ensure that:

- (a) numbers listed in the Annex are used only for the services for which they have been reserved;
- (b) numbers within the ‘116’ numbering range that are not listed in the Annex are not used;
- (c) the number 116112 is neither assigned nor used for any service.

*Article 4***Conditions attached to the right of use for harmonised numbers**

Member States shall attach the following conditions to the right of use of harmonised numbers for the provision of harmonised services of social value:

- (a) the service provides information, or assistance, or a reporting tool to citizens, or any combination thereof;

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- (b) the service is open to all citizens without any requirement of prior registration;
- (c) the service is not time-limited;
- (d) there is no payment, or payment commitment as a pre-requisite to use the service;
- (e) the following activities are excluded during a call: advertisement, entertainment, marketing and selling, using the call for the future selling of commercial services.

In addition, Member States shall attach specific conditions to the right of use of harmonised numbers as set out in the Annex.

*Article 5***Assignment of harmonised numbers**

1. Member States shall take all necessary measures to ensure that as from the 31 August 2007 the competent National Regulatory Authority can assign the numbers referred to in the Annex.
2. The listing of a specific number and the associated harmonised service of social value does not carry an obligation for Member States to ensure that the service in question is provided within their territory.
3. Once a number has been listed in the Annex, Member States shall make known at national level that the specific number is available for the provision of the associated harmonised service of social value, and that applications for the rights of use for this specific number may be submitted.
4. Member States shall ensure that a register of all harmonised numbers, with their associated harmonised services of social value, available in their territory is maintained. The register shall be easily accessible to the public.

*Article 6***Monitoring**

Member States shall report periodically to the Commission on the actual use of numbers listed in the Annex for the provision of the related services within their territory.

*Article 7***Addressees**

This Decision is addressed to the Member States.

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ANNEX

List of numbers reserved for harmonised services of social value

Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
116 000	<p><i>Name of service:</i></p> <p>Hotline for missing children</p> <p><i>Description:</i></p> <p>The service (a) takes calls reporting missing children and passes them on to the Police; (b) offers guidance to and supports the persons responsible for the missing child; (c) supports the investigation.</p>	Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).
116 006	<p><i>Name of the service:</i></p> <p>Helpline for victims of crime</p> <p><i>Description:</i></p> <p>The service enables victims of crime to get emotional support in such circumstances, to be informed about their rights and about ways to claim their rights, and to be referred to the relevant organisations. In particular, it provides information about (a) local police and criminal justice proceedings; (b) possibilities of compensation and insurance matters. It also provides support in finding other sources of help relevant to the victims of crime.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.
116 016	<p><i>Name of the service:</i></p> <p>Helpline for victims of violence against women</p> <p><i>Description:</i></p> <p>The service enables victims of violence against women to seek assistance and support, to be informed of their rights and of ways to claim their rights, and to be referred to the relevant organisations.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.
116 111	<p><i>Name of the service:</i></p> <p>Child helplines</p> <p><i>Description:</i></p> <p>The service helps children in need of care and protection and links them to services and resources; it provides children with an opportunity to express their concerns, talk about issues directly affecting them and contact someone in an emergency situation.</p>	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.

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Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
116 117	<p><i>Name of the service:</i></p> <p>Non-emergency medical on-call service</p> <p><i>Description:</i></p> <p>The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life-threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>
116 123	<p><i>Name of the service:</i></p> <p>Emotional support helplines</p> <p><i>Description:</i></p> <p>The service enables the caller to benefit from a genuine human relationship based on non-judgmental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>