EXPLANATORY MEMORANDUM

1 INTRODUCTION

In many European countries, certain services of a social nature are available either via normal telephone numbers or via special short number. Examples are services which answer a specific social need, in particular which contribute to the well-being or safety of citizens or particular groups of citizens, or help citizens in difficulty, and which are potentially of value to visitors from other countries. Today, numbers for the same service are often different in different countries.

The ECC Recommendation (04)07 “Designation of ‘116’ Number Range for Possible Future Europe-Wide Harmonised Short Numbers” reserves number range starting with digits ‘116’ for harmonised European services. A single number will provide a European identity for a service; it will facilitate awareness-raising campaigns and may increase the efficiency/effectiveness of the provision of the service at European level.

2 BACKGROUND

The following conditions apply to services using 116 numbers:

- Numbers in use will be 6 digits in length. Initially, the ranges 1160xy and 1161xy will be opened. The number 116112 will not be assigned nor used.
- The service is targeted at individuals and should be a clear benefit to them. The service is not designed as a service for businesses, but business users or employees would not be precluded from calling the service.
- The service is potentially of value to visitors from other countries.
- The service answers a specific social need; in particular it (a) contributes to the well-being or safety of citizens or of a particular group of citizens or (b) helps citizens in difficulty.
- The service provides information and/or assistance and/or a reporting tool to citizens.
- The service is open to all citizens; no prior registration to the service is required. “Members only” services are excluded.
- The service is not time-limited. Services of a temporary nature, e.g. services that might be associated with a single event of some sort, are excluded.
- The service is not commercial in nature, i.e. there can be no payment, or payment commitment as a pre-requisite to use the service.
- The following activities are excluded during a call: advertisement, entertainment, marketing and selling, using the call for the future selling of commercial services. Advertising or marketing of the service in general is not precluded, but this should not take the form of advertising during the call e.g. by way of voice announcements.

3 REQUIREMENT FOR AN ECC DECISION

In order to implement the concept of Harmonised European Short Codes an ECC Decision with individual reserved numbers for European services of social value listed in the Annex of the Decision is necessary. The Annex will be updated independently from the body text of the Decision by Working Group Numbering, Naming and Addressing (WG NNA).
DECIDES

1. that 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;

2. that ‘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;

3. that participating countries 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 16112 is neither assigned nor used for any service;

4. that participating countries 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;
   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 prerequisite 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, participating countries shall attach specific conditions to the right of use of harmonised numbers as set out in the Annex;

5. that regarding the assignment of harmonised numbers
   a. participating countries shall take all necessary measures to ensure that as from 15 April 2010 the competent National Regulatory Authority can assign the numbers referred to in the Annex;
   b. the listing of a specific number and the associated harmonised service of social value does not carry an obligation for CEPT countries to ensure that the service in question is provided within their territory;
   c. once a number has been listed in the Annex, participating countries shall make known at national level that the specific number dialed will give access to the same type of service in different CEPT countries; This measure will encourage pan-European services to develop;
   d. that in order to reflect the social function of the services in question, the harmonised numbers should be free phone numbers, without this meaning that operators would be obliged to carry calls to 116 numbers at their own expense. The freephone nature of the numbers is therefore an essential component of the harmonisation being carried out;
   e. that is necessary to attach conditions closely related to controlling the nature of the service provided to ensure that the harmonised numbers are used for the provision of the particular type of service covered by the Decision;
   f. that it may be necessary that specific conditions are attached to the right of use for a specific harmonised number, for example, that the associated service should be provided 24 hours a day and 7 days a week;
   g. that the list of specific numbers in the numbering range beginning with ‘116’ should be regularly updated. Participating countries should make known the existence of such numbers in a manner that is accessible to all interested parties, for example, via their websites;
   h. that the preferred date for implementation of this Decision shall be 31 December 2010;
   i. that CEPT administrations shall communicate the national measures implementing this Decision to the ECC Chairman and the Office when the Decision is nationally implemented.

Participating countries should make known the existence of such numbers in a manner that is accessible to all interested parties, for example, via their websites;

The ECC will consider revision or further adaptation of the present Decision in the light of experience gained, in particular whether a specific service for which a number has been reserved has developed on a pan-European basis.

Note:
Please check the European Communications Office web site for the up to date position on the implementation of this and other ECC Decisions.
The participating countries shall take all necessary measures to ensure that as from 31 December 2010 the competent National Regulatory Authority can assign those numbers added to the list of this Decision.

<table>
<thead>
<tr>
<th>Number</th>
<th>Service for which this number is reserved</th>
<th>Specific conditions attached to the right of use for this number</th>
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| 116000  | Name of service: Hotline for missing children  
Description: 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.  
Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide). | 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. |
| 116006  | Name of the service: Helpline for victims of crime  
Description: 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. | 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. |
| 116111  | Name of the service: Child helplines  
Description: 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. | 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. |
| 116117  | Name of the service: Non-emergency medical on-call service  
Description: 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.  
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. |


Approved by the Working Group Numbering, Naming and Addressing at its meetings in Amsterdam, 26-27 February 2008 (Amendment 1) and Vilnius, 14-16 June 2010 (Amendment 2)