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COMMUNICATIONS COMMITTEE

Working Document

Subject: Implementation of the reserved '116' numbers

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European Commission
Information Society and Media



1. INTRODUCTION

This document provides updated information on the implementation of 116000, 116111 and 116123. Moreover, it provides information from stakeholders and requests for action.

2. OVERVIEW OF STATE OF PLAY

The annex to the present document gives an updated overview of the current state of play in all Member States, **as of 1 July 2009**, which will be published on the Internet.

In summary

116000 has been assigned to service providers and is functioning in 11 Member States (BE, DK, EL, FR, HU, IT, NL, PL, PT, RO and SK).

116111 has been assigned to service providers in 17 Member States (BU, CZ, DE, DK, EE, EL, FI, HU, IE, LT, LV, NL, PL, PT, RO, SE and SK) and is functioning in 13 Member States (CZ, DE, DK, EE, FI, HU, IE, LT, PL, PT, RO, SE and SK).

116123 has been assigned in 9 Member States (AT, DE, FI, IE, LT, NL, PL, SE and SI) and is functioning in 3 Member States (AT, DE and SI).

3. REPORT FROM THE HOTLINE PROVIDERS

116000

Roaming problem

On 1 April 2009, Missing Children Europe (MCE) reported a problem related to **roaming**: calling a 116 000 hotline from a foreign mobile phone in the countries where the number is operational is currently not possible.

As clearly outlined in Article 2 of Commission Decision 2007/116/EC, the harmonised service of social value is a service to be accessed by individuals and which is potentially of value to visitors from other countries. Moreover, recital 1 states that it is desirable for citizens of the Member States, including travellers, to be able to reach certain services that have a social value by using the same recognizable numbers in all Member States.

This is particularly relevant for the service offered by an organisation dealing with missing children, since disappearances can occur during holidays abroad. Unfortunately, citizens travelling to the EU Member States where the number is already operational do not currently have the possibility to use their mobile connections to reach the service. Parents faced with the disappearance of their child abroad will this summer have to look for a fixed line to report the problem. As it is known that reporting any disappearance to the competent service immediately may be of critical importance in finding a child alive after abduction, the Commission shares MCE's view that putting this extra burden on worried parents is unacceptable.

Member States and NRAs are therefore urged to ensure end-to-end connectivity to 116000 so that EU citizens can access 116000 as soon as the number is operational, including via mobile phones, and to inform the Commission of the steps taken to do so.

Awareness-raising campaign

On 25 May 2009, Missing Children Europe launched a European campaign on 116 000, the European telephone number for missing children. More information at www.hotline116000.eu.

116111

Guidance on assignment criteria

On 13 May 2009, Child Helpline International (CHI) sent a letter to the COCOM Chairman to share its observations and to make recommendations. These are set out below.

When it comes to the actual decision as to which organization should operate 116111, Child Helpline International has observed a lack of expertise within National Authorities and telecom companies. According to CHI, this has led to confusion, delay and in some cases to assessment procedures that do not look into the professionalism of applicants and therefore do not reflect the best interests of children. To facilitate the implementation of the harmonised number 116 111 in the best interests of children in Europe, Child Helpline International suggests the following quality criteria that may be used by the competent authorities when assigning the number:

1. Have proven experience in running professionally a child helpline;
2. Emphasize the United Nations Convention on the Rights of the Child (UN CRC) in its founding document;
3. Be a registered organization;
4. Have regular sustainable and transparent audit procedures in place;
5. Work in cooperation with the domestic child protection and child welfare agencies;
6. Work in cooperation with other European child helplines in order to ensure the harmonised nature of its services;
7. Work with professionally trained counsellors.

Situation as of 1 July 2009

MS	Register of harmonised numbers (Art 5(4))	116000	116111	116123
AT	A register exists and is accessible to the public (URL: http://www.rtr.at/de/tk/socialN).	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - Assigned on 20/06/2008 to Österreichischer Rundfunk - actual use: is operational
BE	A register exists and is accessible to the public (URL: www.bipt.be , select “numbering”, then “databank”).	<ul style="list-style-type: none"> - Assigned on 18/07/2007 to Child Focus - actual use: operational (number is in the list of “emergency numbers”) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))
BU	A register exists and is accessible to the public (http://www.crc.bg/files/bg/nomer116.pdf)	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) - Assignment procedure is ongoing 	<ul style="list-style-type: none"> - Assigned on 15/05/2008 to State Agency for Child Protection 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))

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CY	A register exists and is accessible to the public (URL:www.ocecpr.org.cy).	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) - Assignment procedure is ongoing. 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) - Assignment procedure is ongoing. 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) - Assignment procedure is ongoing.
CZ	A register exists and is accessible to the public (http://www.ctu.eu/main.php?pageid=311&PHPSESSID=82c5f77a429dc003fd7ba2ba802c19c3	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<p>Assigned on 24/04/2008 to Telefonica O2 (Safety Line Association Sdružení Linka Bezpečí)</p> <ul style="list-style-type: none"> - actual use: is operational on 10/06/2008 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))
DE	A register exists and is accessible to the public (URL: www.bundesnetzagentur.de/enid/45f33d9cd6b601e36146348ec2766ed0,0/ssss6xyz/Liste_der_zugeteilten_Nummern_fuer_HDSW_3y6.html).	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<p>- Assigned on 02/06 2008 to Nummer gegen Kummer e.V.</p> <ul style="list-style-type: none"> - actual use: is operational since 5th December 2008 	<p>- Assigned on 06/08 2008 to Katholische Bundesarbeitsgemeinschaft für Ehe-, Familien- und Lebensberatung, Telefonseelsorge und Offene Tür e.V.</p> <ul style="list-style-type: none"> - actual use: is operational since 4th May 2009

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DK	<p>A register exists and is accessible to the public http://www.itst.dk/nummerforhold-og-domaener/nummerforhold/nummerlister-1</p>	<p>- Assigned on 03/10/2007 to TDC (Thora Center) - actual use: is operational since 5/02/09</p>	<p>- Assigned on 16/04/2008 to TDC (Børns Vilkår) - actual use: is operational since 15/01/09</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) NITA has not received any applications for the number.</p>
EE	<p>A register exists and is accessible to the public (http://www.tja.ee/?id=13241).</p>	<p>- The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>	<p>- Assigned on 09/06/2008 to Arstlik Perenõuandla LLC - actual use: operational (on 01.01.2009)</p>	<p>- The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>
EL	<p>A register exists and is accessible to the public (http://www.eett.gr).</p>	<p>- Assigned on 11/09/2007 to "the smile of the child" - actual use: is operational since 10/2008</p>	<p>- Assigned on 21/03/2008 to ΕΨΥΠΕ ("Society of Psychosocial Education of children and Youth") - actual use: The number 116111, has just started to be operational in Greece. However the number is not yet accessible by all provider's networks and only limited service is offered for the time being. The full service, as well as the access by all providers' networks, are under survey and are expected to be in operation soon.</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>

MS	Register of harmonised numbers (Art 5(4))	116000	116111	116123
ES	<p>Assignations are accessible to the public (will be as soon as they are available)</p> <p>(URL: http://www.mityc.es/telecomunicaciones/es-ES/Servicios/Numeracion/DeInteres/Paginas/interes.aspx)</p>	<ul style="list-style-type: none"> - The NRA can assign the number - It has been made known that the number is available for the provision of the service and that applications may be submitted. Assignment procedure is ongoing. - Expected assignment in Q4 09 	<ul style="list-style-type: none"> - Assignment procedure is ongoing. - Expected assignment in Q3 09 	<ul style="list-style-type: none"> - The NRA can assign the number - It has been made known that the number is available for the provision of the service and that applications may be submitted. No applications up now.
FI	<p>A register exists and is accessible to the public at:</p> <p>http://www.ficora.fi/index/palvelut/palvelutaiheittain/numerointi/numerotyypitjaalueet/palvelunumerot/116palvelunumerot.html</p>	<ul style="list-style-type: none"> - The NRA can assign the numbers (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)): 	<ul style="list-style-type: none"> - Assigned on 13/12/2007 to Mannerheim League for Child Welfare - actual use: The number is now in operational use 	<ul style="list-style-type: none"> - Assigned on 07/02/2008 to Evangelical Lutheran Church of Finland - actual use: the operational date is yet to be decided.
FR	<p>A register does not exist.</p>	<ul style="list-style-type: none"> - assigned on 25/05/2009 To INAVEM Fédération Nationale d'Aide aux Victimes - actual use: operational 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)). One candidature is currently under examination. 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has not been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)).
HU	<p>A register exists and is accessible to the public</p> <p>(URL: http://webold.nhh.hu/aga/rovid/rovidP aramsAction.do).</p>	<ul style="list-style-type: none"> - Assigned on 21/02/2008 to Kék Vonal - actual use: operational since 01/06/2008 	<ul style="list-style-type: none"> - Assigned on 11/02/2008 to Magyar Telekom (Kék Vonal) - actual use: operational 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1))

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IE	A register exists and is accessible to the public at http://www.comreg.ie/licensing_and_services/eu_harmonised_short_codes.552.491.html .	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - Assigned on 19/06/2008 to ISPC - actual use: is operational since April 2009. 	<ul style="list-style-type: none"> - Assigned on 09/01/2008 to The Samaritans - no precise in-service date available at present.
IT	The list of harmonised numbers and their utilization is contained in the National Numbering Plan - deliberation n. 26/08/CIR (in Italian - URL: http://www.agcom.it)	<ul style="list-style-type: none"> - Assigned on 24/01/2008 to Ministry of interiors - actual use: 116000 is operational and The service is provided by Telefono Azzurro 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))
LT	A register exists and is accessible to the public. (URL: http://www.rtt.lt/index.php?-364064224 The assignment of 116 number series is based on a public tender.	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)). The first tender was promulgated to the public in October 2008, no any application was received. The next one shall be announced in October 2009. 	<ul style="list-style-type: none"> - Assigned on 14/05/2009 to State Child Rights Protection and Adoption Service under the Ministry of Social Security and Labour - actual use: will be operational in September 2009 	<ul style="list-style-type: none"> - Assigned on 28/04/2009 to Lithuanian Association of Telephone Emergency Services - actual use: will be operational in September 2009

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LU	A register exists and is accessible to the public (URL: http://www.ilr.public.lu/telecommunications/numerotation/registre_reserves.pdf).	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)): publication in the Official Journal (Mémorial A49 du 17.04.2008) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)): publication in the Official Journal (Mémorial A49 du 17.04.2008) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)): publication in the Official Journal (Mémorial A49 du 17.04.2008)
LV	A register exists and is accessible to the public (URL : http://www.sam.gov.lv/images/modules/items/DOC/item_2170_reze_rv_numuri_soc_150908.doc)	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) 	<ul style="list-style-type: none"> - Assigned on 12/12/2008 to Lattelecom - Actual use: will be operational during next few months. - Presently the service is accessible on 80006008 (freephone number) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))
MT	A register <u>exists and is</u> accessible to the public http://www.mca.org.mt/infocentre/openarticle.asp?WsAppId=590&id=1258&pin=podfk5465g4v6e5r4g6	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service. Currently, Lead Ministries, as per the established process in Malta, are in the phase of considering whether any interested government entity can meet the conditions attached to be assigned the service prior to issuing a public call for applications. (Art 5(3)) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service. Currently, Lead Ministries, as per the established process in Malta, are in the phase of considering whether any interested government entity can meet the conditions attached to be assigned the service prior to issuing a public call for applications. (Art 5(3)) 	<ul style="list-style-type: none"> - The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service. Currently, Lead Ministries, as per the established process in Malta, are in the phase of considering whether any interested government entity can meet the conditions attached to be assigned the service prior to issuing a public call for applications. (Art 5(3))

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NL	A register exists and is accessible to the public (URL:www.opta.nl).	<p>- Assigned on 23/10/2007 to Stichting De Ombudsman (Centrum Internationale Kinderontvoering)</p> <p>- actual use: is operational since September 2008</p>	<p>- Assigned for reservation on 10/07/2008 to Maatschappelijk Ondernemers Groep (Landelijk bureau Kindertelefoon)</p> <p>- actual use: will be operational within 3 years after assignment</p>	<p>Assigned on 29/04/2008 to SOS Telefonische Hulpdiensten and Assigned on 29/05/2008 to Stichting Korrelatie</p> <p>- actual use: will be operational within one year after assignment</p>
PL	A register exists (URL: http://www.uke.gov.pl/uke/index.jsp?place=Lead24&news_cat_id=277&news_id=3791&layout=9&page=text).	<p>Assigned on 23/01/2009 to Telekomunikacja Polska S.A.</p> <p>for the purposes of a hotline for missing children to be provided in cooperation with ITAKA - Centre for Missing People</p> <p>- actual use: operational</p>	<p>Assigned on 04/08/2008 to Polkomtel S.A. (in cooperation with Nobody's Children Foundation – Fundacja Dzieci Niczyje)</p> <p>- actual use: operational</p>	<p>Assigned on 30/03/2009 to Netia S.A. (in cooperation with Institute of Health's Psychology – Instytut Psychologii Zdrowia)</p> <p>- actual use: not operational yet</p>
PT	A register exists and is accessible to the public (URL: http://www.anacom.pt/render.jsp?contentId=534695&languageId=1 and also at http://www.anacom.pt/render.jsp?categoryId=279035) – Range “1” of National Numbering Plan (NNP).	<p>Assigned on 12/09/2007 to Instituto de Apoio à Criança</p> <p>- actual use: operational on 12/09/07</p>	<p>Assigned on 11/01/2008 to Instituto de Apoio à Criança</p> <p>- actual use: operational on 11/01/08</p>	<p>- The NRA can assign the number (Art 5(1)) according the existing allocation procedures since it was Reserved on 30/10/07 at NNP;</p> <p>- It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>

MS	Register of harmonised numbers (Art 5(4))	116000	116111	116123
RO	<p>A register of the assigned numbering resources exist and is available at the following link http://www.anrcti.ro/DesktopDefault.aspx?tabid=1507</p>	<p>Assigned on 30/07/2008 to Rometelecom (the Romanian Center for Missing and Sexually Exploited children) - actual use: is operational</p>	<p>Assigned on 30/07/2008 to Rometelecom (The Child Helpline - Asociatia Telefonul Copilului) - actual use: is operational</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>
SE	<p>A register exists and is accessible to the public at http://www.pts.se/upload/Ovrigt/Tele/Nummerfragor/bilaga-2b.pdf</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))</p>	<p>Assigned on 24/01/2008 to BRIS (Children's rights in Society) - actual use: 116111 is operational since 13/02/09.</p>	<p>Assigned on 24/01/2008 to Church of Sweden - actual use: will be operational during the fourth quarter of 2009</p>
SI	<p>Register exists and is accessible to the public but in preparatory phase. Expected to be full in use in Q1 09. http://www.apek.si/sl/stevilski_pr_ostor_register http://www.apek.si/en/number_blocks_register</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) In the next months Agency is planning to repeat public call procedure.</p>	<p>- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3)) In the next months Agency is planning to repeat public call procedure.</p>	<p>Assigned on 21/02/2008 to Zveza slov. Drustev svet za telef. Pomoc v stiski-STŠ - actual use: is operational since beginning of June 2009 and is reachable from most largest fix and mobile networks. - The organization uses sponsorship from some operators to fund the costs of the calls.</p>

MS	Register of harmonised numbers (Art 5(4))	116000	116111	116123
SK	A register exists and is accessible to the public (http://www.teleoff.gov.sk).	Assigned on 20/06/2008 to Orange SK (Slovak Board of UNICEF) - actual use: is operational	Assigned on 20/06/2008 to Orange SK (Slovak Board of UNICEF) - actual use: is operational	- The NRA can assign the number (Art 5(1)) - It has been made known that the number is available for the provision of the service and that applications may be submitted (Art 5(3))
UK	A register <u>exists</u> and <u>is</u> accessible to the public http://www.ofcom.org.uk/telecoms/ioi/numbers/116	The NRA can assign the number from February 2009 (Art 5(1)) It has been made known that the number is available for the provision of the service (Art 5(3)). The comparative selection process for allocation of 116000 is due to conclude in September 2009.	The NRA can assign the number from February 2009 (Art 5(1)) It has been made known that the number is available for the provision of the service (Art 5(3)). The comparative selection process for allocation of 116000 is due to conclude in September 2009.	The NRA can assign the number from February 2009 (Art 5(1)) It has been made known that the number is available for the provision of the service (Art 5(3)). The comparative selection process for allocation of 116000 is due to conclude in September 2009.