



EUROPEAN COMMISSION
Information Society and Media Directorate-General
Electronic Communications Policy
Implementation of Regulatory Framework (I)

Brussels, 9 July 2008
DG INFSO/B2

COCOM08-18 REV 3

COMMUNICATIONS COMMITTEE

Working Document

**Subject: Implementation of the reserved ‘116’ numbers –
results of the Survey**

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European Commission
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There is significant interest from individual citizens, associations, the media and the political world in the progress being made in the implementation of Decision [2007/116/EC](#) and Decision [2007/698/EC](#).

This document gives an overview of the state of implementation for 116000, 116111, 116123, based on the information provided by Member States' COCOM delegations in response to a request by the Commission (document COCOM 08-06). The present version of the document REV 3 reflects the situation as of 9 July 2008 and includes updated information concerning Bulgaria, Denmark, Germany, Greece, Spain, Hungary, Ireland, Latvia, Malta, The Netherlands, Austria, Slovakia and Romania. The annex has been updated accordingly

Member States are required to reserve the 116 numbers, but there is no obligation for them to actually provide the services. Once the necessary national *preparatory steps* have been taken, they are also required to announce that the *number is available* for the provision of the service and that applications for rights of use for these numbers may be submitted. The MS deadline for 116000 was that by 31 August 2007 NRAs should have been *ready* to assign the number to an appropriate organisation. For 116111 and 116123, NRAs should have been ready by 29 February 2008. It is then the task of the national regulators (NRAs) to assign the number to an appropriate service provider that is willing and able to handle the calls, following a national procedure. For example, in some Member States, the NRA simply awaits applications. In other Member States there is a call for interest/tender. The next step after assignment is the actual launch of the services via 116000, 116111 and 116123. This clearly depends on the service provider designated in the Member State, and is outside the control of the Commission.

The detailed data are available in the annex, and can be summarised as follows:

For 116000:

- 7 MS (BE, DK, EL, HU, NL, PT, SK) have assigned 116000;
- The number assignment is ongoing in 2 MS (CZ, FR);
- The number is available for assignment in 15 MS (AT, BU, CY, DE, EE, ES, FI, IE, LT, LU, MT, PL, RO, SE, SI).

For 116111:

- 10 MS (BU, CZ, DK, DE, EL, FI, HU, PT, SE, SK) have assigned 116111;
- The number assignment is ongoing in 2 MS (ES, IE,)
- The number is available for assignment in 12 MS (AT, BE, CY, EE, FR, LT, LU, MT, NL, PL, RO, SI)

For 116123:

- 6 MS (AT, FI, IE, NL, SE, SI) have assigned 116123;
- The number assignment is ongoing in 1 MS (DE);
- The number is available for assignment in 17 MS (BE, BU, CZ, CY, DK, EE, EL, ES, FR, HU, LT, LU, MT, PL, PT, RO, SK).

In other countries, the number is not available yet or there is no information on the current state of play.

See also below a summary table.

Summary table

MS	116000	116111	116123
AT	P	P	A – 20/06/2008 ORF – Österreichischer Rundfunk (Austrian Red Cross)
BU	P	A – 15/05/2008 State Agency for Child Protection	P
BE	A – 18/07/2007 Child Focus	P	P
CZ	O	A - Telefonica O2 (Safety Line Association)	P
CY	P	P	P
DE	P	A- 02/06/2008 Nummer gegen Kummer e.V.	O
DK	A - 03/10/2007 TDC (Thora Center)	A – 16/04/2008 TDC (Børns Vilkår)	P
EE	P	P	P
EL	A the smile of the child	A ΕΨΥΧΗΕ ("Society of Psychosocial Education of children and Youth").	P
ES	P	O	P
FI	P	A - 13/12/2007 Mannerheim League for Child Welfare	A - 07/02/2008 Evangelical Lutheran Church of Finland
FR	O	P	P
HU	A - 21/02/2008 Kék Vonal operational	A - 11/02/2008 Kék Vonal operational	P
IE	P	O	A - The Samaritans
IT	(P) / A - Ministry of interiors	(P)	(P)
LT	P	P	P
LU	P	P	P
LV	(P)	(P)	(P)
MT	P	P	P
NL	A - Foundation International Child Abductions	P	A – 29/04/2008 SOS Telefonische Hulpdiensten A – 29/05/2008 Stichting Korrelatie
PL	P	P	P
PT	A - 12/09/2007 Instituto de Apoio à	A – 11/01/2008 Instituto de Apoio à	P

	Criança	Criança	
RO	P	P	P
SE	P	A - 24/01/2008 BRIS (Children's rights in Society)	A - 24/01/2008 Church of Sweden
SI	P	P	A - 21/02/2008 Zveza slov. Drustev svet za telef. Pomoc v stiski- STS
SK	A – 20/06/2008 Orange SK (Slovak Board of UNICEF)	A – 20/06/2008 Orange SK (Slovak Board of UNICEF)	P
UK	(P) A expected from Sept 08	(P) A expected from Sept 08	(P) A expected from Sept 08

Legend: (P)= preparatory work not completed yet
P= prep work completed; published that the number is available
O= assignment ongoing
A= number assigned