

Digital Single Market

EU rules on 116

The EU telecoms' rules ensure that Europeans have access to specific helplines starting with the number 116.



EU rules on on 116

A specific Commission [Decision](#) ^[1] established 116 and laid down the rules on:

- the scope of the 116 numbers.
- the reservation of 116 numbers and their assignment to operators,
- and, in its annex, the numbers themselves.

The list of numbers in the annex was then replaced by [2009](#) ^[2][decision](#) ^[2].

The decisions were based on telecom rules on the harmonisation of numbers to promote pan-European services:

[.collapse">Article 10\(4\)of the Framework Directive](#)

Member States shall support the harmonisation of numbering resources within the Community where that is necessary to support the development of pan European services. The Commission may, in accordance with the procedure referred to in Article 22(3), take the appropriate technical implementing measures on this matter.

The Universal Service Directive requires the EU Member States to:

- promote the specific 116 numbers;
- ensure that disabled end-users are able to access the 116 numbers;
- ensure that citizens are adequately informed of the existence and use of the 116 numbers, in particular targeting persons travelling in the EU;
- guarantee that citizens have access to a missing children hotline under the number 116000.
- [.collapse">Article 27\(a\)of the Universal Service Directive](#)

Article 27a

Harmonised numbers for harmonised services of social value, including the missing children hotline number

1. Member States shall promote the specific numbers in the numbering range beginning with "116" identified by Commission Decision 2007/116/EC of 15 February 2007 on reserving the national numbering range beginning with "116" for harmonised numbers for harmonised services of social value (*). They shall encourage the provision within their territory of the services for which such numbers are reserved.

2. Member States shall ensure that disabled end users are able to access services provided under the "116" numbering range to the greatest extent possible. Measures taken to facilitate disabled end-users' access to such services whilst travelling in other Member States shall be based on compliance with relevant standards or specifications published in accordance with Article 17 of Directive 2002/21/EC (Framework Directive).

3. Member States shall ensure that citizens are adequately informed of the existence and use of services provided under the "116" numbering range, in particular through initiatives specifically targeting persons travelling between Member States.

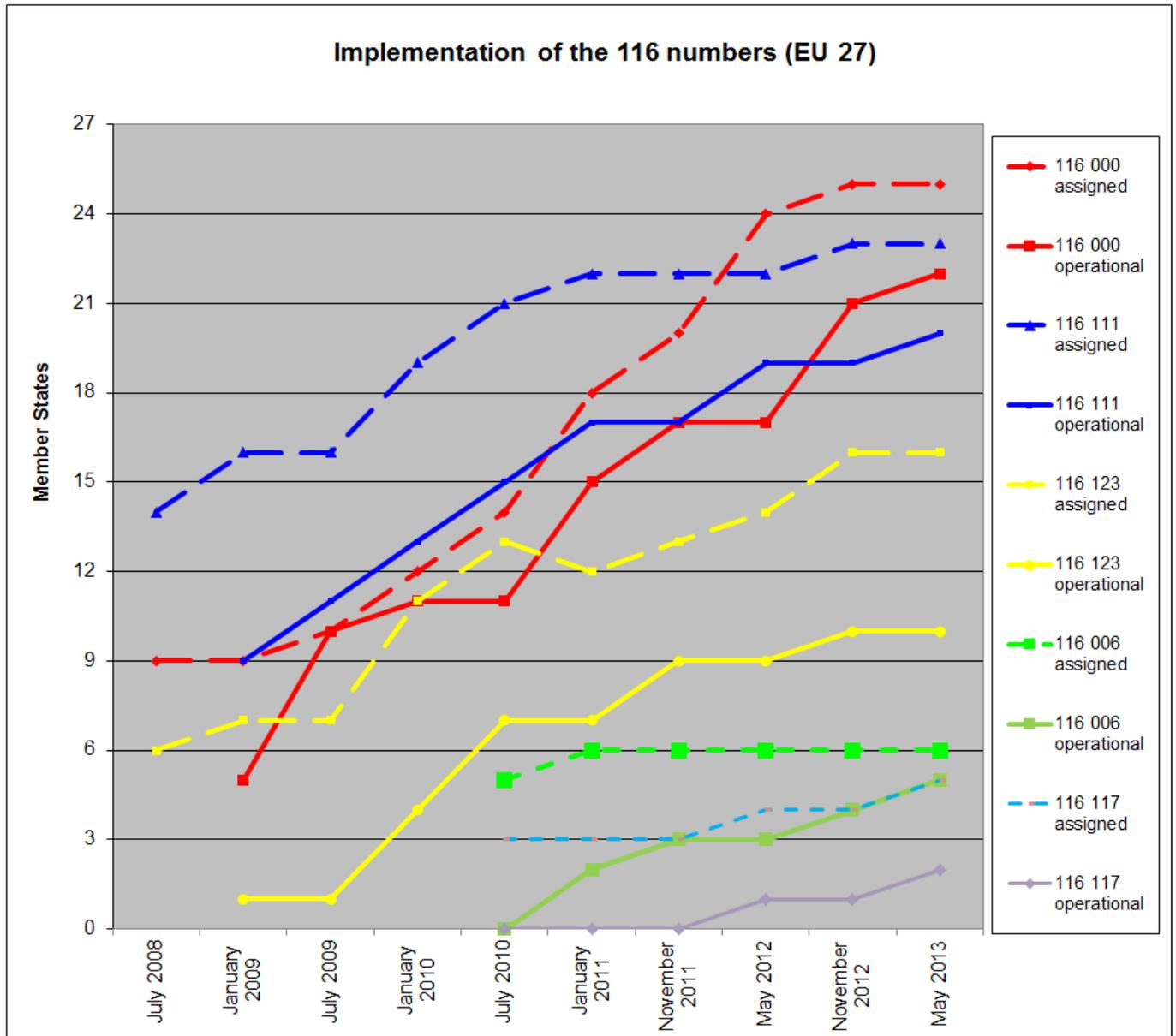
4. Member States shall, in addition to measures of general applicability to all numbers in the "116" numbering range taken pursuant to paragraphs 1, 2, and 3, make every effort to ensure that citizens have access to a service operating a hotline to report cases of missing children. The hotline shall be available on the number "116000".

5. In order to ensure the effective implementation of the "116" numbering range, in particular the missing children hotline number "116000", in the Member States, including access for disabled end-users when travelling in other Member States, the Commission, having consulted BEREC, may adopt technical implementing measures. However, these technical implementing measures shall be adopted without prejudice to, and shall have no impact on, the organisation of these services, which remains of the exclusive competence of Member States. Those measures, designed to amend non-essential elements of this Directive by supplementing it, shall be adopted in accordance with the regulatory procedure with scrutiny referred to in Article 37(2).

[3]

The Implementation of the 116 numbers

The Commission regularly publishes a [report on the state of implementation of 116 numbers](#) [4]. The implementation report of 2013 shows that not all the Member States assigned the 116 numbers and made them operational.



[5]

Team responsible

[DG Connect](#) [6]

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[6] https://ec.europa.eu/info/departments/communications-networks-content-and-technology_en