

Digital Single Market

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Survey on awareness of 116

The European Commission published a survey on awareness of 116, pan- EU numbers for hot- and helplines. The survey showed that citizens across the EU expressed strong support for the five types of hot- and helplines (85-91% of Europeans think that these numbers are fairly or very useful) which demonstrates the importance of providing these services free of charge and of unifying them under a single numbering range throughout the EU.

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