



EUROPEAN COMMISSION

Directorate-General for Communications Networks, Content and Technology

Electronic Communications Networks and Services

**Regulatory Coordination and Users**

Brussels, May 2015

DG CNECT/B2

**COCOM15-06**

## COMMUNICATIONS COMMITTEE

### Working Document

Subject: **Implementation on the reserved ‘116’ numbers – as of 1 May 2015**

*This is a Committee working document which does not necessarily reflect the official position of the Commission. No inferences should be drawn from this document as to the precise form or content of future measures to be submitted by the Commission. The Commission accepts no responsibility or liability whatsoever with regard to any information or data referred to in this document.*

## INTRODUCTION

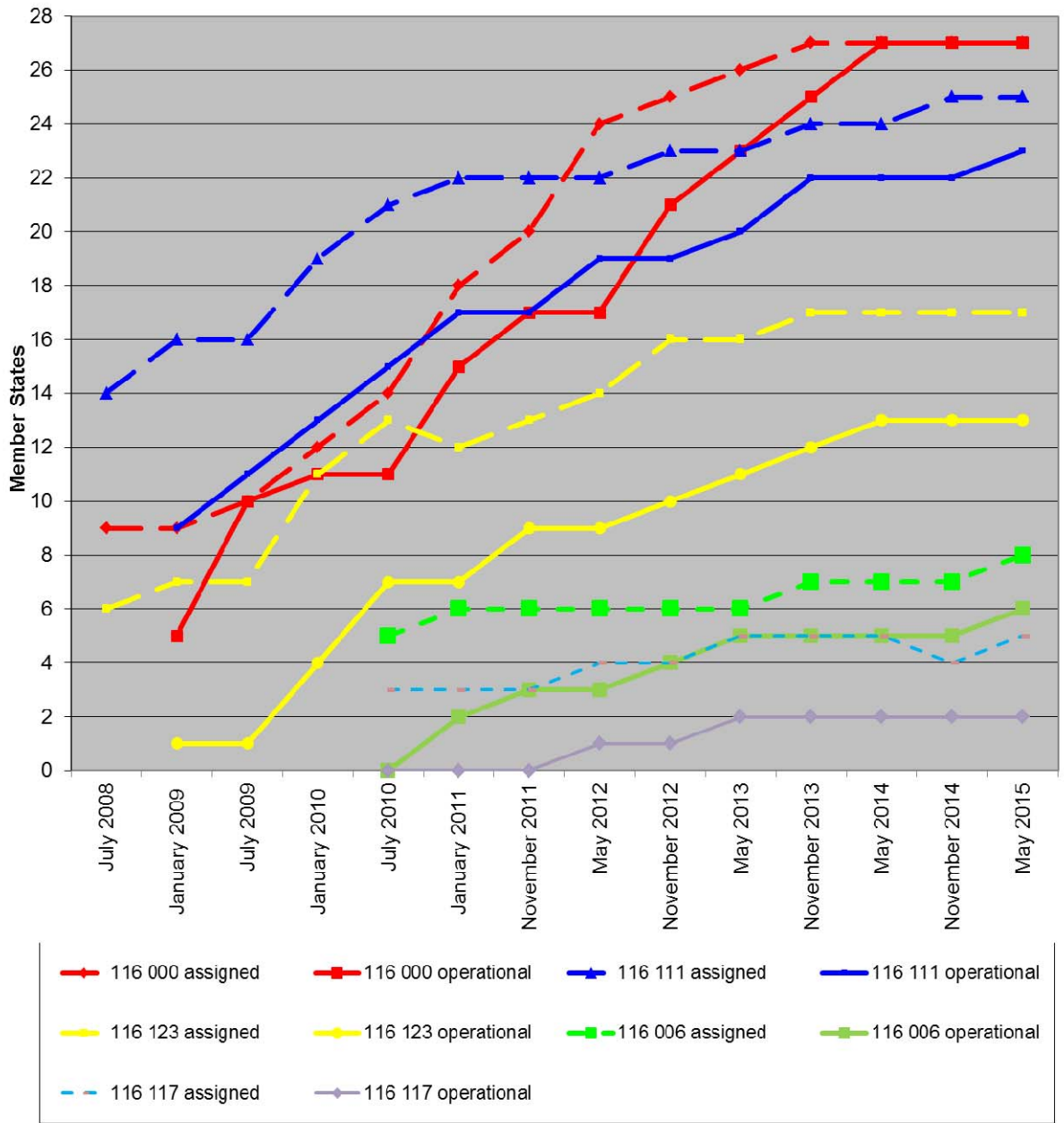
The annex to the present document provides an updated overview of the current state of play on the implementation of the numbers 116 000 (hotline for missing children), 116 006 (helplines for victims of crime), 116 111 (child helplines), 116 117 (non-emergency medical on-call services) and 116 123 (emotional support helplines) in all Member States, **as of 1 May 2015**. It is based on the information submitted by Member States in COCOM.

### In summary, as of 1 May 2015:

- **116 000** is assigned to service providers in 27 Member States (AT, BE, BG, CY, CZ, DE, DK, EL, EE, ES, FR, IE, HR, HU, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, and UK) and is functioning in 27 Member States (AT, BE, BG, CY, CZ, DE, DK, EE, EL, ES, FR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK and UK);
- **116 006** is assigned to service providers in eight Member States (AT, CZ, DE, DK, FI, IE, NL, PT); and is functioning in six Member States (AT, CZ, DE, DK, IE, NL);
- **116 111** is assigned to service providers in 25 Member States (BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK and UK) and is functioning in 23 Member States (BG, CY, CZ, DE, DK, EE, EL, ES, FI, HR, HU, IE, LT, LU, LV, MT, PL, PT, RO, SE, SI, SK, and UK);
- **116 117** is assigned to service providers in five Member States (AT, BE, DE, IT, SE); and is functioning in two Member States (AT, DE);
- **116 123** is assigned in 17 Member States (AT, CY, CZ, DE, EL, HR, HU, IE, LT, LU, MT, NL, PL, RO, SE, SI and UK) and is functioning in 14 Member States (AT, DE, CZ, EL, HR, HU, IE, LT, MT, NL, SI, PL, SE, UK).

In the course of the reporting period, Italy assigned its 116 117 number, while the Czech Republic rendered operational its 116 006 and Malta its 116 111 number.

Progress in time (EU 28)



MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
AT	A register exists and is accessible to the public (URL: <a href="http://www.rtr.at/de/tk/sozialN">http://www.rtr.at/de/tk/sozialN</a> ).	- <b>Assigned on</b> 19/12/2011 to Österreichischer Rundfunk - actual use: is operational since October 2012	- <b>Assigned on</b> 25/05/2010 to Weisser Ring - actual use: is operational since September 2011	- 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))	- Assigned on 05/03/2013 to Notruf Niederösterreich GmbH - actual use: is operational since 01/04/2013	- Assigned On 20/06/2008 to Österreichischer Rundfunk - actual use: is operational since December 2008
BE	A register exists and is accessible to the public (URL: <a href="http://www.bipt.be">www.bipt.be</a> , select “numbering”, then “databank”).	- Assigned 18.07.2007 to Child Focus - actual use : <b>operational</b> (number is in the list of “emergency numbers”)	- 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)) ; no concrete expression of interest was made to date.	- The NRA can assign the number (Art 5(1)) - a call for candidates was published in 2007 - 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))	- <b>Assigned</b> 25.02.2011 to the Federal Public Service of Health, Food Chain Safety and environment.	- The NRA can assign the number (Art 5(1)) - a call for candidates was published in 2007 - 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))
BG	A register exists and is accessible to the public ( <a href="http://www.crc.bg/section.php?id=536&amp;lang=bg">http://www.crc.bg/section.php?id=536&amp;lang=bg</a> <a href="http://www.mtmc.government.bg/page.php?category=596">http://www.mtmc.government.bg/page.php?category=596</a> )	- <b>Assigned on</b> 02/12/2010 to Nadja Centre Foundation - actual use: Operational since 3 December 2012	- 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)).	- Assigned on 15/05/2008 to State Agency for Child Protection - actual use: is <b>operational</b> on 05/11/2009	- 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 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))

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
CY	A register exists and is accessible to the public ( <a href="http://www.ocecp.org.cy">URL:www.ocecp.org.cy</a> ).	- Assigned, jointly to the organisations: Association for the Prevention and Handling of Violence in the Family and Hope For Children” UNCRC Policy Center. Actual use: is operational since 1 May 2012	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 NRA is in consultation with the Ministry of Justice and Public Order for the assignment of the number, for the provision of the service.	<b>Assigned:</b> On 21/10/2009. to the association for the prevention and handling of violence in the family - The organisation will provide full functionality of the service as of 1 <sup>st</sup> May 2012.	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 NRA is in consultation with the Minister of Health and other stakeholders for the assignment of the number, for the provision of the service.	<b>-Assigned</b> on 21/10/2009. to the association for the prevention and handling of violence in the family - The organisation will provide full functionality of the service as of 1st May 2012.
CZ	Registers exist and are accessible to the public <a href="http://www.ctu.eu/main.php?pageid=311&amp;PHPSESSID=82c5f77a429dc003fd7ba2ba802c19c3">http://www.ctu.eu/main.php?pageid=311&amp;PHPSESSID=82c5f77a429dc003fd7ba2ba802c19c3</a>  <a href="http://www.mpo.cz/dokument140932.html">http://www.mpo.cz/dokument140932.html</a>	Assigned on 17/08/2012 to Ztracené dítě o.s. - actual use: is <b>operational</b> since 13/03/2013	Assigned on 29/7/2014 to Bílý kruh bezpečí, z.s. – actual use: is <b>operational</b> since January 2015.	Assigned on 23/04/2008 to Telefonica O2 (Safety Line Association Sdružení Linka Bezpečí) - actual use: is <b>operational</b> since 10/06/2008	- 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))	Assigned on 14/08/2012 to Ztracené dítě o.s. - actual use: is <b>operational</b> since 13/03/2013

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
DE	A register exists and is accessible to the public: <a href="http://www.bundesnetzagentur.de/cln_1912/DE/Sachgebiete/Telekommunikation/Unternehmen_Institutionen/Nummerierung/Rufnummern/116xyz/116xyzZugeteilteRufnummernTabelle.html?nn=268384">http://www.bundesnetzagentur.de/cln_1912/DE/Sachgebiete/Telekommunikation/Unternehmen_Institutionen/Nummerierung/Rufnummern/116xyz/116xyzZugeteilteRufnummernTabelle.html?nn=268384</a>	- <b>Assigned</b> on 16 March 2011 to “Initiative Vermisste Kinder” - actual use: is <b>operational</b> since 17 August 2011	- <b>Assigned</b> on 15 June 2010 to “Weisser Ring e.V.” - actual use: is <b>operational</b> since 10 September 2010	- <b>Assigned</b> on 2 June 2008 to “Nummer gegen Kummer e.V.” - actual use: is <b>operational</b> since 5 December 2008	- <b>Assigned</b> on 15 June 2010 to „Kassenärztliche Bundesvereinigung“ - actual use: is <b>operational</b> since 16 April 2012	- <b>Assigned</b> on 6 August 2008 to „Katholische Bundesarbeitsgemeinschaft für Ehe-, Familien- und Lebensberatung, Telefonseelsorge und Offene Tür e.V.“ - actual use: is <b>operational</b> since 4 May 2009
DK	A register exists and is accessible to the public <a href="http://www.erst.dk/file/250879/nummerliste116.xls">http://www.erst.dk/file/250879/nummerliste116.xls</a>  The information of the existents and use of the 116-services is available in the following URL: <a href="http://erhvervsstyrelsen.dk/116numre">http://erhvervsstyrelsen.dk/116numre</a>	- <b>Assigned</b> on 03/10/2007 to TDC (Thora Center) - actual use: <b>operational</b> since 05/02/2009	- <b>Assigned</b> on 18/06/2010 to Telenor (Offerrådgivningen i Danmark) - Transferred to TDC on 18/05/2011 - actual use: <b>operational</b> since August 2012	- <b>Assigned</b> on 16/04/2008 to TDC (Børns Vilkår) - actual use: <b>operational</b> since 15/01/2009	- 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)) <i>DBA has not received any applications for the number.</i>	- 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)) <i>DBA has not received any applications for the number.</i>
EE	A register exists and is accessible to the public <a href="http://www.tja.ee/index.php?id=13109">http://www.tja.ee/index.php?id=13109</a> .	- Assigned on 07/12/2010 to the Ministry of Social Affairs - actual use: <b>operational</b> since 01/01/2011	The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and applications may be submitted (Art 5(3))	- Assigned on 01/01/2011 to the Ministry of Social Affairs [From 09/06/2008 to 31/12/2010 was assigned to Arstlik Perenõuandla LLC] - actual use: <b>operational</b> since 01/01/2009	The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and applications may be submitted (Art 5(3))	- The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and applications may be submitted (Art 5(3))

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
EL	A register exists and is accessible to the public ( <a href="http://www.eett.gr">http://www.eett.gr</a> ).	- Assigned on 11/09/2007 to "the smile of the child" - actual use: is <b>operational</b> since 10/2008	The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and applications may be submitted (Art 5(3))	- Assigned on 21/03/2008 to ΕΨΥΠΠΕ ( "Society of Psychosocial Education of children and Youth") - actual use: <b>operational</b> since December 2009.	The NRA can assign the number (Art 5(1)) - The number is available for the provision of the service and applications may be submitted (Art 5(3)).	- Assigned on 15/07/2010 to the non-profit organisation named "Γραμμή Ζωής" ("Grammi Zois") - actual use: <b>operational</b> since beginning of 2011.
ES	Assignations are accessible to the public. They are available in the following URL: <a href="http://www.minetur.gob.es/TELECOMUNICACIONES/SERVICIOS/NUMERACION/ARMONIZADOS/Paginas/rango116.aspx">http://www.minetur.gob.es/TELECOMUNICACIONES/SERVICIOS/NUMERACION/ARMONIZADOS/Paginas/rango116.aspx</a>	The number has been assigned to the Spanish NGO "Fundación ANAR".  The number is <b>operational</b> since 15/09/2010.	The availability of the number was made known to the public through the Ministry web page. <i>So far it has not received any demonstration of interest to provide the service.</i>	The number was <b>assigned</b> to the Spanish Regional Governments. Some of them provide the service through the NGO "Fundación ANAR". The number is operational.	The availability of the number was made known to the public through the ministry web page. <i>So far it has not received any demonstration of interest to provide the service.</i>	The availability of the number was made known to the public through the ministry web page. <i>So far it has not received any demonstration of interest to provide the service.</i>
FI	A register exists and is accessible to the public at: <a href="https://www.viestintavirasto.fi/internetpuhelin/puhelinnumerot/palvelunumerot/yleiseurooppalaiset116-alkuisetpalvelunumerot.html">https://www.viestintavirasto.fi/internetpuhelin/puhelinnumerot/palvelunumerot/yleiseurooppalaiset116-alkuisetpalvelunumerot.html</a>	- negotiations between the ministry, Emergency response centre and the operators still ongoing	- <b>Assigned</b> on 25/2/2010 to Suomen Settlementiliitto r.y. - actual use: The operational date is yet to be decided.	- Assigned on 13/12/2007 to Mannerheim League for Child Welfare - actual use: The number is in <b>operational</b> use	It has been made known to the public that the number is available for the provision of the service and that applications may be submitted (Art 5(3)).	- The number was assigned in 2008 but the assignee waived the number in 2010 - It has been made known that the number is again available for the provision of the service and that applications may be submitted (Art 5(3)):

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
FR	<p>A register exists and is accessible to the public at :</p> <p><a href="http://www.arcep.fr/index.php?id=8146">http://www.arcep.fr/index.php?id=8146</a> and <a href="http://www.arcep.fr/index.php?id=8146#c15526">http://www.arcep.fr/index.php?id=8146#c15526</a></p>	<p>- Assigned on 25/05/2009 to INAVEM Fédération Nationale d'Aide aux Victimes and Fondation pour l'enfance (FPE)</p> <p>- actual use: <b>operational</b></p> <p>- the number is accessible from foreign mobile phones (subject to the update of mobile operators roaming agreements)</p>	<p>- The NRA can assign the number (Art 5(1))</p>	<p>- The NRA can assign the number (Art 5(1))</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> <p>- <b>Assigned:</b> One candidature has been accepted by the State's secretary to family : the number should be handled by the SNATED (service national d'accueil téléphonique de l'enfance en danger)</p>	<p>- The NRA can assign the number (Art 5(1))</p>	<p>- The NRA can assign the number (Art 5(1))</p> <p>- 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)).</p>
HR	<p>A register exists and is accessible to the public at:</p> <p><a href="http://www.hakom.hr/default.aspx?id=1014">http://www.hakom.hr/default.aspx?id=1014</a></p> <p>and at:</p> <p><a href="http://www.hakom.hr/default.aspx?id=817">http://www.hakom.hr/default.aspx?id=817</a></p>	<p>On the 26<sup>th</sup> of April 2013, HAKOM (NRA) has allocated the number 116000 to the operator Terrakom d.o.o. through primary assignment.</p> <p>The right of use over a period of three years has been assigned to Center for Missing and Abused Children (<i>Centar za nestalu i zlostavljaju djecu</i>).</p> <p>- actual use: <b>operational</b></p>	<p>On the 3<sup>rd</sup> of July 2013 HAKOM (NRA) has allocated the number 116006 to the operator Metronet telekomunikacije d.d. (primary assignment).</p> <p>The right of use over a period of two years has been assigned to the Association for the support victims and witnesses (<i>Udruga za podršku žrtvama i svjedocima</i>).</p> <p>- actual use: <b>operational</b></p>	<p>On the 4<sup>th</sup> of December 2012 HAKOM (NRA) has allocated the number 116111 to the operator Terrakom d.o.o. (primary assignment).</p> <p>The right of use over a period of three years has been assigned to Brave phone (<i>Hrabri telefon</i>)</p> <p>- actual use: <b>operational</b></p>	<p>- The NRA can assign the number</p> <p>- It has been made known that the number is available for the provision of the service and that applications may be submitted</p> <p>- no concrete expression of interest was made to date.</p>	<p>- The NRA can assign the number</p> <p>- It has been made known that the number is available for the provision of the service and that applications may be submitted</p> <p>- no concrete expression of interest was made to date.</p>



MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
HU	A register exists and is accessible to the public (URL: <a href="http://webpub-ext.nmhh.hu/aga/rovid/rovidParamsAction.do">http://webpub-ext.nmhh.hu/aga/rovid/rovidParamsAction.do</a> and <a href="http://nmhh.hu/cikk/115/A_116_kezdoszamu_harmonizalt_kozerdeku_szolgaltatasok_szamainak_hasznalata_es_kijelolese">http://nmhh.hu/cikk/115/A_116_kezdoszamu_harmonizalt_kozerdeku_szolgaltatasok_szamainak_hasznalata_es_kijelolese</a> )	- Assigned on 21/02/2008 to Kék Vonal Gyermekkrízis Alapítvány/ Child Crisis Foundation (www.kek-vonal.hu)- actual use: <b>operational</b> since 01/06/2008	- 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))	- Assigned on 21/02/2008 to Kék Vonal Gyermekkrízis Alapítvány/Child Crisis Foundation (www.kek-vonal.hu) (Kék Vonal) - actual use: <b>operational</b> since <b>01/06/2008</b>	- 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))	- Assigned on 10/05/2011 to Magyar Lelki Elsősegély Telefonszolgálatok Szövetsége/Association of Hungarian Mental Hygiene Duty Services (www.sos505.hu). - actual use: <b>operational</b> since <b>01/07/2011</b>
IE	A register exists and is accessible to the public at ( <a href="http://www.comreg.ie/116">www.comreg.ie/116</a> ).	- Assigned on 31/01/2012 to Irish Society for the Protection of Cruelty to Children. 24/7 service operational since June 2013.	-Assigned on 10/6/2010 to Crime Victims Helpline - <b>Operational</b> since October 2010.	- Assigned on 19/06/2008 to Irish Society for the Protection of Cruelty to Children - <b>Operational</b> since March 2009.	- 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))	Assigned on 09/01/2008 to The Samaritans. Service <b>operational</b> since March 2014.
IT	The list of harmonised numbers and their utilization is already contained in the National Numbering Plan - deliberation n. 52/12/CIR (in Italian - URL: <a href="http://www.agcom.it">http://www.agcom.it</a> ) and its amendments.	Assigned on 24/01/2008 to Ministry of interiors - actual use: 116000 is <b>operational</b> and The service is provided by <b>Telefono Azzurro</b>	- 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 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))	Assigned on 07/06/2014 to Ministry of Health - actual use: the number is not yet operational. The Ministry is defining the procedures for the provision of the service by the Regions	- 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))

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
LT	<p>A register exists and is accessible to the public. (URL: <a href="http://www.rtt.lt/lt/verslu/istekliai/numerai/suderi/ntu-socialiniu-paslaugu-dmh8.html">http://www.rtt.lt/lt/verslu/istekliai/numerai/suderi/ntu-socialiniu-paslaugu-dmh8.html</a>)</p> <p>The assignment procedure of 116 number series is based on a public tender.</p>	<p>- Assigned on 03/07/2012 to Missing persons' families support centre.</p> <p>- actual use: The number is <b>operational</b> since February 2014. <a href="http://www.116000.lt">http://www.116000.lt</a></p>	<p>The NRA can assign the number (Art 5(1))</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> <p>Four tenders (2010, 2011, 2013 and 2014) were promulgated to the public, no application was received. The next tender will be announced in 2015.</p>	<p>- Assigned on 14/05/2009 to State Child Rights Protection and Adoption Service under the Ministry of Social Security and Labour</p> <p>- actual use: is <b>operational</b> since September 2009 <a href="http://www.vaikulinija.lt">http://www.vaikulinija.lt</a></p>	<p>The NRA can assign the number (Art 5(1))</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> <p>Four tenders (2010, 2011, 2013 and 2014) were promulgated to the public, no application was received. The next tender will be announced in 2015.</p>	<p>Assigned on 28/04/2009 to Lithuanian Association of Telephone Emergency Services</p> <p>- actual use: is <b>operational</b> since September 2009 <a href="http://www.klausau.lt">www.klausau.lt</a></p>
LU	<p>A register exists and is accessible to the public (URL: <a href="http://www.ilr.public.lu/communications_electroniques/numerotation/Registre_public_116.pdf">http://www.ilr.public.lu/communications_electroniques/numerotation/Registre_public_116.pdf</a>)</p>	<p>- Assigned on 18/05/2011 to ONE – Office National de l’Enfance</p> <p>The number is operational</p>	<p>- The NRA can assign the number (Art 5(1))</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)); publication in the Official Journal (Mémorial B82 du 1.10.2010)</p>	<p>- Assigned on 6/10/2009 to Caritas-Jeunes et Familles a.s.b.l. ‘Kannerjugendtelefon’</p> <p>The number is operational.</p>	<p>- The NRA can assign the number (Art 5(1))</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)); publication in the Official Journal (Mémorial B82 du 1.10.2010)</p>	<p>-Assigned on 8/10/2012 to SOS Détresse</p> <p>The number is not yet operational.</p>

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
LV	A register exists and is accessible to the public (URL: <a href="https://www.vestnesis.lv/index.php?menu=doc&amp;id=261996">https://www.vestnesis.lv/index.php?menu=doc&amp;id=261996</a> Actual info published in the Official Edition in November 15, 2013.	- The number assigned on 21/11/2012 to Lattelecom Ltd.. Service provided by The association „Bezvests.lv”. - The number is <b>operational</b> since September 2013. <a href="http://www.116000.lv/">http://www.116000.lv/</a>	- 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 number assigned on 12/12/2008 to Lattelecom Ltd.. Service provided by <a href="#">The State Inspectorate for Protection of Children's Right</a> . - The number is <b>operational</b> since March 2009. <a href="http://www.drossinternet.s.lv">http://www.drossinternet.s.lv</a> <a href="http://www.bti.gov.lv/lat/uzticibas_talrunis/">http://www.bti.gov.lv/lat/uzticibas_talrunis/</a>	- 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 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 exists and is accessible to the public: <a href="http://www.mca.org.mt/general/harmonised-european-short-codes">http://www.mca.org.mt/general/harmonised-european-short-codes</a>	Provision of the service has been assigned to the Malta Police Force. The service is fully <b>operational</b> since December 2010.	The NRA can assign the number (Article 5(1)). It has been made known that the number is available for the provision of the service and that applications may be submitted.	The number has been assigned to Agenzija Appogg in August 2014. The service is fully <b>operational</b> since April 2015.	The NRA can assign the number (Article 5(1)). It has been made known that the number is available for the provision of the service and that applications may be submitted.	This number has been assigned to Agenzija Appogg in May 2010. The service is fully <b>operational</b> since July 2010.
NL	A register exists and is accessible to the public (URL: <a href="https://www.acm.nl/nl/onderwerpen/telecommunicatie/telefoonnummers/nummers-doorzoeken/">https://www.acm.nl/nl/onderwerpen/telecommunicatie/telefoonnummers/nummers-doorzoeken/</a> ).	- Assigned on 23/10/2007 to Stichting De Ombudsman (Centrum Internationale Kinderontvoering) - Actual use: is <b>operational</b> since September 2008	- <b>Assigned</b> on 25/6/2010 to Stichting Slachtofferhulp Nederland - Actual use: <b>operational</b>	- <b>Assigned</b> on 08/07/2011 to Jeugdzorg Nederland - Actual use: not yet operational	- The NRA can assign the number (Art 5(1))	- <b>Assigned</b> on 29/05/2008 to Stichting Korrelatie - Actual use: <b>operational</b>

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
PL	<p>A register exists (URL: <a href="http://www.uke.gov.pl/tabelle/NumerHesc-list.do?execution=e2s1">http://www.uke.gov.pl/tabelle/NumerHesc-list.do?execution=e2s1</a> ).</p>	<p>Assigned on 23/01/2009 to Orange Polska S.A. for the purposes of a hotline for missing children to be provided in cooperation with ITAKA - Centre for Missing People - actual use: <b>operational</b></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 04/08/2008 to Polkomtel Sp. z o.o. (in cooperation with Nobody's Children Foundation – Fundacja Dzieci Niczyje) - actual use: <b>operational</b></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 30/03/2009 to Netia S.A. (in cooperation with Institute of Health's Psychology – Instytut Psychologii Zdrowia) - actual use: <b>operational</b></p>
PT	<p>A register exists and is accessible to the public (URL: <a href="http://www.anacom.pt/render.jsp?contentId=518462&amp;languageId=1#.VRUp-o4II_8">http://www.anacom.pt/render.jsp?contentId=518462&amp;languageId=1#.VRUp-o4II_8</a> and also at – Range “116” of National Numbering Plan (NNP) – Please click <a href="#">here</a>.</p>	<p>Assigned on 12/09/2007 to Instituto de Apoio à Criança - actual use: <b>operational</b> on 12/09/2007  The number is accessible from foreign mobile phones in Portugal</p>	<p>Assigned on 28/10/2013 to Associação Portuguesa de Apoio à Vitima (APAV)  According to the information provided by APAV, it is expected that the number shall be operational by Q2 2015.</p>	<p>Assigned on 11/01/2008 to Instituto de Apoio à Criança - actual use: <b>operational</b> on 11/01/2008  The number is accessible from foreign mobile phones in Portugal</p>	<p>The NRA can assign the number (Art 5(1)) according the existing allocation procedures since it was reserved on 30/11/09 at NNP;  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>The NRA can assign the number (Art 5(1)) according the existing allocation procedures since it was Reserved on 30/10/07 at NNP; 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)) <a href="http://www.anacom.pt/render.jsp?contentId=518462&amp;languageId=1#.VRUp-o4II_8">http://www.anacom.pt/render.jsp?contentId=518462&amp;languageId=1#.VRUp-o4II_8</a> and <a href="http://www.anacom.pt/render.jsp?contentId=996515&amp;languageId=1">http://www.anacom.pt/render.jsp?contentId=996515&amp;languageId=1</a></p>

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
RO	A register of the assigned numbering resources exist and is available at the following link <a href="http://www.ancom.org.ro/resurse-de-numerotatie_218">http://www.ancom.org.ro/resurse-de-numerotatie_218</a>	Assigned on 30/07/2008 to Romtelecom (end-user: The Romanian Center for Missing and Sexually Exploited children) - actual use: is <b>operational</b>	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))	Assigned on 30/07/2008 to Romtelecom (end-user: The Child Helpline - Asociatia Telefonul Copilului) - actual use: is <b>operational</b>	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))	Assigned on 08/02/2012 to Trans Tel Services (end-user: The Directorate- General for Social Assistance of Bucharest Municipality in partnership with the Center for prevention of child and adolescent suicide attempts - Psychiatric Hospital "Prof. Dr. A. Obregia") - is not yet <b>operational</b>
SE	A register exists and is accessible to the public via an e-service <a href="http://e-tjanster.pts.se/telefoni/nummertjanster/">http://e-tjanster.pts.se/telefoni/nummertjanster/</a>	<b>Assigned</b> on 26/04/2012 to SOS Alarm - actual use: 116000 is <b>operational</b> since 16 December 2013.	- 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))	<b>Assigned</b> on 24/01/2008 to BRIS (Children's rights in Society) - actual use: 116111 is <b>operational</b> since 13/02/09.	<b>Assigned</b> on 18/05/2010 to Inera - not yet in operation	<b>Assigned</b> on 24/01/2008 to Church of Sweden - actual use: 116123 is <b>operational</b> since 7 February 2011.
SI	General numbering register exists and is accessible to the public at website: <a href="http://www.akos-rs.si/stevilski-prostor">http://www.akos-rs.si/stevilski-prostor</a> or at website: <a href="http://www.akos-rs.si/numbering-space">http://www.akos-rs.si/numbering-space</a>	<b>Assigned</b> on 15/04/2011 to Association of Police Officers of Slovenia and on 05/08/2011 the right to use number 116000 was transferred to "Zavod 116" - actual use: is <b>operational</b> since the beginning of June 2011.	- 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)).	<b>Assigned</b> on 02/08/2011 to "Zveza prijateljev mladine Slovenije" - actual use: is <b>operational</b> since the beginning of April 2012.	- 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)).	<b>Assigned</b> on 21/02/2008 to "Slovenska zveza društev svetovalcev za telefonsko pomoč v stiski - STS" - actual use: is <b>operational</b> since the beginning of June 2009.

MS	Register of harmonised numbers (Art 5(4))	116000	116006	116111	116117	116123
SK	A register exists and is accessible to the public <a href="http://www.teleoff.gov.sk/index.php?ID=60">http://www.teleoff.gov.sk/index.php?ID=60</a>	Assigned on 20/06/2008 to Orange SK (Slovak Board of UNICEF) - actual use: is <b>operational</b>	- 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))	Assigned on 20/06/2008 to Orange SK (Slovak Board of UNICEF) - actual use: is <b>operational</b>	- 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 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 exists and is accessible to the public <a href="http://stakeholders.ofcom.org.uk/telecoms/numbering/guidance-tele-no/116-euro-numbers">http://stakeholders.ofcom.org.uk/telecoms/numbering/guidance-tele-no/116-euro-numbers</a>	- Assigned on 17/05/2010 to 'Missing People' - actual use: is <b>operational</b> .	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 (Art 5(3)). - Assignment process ongoing.	- Assigned on 18/12/2009 to the National Society for the Prevention of Cruelty to Children ('the NSPCC') - actual use: is <b>operational</b> .	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 (Art 5(3)). - Assignment process ongoing.	-Assigned on 16/12/2008 to Samaritans - actual use: is <b>operational</b>
NO		The NRA can assign the number (Art 5(1))	The NRA can assign the number (Art 5(1))	- <b>Assigned</b> on 27 April 2009 to the Municipality of Kristiansand.	- <b>Assigned</b> on 15 December 2010 to Norwegian Directorate of Health.	- <b>Assigned</b> on 26 May 2009 to Mental Helse.

### ANNEX to the 116 Decision

#### List of numbers reserved for harmonised services of social value as amended by Commission Decision 2009/884/EC

Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
--------	---	--

<b>116 000</b>	<p><i>Name of service:</i> Hotline for missing children</p> <p><i>Description:</i> 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.</p>	<p>Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).</p>
<b>116 006</b>	<p><i>Name of the service:</i> Helpline for victims of crime</p> <p><i>Description:</i> 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.</p>	<p>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.</p>
<b>116 111</b>	<p><i>Name of the service:</i> Child helplines</p> <p><i>Description:</i> 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.</p>	<p>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.</p>
<b>116 117</b>	<p><i>Name of the service:</i> Non-emergency medical on-call service</p> <p><i>Description:</i> 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.</p>	<p>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.</p>
<b>116 123</b>	<p><i>Name of the service:</i> Emotional support helplines</p> <p><i>Description:</i> The service enables the caller to benefit from a genuine human relationship based on non-judgmental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.</p>	<p>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.</p>

