

# DECISIONS

## COMMISSION IMPLEMENTING DECISION (EU) 2023/468

of 25 November 2022

**amending Decision 2007/116/EC as regards the introduction of an additional reserved number beginning with 116**

*(notified under document C(2022) 8407)*

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code <sup>(1)</sup>, and in particular Article 93(8) thereof,

Whereas:

- (1) Commission Decision 2007/116/EC <sup>(2)</sup> establishes a procedure for reserving national numbers for harmonised services of social value. The Annex to that Decision contains a list of numbers within this numbering range and the services for which each number is reserved.
- (2) A new service – Helpline for Victims of Violence Against Women – has been identified by the Commission as a service of social value that may benefit from a harmonised number. For these reasons, the Annex to Decision 2007/116/EC should be amended to introduce the additional reserved number of 116 016.
- (3) Decision 2007/116/EC should therefore be amended accordingly.
- (4) The measures provided for in this Decision are in accordance with the opinion of the Communications Committee,

HAS ADOPTED THIS DECISION:

### *Article 1*

The Annex to Decision 2007/116/EC is replaced by the Annex to this Decision.

### *Article 2*

Member States shall take all necessary measures to ensure that as from 30 April 2023 the competent National Regulatory Authority can assign the number that is added to the list of numbers reserved for harmonised services of social value in the Annex.

### *Article 3*

This Decision is addressed to the Member States.

<sup>(1)</sup> OJ L 321, 17.12.2018, p. 36.

<sup>(2)</sup> 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 (OJ L 49, 17.2.2007, p. 30).

Done at Brussels, 25 November 2022.

*For the Commission*  
Helena DALLI  
*Member of the Commission*

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## ANNEX

**List of numbers reserved for harmonised services of social value**

Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
116 000	<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>	Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).
116 006	<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>	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.
116 016	<p><i>Name of the service:</i> Helpline for victims of violence against women</p> <p><i>Description:</i> The service enables victims of violence against women to seek assistance and support, to be informed of their rights and of ways to claim their rights, and to be referred to the relevant organisations.</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.
116 111	<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>	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.
116 117	<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>	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.

116 123	<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>
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