



ECC Decision (09)06

Reserving the National Short Message Service (SMS) Numbering Range Beginning with '116' for Harmonised SMS Numbers for Harmonised Services of Social Value (2007/116/EC) and (2009/884/EC) and (EU) 2023/468)¹

approved 30 October 2009

latest amended 8 March 2024

¹ Comparable provisions to those given in this ECC Decision are given in Commission Implementing Decision (EU) 2023/468 of 25 November 2022 and Commission Decision 2009/884/EC of 30 November 2009 amending Decision 2007/116/EC as regards the introduction of additional reserved numbers beginning with '116' (notified under document C(2022)8407 and C(2009)9425). EU/EFTA Member States and, if so approved by the EEA Joint Committee, Iceland, Liechtenstein and Norway are obliged to implement the EC Decision.

EXPLANATORY MEMORANDUM

1 INTRODUCTION

The ECC Decision “Reserving the National Numbering Range Beginning with ‘116’ for Harmonised Numbers for Harmonised Services of Social Value” (ECC/DEC/(07)03) [4] reserves number range starting with digits ‘116’ for harmonised European services. A single number will provide a European identity for a service; it will facilitate awareness-raising campaigns and may increase the efficiency/effectiveness of the provision of the service at European level. These services are usually voice services.

This ECC Decision expands the service provision of Harmonised services of social value from voice to short message service (SMS). The same short number starting with digits ‘116’ as allocated to a Harmonised voice service in the annex of this Decision may be used by the same holder of the existing voice 116-number, if he is willing to use it for the same service utilizing SMS. If the holder of the existing voice 116-number is not using the Harmonised SMS number, this SMS number cannot be used for any other service by any other third party.

2 BACKGROUND

The same conditions apply to services using 116-numbers for SMS as for voice services:

- Numbers in use will be 6 digits in length. Initially, the ranges 1160xy and 1161xy will be opened. The number 116112 will not be assigned nor used;
- Within the scope of this Decision, it needs to be understood that the sent SMS messages are always routed to the SMS Centre (SMSC) of the home operator. In case of SMS-numbers starting with ‘116’ these numbers will be considered as national numbers by the SMSC and will be routed to the national service provider, if any;
- The service is potentially of value to visitors from other countries who wish to get service from their home country;
- The service is targeted at individuals and should be a clear benefit to them. The service is not designed as a service for businesses, but business users or employees would not be precluded from using the service;
- The service answers a specific social need; in particular it (a) contributes to the well-being or safety of citizens or of a particular group of citizens or (b) helps citizens in difficulty;
- The service provides information and/or assistance and/or a reporting tool to citizens;
- The service is open to all citizens; no prior registration to the service is required. “Members only” services are excluded;
- The service is not time-limited. Services of a temporary nature, e.g. services that might be associated with a single event of some sort, are excluded;
- The service is not commercial in nature, i.e. there can be no payment, or payment commitment as a prerequisite to use the service;
- The following activities are excluded in connection with this harmonised SMS service: advertisement, entertainment, marketing and selling, using the user information available in connection with this service, such as the telephone number, for the future selling of commercial services. Advertising or marketing of the service in general is not precluded, but this should not take the form of advertising utilizing the user information available in connection with this service;
- In addition to mobile networks, the same provisions of this Decision also apply in the fixed networks if technically feasible.

3 REQUIREMENT FOR AN ECC DECISION

SMS is a very popular service used especially by young people and the 116 SMS service offers an additional way to communicate with a 116 number holder. In order to implement the concept of harmonised European services of social value also via SMS, an ECC Decision with individual reserved SMS numbers for European services of social value listed in the Annex of the Decision is necessary. The Annex will be updated independently from the body text of the Decision by Working Group Numbering and Networks (WG NaN). The

Annex to this Decision is only updated following an update to the Annex in ECC Decision “Reserving the National Numbering Range beginning with ‘116’ for Harmonised Numbers for Harmonised Services of Social Value” (ECC/DEC(07)03) [4].

ECC DECISION OF 30 OCTOBER 2009 ON RESERVING THE NATIONAL SHORT MESSAGE SERVICE (SMS) NUMBERING RANGE BEGINNING WITH '116' FOR HARMONISED SMS NUMBERS FOR HARMONISED SERVICES OF SOCIAL VALUE (2007/116/EC), (2009/884/EC) AND ((EU) 2023/468) (ECC DECISION (09)06), AMENDED 16 JUNE 2010 AND AMENDED 8 MARCH 2024

"The European Conference of Postal and Telecommunications Administrations,

considering

- a) the ECC Decision "Reserving the National Numbering Range beginning with '116' for Harmonised Numbers for Harmonised Services of Social Value" (ECC/DEC/(07)03) [4];
- b) the ECC Recommendation "Principles Related to Numbering Plans for SMS Short Codes" (ECC/REC/(06)03) [5];
- c) that the harmonisation of SMS numbering resources is necessary to allow services of a social value provided in different CEPT countries to be accessed by end-users using the same number;
- d) that the harmonised SMS numbers should be free of charge to the user, without this meaning that operators would be obliged to carry SMS messages to 116 numbers at their own expense;
- e) that the list of specific SMS numbers in the SMS numbering range beginning with 116 should be regularly updated. Participating countries should make known the existence of such SMS numbers in a manner that is accessible to all interested parties, for example, via their websites;
- f) that the ECC will consider revision or further adaptation of the present Decision in the light of experience gained, in particular whether a specific service for which a number has been reserved has developed on a pan-European basis;
- g) that in addition to mobile networks the same provisions of this Decision also apply in the fixed networks if technically feasible;
- h) that in some implementations the end-user's CLI may not be transferred to the service provider, but instead an "alias-identifier" is used, and that this does not add value to the 116 number holder;
- i) that due to the characteristics of the SMS communications and due to the fact that the end-user doesn't necessarily know whether the home network supports SMS HESC facilities the end-user does not know if the message has been delivered to the meant service provider, a notification by the 116 number holder confirm that the message has been received, is mandatory.

DECIDES

1. that the SMS numbering range beginning with 116 in countries in which the public authorities have control on this resource shall be reserved in national SMS numbering plans for harmonised SMS numbers for harmonised services of social value. The specific SMS numbers within this SMS numbering range and the services for which each SMS number is reserved are listed Annex 1
2. that participating countries shall ensure that
 - a) SMS numbers listed in the Annex are used only for the services for which they have been reserved;
 - b) numbers within the 116 SMS numbering range that are not listed in the Annex are not used;
 - c) the SMS number 116112 is neither assigned nor used for any service;
3. that all communication to and from SMS numbers starting with digits 116 is free of charge to the end-user;
4. that the same short number starting with digits 116 as allocated to a Harmonised voice service in the annex of this Decision may be used by the same holder of the existing voice 116-number, if he is willing to use it for the same service utilizing SMS. If the holder of the existing voice 116-number is not using the Harmonised SMS number, this SMS number cannot be used for any other service by any other third party;
5. that, where technically and legally feasible, operators have to transfer the end-user's CLI to 116 number holders if required by the number holders and if the end-user so indicates, the CLI shall not be transferred;

6. that 116 number holders have the obligation to send a notification SMS of the received message to the end-user;
7. that in countries in which the public authorities don't have direct control on SMS numbering resources these authorities encourage that the market parties which control the SMS numbering resources make the same arrangements as described in points 1-6;
8. that the list of specific SMS numbers in the SMS numbering range beginning with 116 should be regularly updated by WG NaN, following an update to the Annex in the European Commission's Decision 2007/116/EC on reserving the national numbering range with 116 for harmonised numbers for harmonised services of social value, with the subsequent amendments and completions;
9. that this Decision enters into force on 8 March 2024;
10. that the preferred date for implementation of this Decision shall be by 8 September 2024;
11. that CEPT administrations shall communicate the national measures implementing this Decision to the ECC Chairman and the Office when the Decision is nationally implemented."

Note:

Please check the Office documentation database <https://docdb.cept.org/> for the up to date position on the implementation of this and other ECC Decisions.

ANNEX 1: AMENDMENT 2

Comparable provisions to this annex are given in Commission Implementing Decision (EU) 2023/468 of 25 November 2022 and Commission Decision 2009/884/EC of 30 November 2009 amending Decision 2007/116/EC.

Approved by the Working Group Numbering, Naming and Addressing at its meeting in Vilnius, 14-16 June 2010 (Amendment 1) and ECC Plenary at its meeting number 63 in March in March 2024 (Amendment 2).

The participating countries shall take all necessary measures to ensure that as from 8 September 2024 the competent National Regulatory Authority can assign the SMS numbers added to the list by virtue of this Decision.

Table 1: List of SMS numbers reserved for harmonised services of social value

SMS Number	Service for which this SMS number is reserved	Specific conditions attached to the right of use for this SMS number
116000	<p><u>Name of service:</u> Hotline for missing children</p> <p><u>Description:</u> The service (a) takes SMS messages 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).
116006	<p><u>Name of the service:</u> Helpline for victims of crime</p> <p><u>Description:</u> 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.
116016	<p><u>Name of service:</u> Helpline for victims of violence against women</p> <p><u>Description:</u> 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.
116111	<p><u>Name of the service:</u> Child helplines</p> <p><u>Description:</u> 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, communicate 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, users to the service are advised when the service will next become available.

SMS Number	Service for which this SMS number is reserved	Specific conditions attached to the right of use for this SMS number
116117	<p><u>Name of the service:</u> Non-emergency medical on-call service</p> <p><u>Description:</u> 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, nationwide), 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>
116123	<p><u>Name of the service:</u> Emotional support helplines</p> <p><u>Description:</u> The service enables the user to benefit from a genuine human relationship based on non-judgemental commenting. It offers emotional support to users 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, nationwide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, users to the service are advised when the service will next become available.</p>

ANNEX 2: LIST OF REFERENCES

- [1] COMMISSION DECISION of 15 February 2007 on reserving the national numbering range beginning with '116' for harmonised numbers for harmonised services of social value (notified under document number C(2007) 249) (Text with EEA relevance) (2007/116/EC)
- [2] COMMISSION DECISION of 30 November 2009 amending Decision 2007/116/EC as regards the introduction of additional reserved numbers beginning with '116' (notified under document C(2009) 9425) (Text with EEA relevance) (2009/884/EC)
- [3] 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)
- [4] [ECC Decision \(07\)03](#): "Reserving the National Numbering Range beginning with '116' for Harmonised Numbers for Harmonised Services of Social Value", approved July 2007, latest amended March 2024
- [5] [ECC Recommendation \(06\)03](#): "Principles Related to Numbering Plans for SMS Short Codes", approved September 2006