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COMMUNICATIONS COMMITTEE

Working Document

Subject: Decision 2007/116/EC: candidate numbers to be added in the list of reserved numbers – state of play

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1. INTRODUCTION

An ad hoc preparatory meeting was held on 21 November 2007 in Brussels. The meeting was dedicated to an in-depth discussion on complementary information received in reaction to the request that the Commission services sent to applicants before the summer break.

The goal of the current document is to present the results of this meeting to COCOM by updating the information contained in document COCOM07-31, and to seek agreement in COCOM on these results, in particular on the conclusions that are presented in grey boxes.

The candidate numbers and services were classified in categories:

- Category 1: the numbers and services in this category are recommended to be included in the list attached to the amending Decision;
- Category 2: the numbers and services in this category appear in principle to be eligible to be included in the list, provided that missing information elements are provided;
- Category 3: these suggestions need further information and/or reflection before being considered to be included in the list.
- Category 4: the numbers and services in this category are removed from the potential service list.

2. PROPOSED POSITIONS TO BE ENDORSED BY COCOM

2.1. Numbers to be included in the list

None at present.

2.2. Numbers and services that are eligible in principle to be inserted in the list

The ad hoc preparatory meeting agreed that the following numbers and services are in principle eligible to be included in the list, provided that missing information elements (mainly evidence on readiness and capability of potential service providers) are provided. It is important at this early stage of the implementation of the 116 initiative that there is sufficient evidence that the proposed services will be provided very soon in a large number of Member States.

Category 2	
<i>Number</i>	<i>Service for which this number is reserved</i>
116 006	<p><u>Name of the service:</u> Helpline for victims of crime</p> <p><u>Description:</u> The service enables victims of crime abroad to get emotional support in such circumstances, to be informed about their rights and about the ways to claim their rights, to be referred to the relevant organisations. In particular, it provides information about (a) local police and criminal justice proceedings, (b) compensation and insurance matters. It provides also support in finding other sources of help.</p>
116 016	<p><u>Name of the service:</u> Information and Advice Service for Women Victims of Gender-Based Violence</p> <p><u>Description:</u> The service provides information and advice on rights, resources and procedures relating to gender-based violence, i.e. the violence exerted against a woman by a man who is or has been her husband, partner, with or without cohabitation. The service is used not only by women as victims but, also, by the whole society understood as the social net around these women: family, friends, work mates, etc... Assistance in cases concerning prostitutes, sexual abuse, and other types of gender violence is provided by other services, and calls regarding these themes would be transferred immediately to those other services.</p>
116 115	<p><u>Name of the service:</u> Public administration contact point</p> <p><u>Description:</u> The service (a) receives questions, requests, suggestions and complaints related to public administration matters, and (b) answers them to the greatest extent possible.</p>

116 116	<p><u>Name of the service:</u> Card Stop service</p> <p><u>Description:</u> The service enables the caller to block electronic authorisation media like cards, online accounts, electronic signatures and other electronic qualification media. The caller is connected with a call-centre agent or with a computer-assisted voice portal depending on the cards for which the individual issuers have different blocking procedures. After all affected cards are ascertained the caller is automatically routed to the blocking services of the issuers.</p>
116 117	<p><u>Name of the service:</u> Medical on-call service</p> <p><u>Description:</u> The service connects the caller directly to the nearest doctor on duty and so gives access to medical assistance in the event of a non life-threatening emergency, outside normal office hours, over the weekend and on public holidays.</p>

Proposed Action on the above services:

It is proposed that the Commission services contact the applicants to invite them to provide the missing information, with a view to including these services in a future revision of Commission Decision 2007/116/EC. COCOM will be consulted again on these services once the information is available.

No complementary information has been received for the following service. The applicants will be contacted again. In the absence of further information, the service may switch from category 2 to category 3/4.

Category 2	
<i>Number</i>	<i>Service for which this number is reserved</i>
116 175	<p><u>Name of the service:</u> Rainbow line</p> <p><u>Description:</u> The service provides (a) information and advice to gay, lesbian and bisexual people, their parents, their friends and the transgender community in relation to sexual and mental health, AIDS prevention, (b) services and support in response to cases of homophobia, abuse and bullying, among other services.</p>
	<i>Elements missing</i>
	Evidence of readiness/willingness (i.e. letters of intent) and capability of potential service providers (e.g. re budget/funding possibilities)

Proposed Action on the above service:

It is proposed that the Commission services contact the applicants to invite them to provide the missing information. COCOM will be consulted again on these services once the information is available.

2.3. New suggestion

The following new suggestion has been presented in the ad hoc meeting.

Category 2	
Number	Service for which this number is reserved
116 100	<u>Name of the service:</u>
Or	hotline for the victims of human trafficking
116 166	<u>Description:</u>
	The service connects people who have been trafficked and are in need of care and protection to services and resources that they need. The service also provides information on safe migration to potential victims. It should be available 24 hours a day and anonymous. It should preferably be run by an NGO, as victims are often reluctant to call a police run line.
	<u>Elements missing</u>
	Evidence of support/readiness/willingness (i.e. letters of intent) and capability of potential service providers (e.g. regarding budget/funding possibilities)

Proposed Action on the above service:

It is proposed:

(1) to consider it as a category 2 service;

(2) to wait for the results of coordination actions that the Commission services will undertake (DG JLS) and of a feasibility study that will be done in 2008;

(3) that the Commission services contact the applicants to invite them to provide the missing information.

COCOM will be consulted again on this service once the information is available.

2.4. Suggestions in category 3 with no complementary information

No further information has been received for the following suggestions.

Category 3
Hotline in case of serious disturbances or disasters
Reporting line to battle fraud on internet
Consumer protection hotline
Hotlines for children
Information and emergency numbers for animals
Crime Stopper
Insecurity and against-deviant-behaviour helpline
Legal helpline

Proposed Action on the above services:

It is proposed that the Commission services contact the applicants. Depending on the replies, the services could fall in category 4. COCOM will be consulted again on these services once the information is available.

2.5. Suggestions in category 4 - withdrawal

1. Information and assistance to disabled people

Complementary information has been received on this suggestion.

However, it was concluded at the ad hoc preparatory meeting that the service description was still not concrete enough (it does not provide the information requested in the public consultation document). It was not clear to the participants of the meeting whether the suggestion fell within the scope of the decision.

Proposed Action on the above service:

It is proposed that the Commission service inform the applicants that the file is closed/rejected, and explain why.

2. Traffic and Traveller Information Line

The applicants presented the file in the preparatory meeting.

The primary aim of this service is to ease access to traffic information to travellers (drivers), reducing delays and increasing their safety and comfort. It provides through an Interactive Voice Recognition (IVR) system the telephone numbers of the (existing) service providers (road operators, road authorities, automobile associations, broadcasters,...) and includes description of the service description offered by them. The existing services are: road traffic information (congestion, road works and incidents), public transport information, specific heavy goods vehicle information and traffic-related information. According to the respondent, these are mass services; million of people are currently using them. The respondent stated that a complete free-to-the-caller approach is not viable.

The ad hoc preparatory meeting recognised that the service has an added value for Europe but did not recommend including the service in the '116 list'. The meeting did not recommend opening a new sub-range of 116 numbers for such non-freephone services.

Proposed Action on the above services:

It is proposed that

(1) the Commission services send a letter to CEPT/ECC inviting their numbering experts to reflect with the Commission in order to propose a common number (number range?) for this service;

(2) the Commission service inform the applicants that the file is closed/rejected and that further work will be done in cooperation with CEPT.