

## **116 006** Helplines should follow the following operating requirements

- 1** The service is open to all citizens, and all victims, without any requirement of prior registration
- 2** The helpline benefits visitors from other countries
- 3** The service provides information, or assistance, or a reporting tool to citizens, or any combination thereof
- 4** Calls are free of charge
- 5** The service operates confidentially
- 6** The service is not time-limited
- 7** The service provider does not use the helpline for advertising or sale of commercial services