

Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) (repealed)

CHAPTER IV

END-USER INTERESTS AND RIGHTS

[^{F1}Article 28

Access to numbers and services

1 Member States shall ensure that, where technically and economically feasible, and except where a called subscriber has chosen for commercial reasons to limit access by calling parties located in specific geographical areas, relevant national authorities take all necessary steps to ensure that end-users are able to:

- a access and use services using non-geographic numbers within the Community; and
- b access all numbers provided in the Community, regardless of the technology and devices used by the operator, including those in the national numbering plans of Member States, those from the ETNS and Universal International Freephone Numbers (UIFN).

2 Member States shall ensure that the relevant authorities are able to require undertakings providing public communications networks and/or publicly available electronic communications services to block, on a case-by-case basis, access to numbers or services where this is justified by reasons of fraud or misuse and to require that in such cases providers of electronic communications services withhold relevant interconnection or other service revenues.]

Textual Amendments

- F1** Substituted by [Directive 2009/136/EC](#) of the European Parliament and of the Council of 25 November 2009 amending [Directive 2002/22/EC](#) on universal service and users' rights relating to electronic communications networks and services, [Directive 2002/58/EC](#) concerning the processing of personal data and the protection of privacy in the electronic communications sector and [Regulation \(EC\) No 2006/2004](#) on cooperation between national authorities responsible for the enforcement of consumer protection laws (Text with EEA relevance).