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**EXTRAORDINARY  
PUBLISHED BY AUTHORITY  
NUMBER ALLOCATION AND ADMINISTRATION  
REGULATIONS, 2005**

**ISLAMABAD, WEDNESDAY, AUGUST 3, 2005**

PART II

**Statutory Notifications (S.R.O.)**

GOVERNMENT OF PAKISTAN

**PAKISTAN TELECOMMUNICATION AUTHORITY**

NOTIFICATIONS

*Islamabad, the 4th July, 2005*

MOBILE NUMBER PORTABILITY REGULATIONS, 2005

**S.R.O. 764(I)/2005.**—In exercise of the powers conferred under clause (o) of sub-section (2) of Section 5 of the Pakistan Telecommunication (Re-organization) Act, 1996 (Act XVII of 1996) Pakistan Telecommunication Authority is pleased to make the following Regulations:

**PART- I**

PRELIMINARY

1. **SHORT TITLE AND COMMENCEMENT.**— (1) These Regulations shall be called as “Number Allocation & Administration Regulations, 2005.

(2) They shall come into force at once.

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2. **DEFINITIONS.**— (1) In these regulations, unless there is anything repugnant in the subject or context, —

- (i) **“Applicant”** means a licensee of PTA or any other Individuals/ organizations requiring allocations of numbering capacity and considered by the Authority as eligible for allocation of a number resource;
- (ii) **“Area code”** means a set of 2, 3 or 4 digits, beginning with ‘0’, at the start of a geographic number, indicating the part of Pakistan where:
  - (a) a customer, to whom the geographic number is issued, is located; or
  - (b) a service, content service, or a service associated with a service or content service, is supplied or operated.
- (iii) **“Authority”** means the Pakistan Telecommunication Authority established under the Pakistan Telecommunication (Reorganization) Act, 1996;
- (iv) **“Call-by-call carrier selection”** means that the end-user, in connection with each individual call, may choose another provider by using a short code or an ordinary subscriber number;
- (v) **“Carrier pre-selection”** means a permanent agreement to the effect that the end-user generally wants to use a specific provider other than the provider with whom the end-user otherwise has a customer relationship, for transport of all or parts of the end-user's outgoing calls;
- (vi) **“Carrier select code”** means the special combination of digits used in connection with carrier pre-selection and call-by-call carrier selection;
- (vii) **“Carrier selection”** means a mechanism that permits customers, while subscribing to a specific local access network operator, to choose between telecommunications carriers for carrying part of their calls;
- (viii) **“Country code”** means a set of digits allocated by the ITU that indicates the country to which an international call is made;

- (ix) **“Customer Number”** means the Number (or Numbers) which any telecommunication operator’s system recognizes as relating to a particular customer of that operator;
- (x) **“Data network access service”** means a service allowing a telephone end-user to gain access, by a computer or similar means, to a data network (in particular, a packet-switched network), or to particular facilities and features available on a data network;
- (xi) **“Data network identification code”** means a unit by which data terminal numbers are allocated to service providers;
- (xii) **“Data terminal number”** means the usual form of address available in making a data network call;
- (xiii) **“Direct access”** means the situation where a customer is directly connected to a telecommunications operator by a wire, fiber-optic or radio link to connect that customer to a public telecommunications network;
- (xiv) **“Donor Operator”** means the operator whose Customer Number(s) are in the process of being, or have been ported to a Recipient Operator;
- (xv) **“Easy Access”** means a facility allowing a customer to select an alternative operator using a short access code, usually 3 or 4 digits in length. Outgoing calls use own operator’s lines and network to the first point of interconnection, and are then switched to the chosen operator;
- (xvi) **“Emergency number”** means a number which, in an emergency or disaster situation, makes the public able to call the public emergency service;
- (xvii) **“Emergency service organization”** means a service for provision of assistance in connection with emergencies;
- (xviii) **“End users”** means the final customers of service providers including closed user groups and those providing services only to organizations under substantively the same ownership; which also mean users of telecommunications networks or telecommunications services who do not make such telecommunications networks or telecommunications services available to others on a commercial basis;

- (xix) **“Exchange service area”** means an area:
- (a) surrounding an exchange to which blocks of numbers are assigned; and
  - (b) defined by the service provider to which the numbers are allocated as the area in which the numbers will be made available for issue.
- (xx) **“Free phone service”** means a service in which:
- (a) a customer issued with a number is charged for calls to the number for the service; and
  - (b) the call charge for calls made to the number for the service from a standard telephone service (other than a public mobile telecommunications service) is zero.
- (xxi) **“Geographic number”** means a number from the national numbering plan where part of its digit structure contains geographic significance used for routing calls to the physical location of the network termination point of the subscriber to whom the number has been assigned;
- (xxii) **“Indirect access”** means a situation where a customer contracts to buy a telecommunication service from an operator to which the customer is not directly connected and where the second operator pays the first operator for the use of that connection;
- (xxiii) **“Interface”** means a set of technical characteristics describing the point of connection between two telecommunication entities; for example, between two telecommunication networks, or between a telecommunication network and customer apparatus;
- (xxiv) **“Interoperability”** means the ability of different distribution networks and/or apparatus to work together to provide a seamless service for users;
- (xxv) **“Limited portability”** for a local service, means a level of service for ported numbers that:
- (a) is not an equivalent service; and
  - (b) is acceptable to the Authority.

- (xxvi) **“Local number”** means subscriber number and includes a set of digits that is a component of a geographic number and that, when dialed, gives the caller access to:
- (a) a customer at a place that has the same area code as the caller;  
or
  - (b) a service, content service, or a service associated with a service or content service, supplied or operated at a place that has the same area code as the caller.
- (xxvii) **“National rate”** means the rate for calls within the national call area, the area being defined by the telecommunications operator serving the customer;
- (xxviii) **“Network operators”** means the operator of a telecommunication network, usually, but not always, with a Public Telecommunications Operator license, which provides, amongst other things, network services;
- (xxix) **“Number series”** means a block of numbers from the national numbering plan for telephony, ISDN and mobile communications that has the same initial digits;
- (xxx) **“Number Translation”** means a facility whereby calls made to special numbers such as free phone, part paid, premium rate, national rate and personal numbers are directed to their real numbers following translation of the special number concerned;
- (xxxii) **“Operator”** means any person authorized to provide telecommunication services not being prohibited from receiving any financial benefit from such provision, and obliged, by virtue of provisions in the license authorizing provision of such services, to adopt a Numbering Plan for such Numbers as may have been allocated by the Authority to that person in accordance with the Numbering Regulations;
- (xxxiii) **“Operator service”** means a service provided by an operator or which requires the assistance of an operator to complete a call made by an end-user;
- (xxxiiii) **“Over-ride”** means the ability of the CPS customer to choose alternative operators to their pre-selected operator(s) on a call-by-call basis;

- (xxxiv) **“Packet Data Communications Service”** means a service involving the transmission of data in the form of discrete blocks (packets) of information and, if necessary, the assembly and disassembly of data in this form;
- (xxxv) **“Personal Numbering”** means a service based on number translation which enables a customer to be called using a single personal telephone number but to receive those calls at virtually any telephone number in a country;
- (xxxvi) **“Premium Rate Service”** means a service provided by telephone, charged at a higher rate than a normal call because the price includes both the cost of conveying the call and a charge levied by the provider of the service accessed, and a service for which the call charge for calls made by a standard telephone service is at a premium rate, independent of content or delivery technology;
- (xxxvii) **“Pre-selection over-ride code”** means an over-ride dial code for selecting alternative service providers on a call-by-call basis or to support use, by a service provider, of the dial plan to facilitate interconnection between service providers;
- (xxxviii) **“Pre-selection over-ride service”** means a service that involves the use of a controlled network, or a controlled facility that provides over-ride dial codes for selecting alternative service providers on a call-by-call basis;
- (xxxix) **“Pre-selection verification service”** means a service provided to a customer to enable identification of the service provider that is pre-selected for a standard telephone service;
- (xl) **“Primary Assignment”** Assignment of numbering resources by the Authority to public telecommunications network operators and public-use telecommunications services providers, henceforth known as operators and providers;
- (xli) **“Providers of telecommunications networks or telecommunications services”** means parties who, on a commercial basis, provide networks or services that are made available to a number of end-users or providers of telecommunications networks or telecommunications services who have not been specified in advance;
- (xlii) **“Providers of telecommunications networks or telecommunications services to end-users”** means parties who

make networks or services available to several end-users on a commercial basis;

- (xliv) **“Public interest service”** means a service:
- (a) providing access to information or assistance of wide public interest; and
  - (b) that is not, of itself, a source of commercial benefit.
- (xlv) **“Public Switched Telephone Network (PSTN)”** means the telecommunications networks of the major operators, on which calls can be made to all customers of the PSTN;
- (xlv) **“Public Telecommunications Operator (PTO)”** means a Network operator with individual licenses to provide such telecommunication services as are specified in the license, to connect to the licensed system such other telecommunication systems and such apparatus as are specified in the license, and to permit the provision by means of the licensed system such services as are specified in the license;
- (xlvi) **“Recipient”** means the receiver of a numbering resource assignment;
- (xlvii) **“Recipient Operator”** means the operator to whom the Donor Operator’s Customer Number(s) are in the process of being, or have been ported;
- (xlviii) **“Recovery”** means removing from an entity the right to use numbering resources that had previously been assigned;
- (xlix) **“Secondary Assignment”** means assignment subsequent to primary assignment carried out by operators or providers to their customers during normal usage of the resources assigned by the Authority;
- (i) **“Selection”** means the opportunity by the user to select the required access, transport or service providers of his choice. In some cases no selection but only identification is possible;
  - (ii) **“Service Area”** applies to Geographic Number Portability only, which means that part of the licensed area of a Donor Operator within which, at the time that any request for Simultaneous or Subsequent Geographic Mobility is made by another operator in

respect of a Customer Number, the Donor Operator would provide such Mobility in respect of that Customer Number as part of its standard provisioning practice. For the avoidance of doubt, the Service Area does not mean any larger area defined by reference to an exchange name or area code;

- (lii) **“Service Provider”** means a person whose business comprises the provision, for reward to the public, of any service delivered entirely by means of a telecommunication system it includes those (whether network operators or not) providing services over telecommunication networks to the public, where such activity comprises substantially all of their business, which also includes service providers means those who provide services over telecommunication networks to the public at large; they may install their own networks (*i.e.* they may also be network operators), or, in the case of independent service providers, use the networks of others;
- (liii) **“Short code”** means a 3-digit or 4-digit number giving access to various services;
- (liv) **“Slamming”** means the process by which a customer’s pre-selections are changed without the customer’s full knowledge or consent;
- (lv) **“Subscriber”** means any natural or legal person who is party to a contract with the provider of publicly available telecommunications services for the supply of such services;
- (lvi) **“Universal personal telecommunications service”** means a service:
  - (a) allowing a customer to receive calls, from any telephone terminal attached to a service provider’s network, that were made to a universal personal telecommunications number issued to the customer; and
  - (b) includes a service profile for each customer to allow:
    - (i) a service provider’s network to direct calls to an appropriate telephone terminal; or
    - (ii) a telephone terminal to be identified in advance as the reception point for calls to a given universal personal telecommunications number.



- (lvii) **“Universal service”** means a provision in the licenses requiring the licensee to provide certain services to all specified persons;
- (lviii) **“Virtual Private Network”** means a service for the interconnection of Private Branch Exchanges (PBXs) and/or Centrex lines, using the transmission and switching capabilities of the PSTN, as an alternative to a private circuit;
- (lix) **“Virtual private network service”** means a service the features of which could be provided using a private telecommunications network; and
- (lx) **“Voice mail”** means a voice messaging service.

## PART-II

### NUMBER ALLOCATIONS

3. **CRITERIA FOR THE ELIGIBILITY OF APPLICANTS FOR NUMBER ALLOCATIONS.**—(1) All the organizations possessing a valid license issued by the Authority to establish, maintain & operate telecommunication system and services are eligible to apply for allocations of numbering capacity.

(2) Organizations other than Authority licensee are also eligible for allocation of Short Codes as well as Universal Access Number (UAN) and Toll free numbers.

(3) Organizations requiring allocations of numbering capacity not covered by the sub-regulation (1) and (2) may seek a sub-allocation from those eligible to apply.

Provided the sub-allocations shall be fairly and reasonably available from those with rights to allocations of numbers from the Authority.

4. **TIMING OF APPLICATIONS.**—Applications for numbering allocations shall not be made more than six months prior to the planned in-service date.

5. **APPLICATION PROCEDURE.**—(1) The following information shall be supplied in all applications on a prescribed application form available on [www.pta.gov.pk](http://www.pta.gov.pk) for the allocation of numbers:

- (a) the applicant's name, Company's Registration Number (if applicable), postal address and the name, telephone number, facsimile number and e-mail address of a contact person;
- (b) the name and signature of the person authorized by the applicant to request allocation of numbers;
- (c) the kind of service for which numbers are requested;
- (d) the date when the service for which the numbers are requested shall stop operating, or date by which the numbers shall be vacated (if applicable);
- (e) details of the license under which it operates;
- (f) statement that the numbers shall be used in accordance with the Rules and these Regulations; and
- (g) any other information that the applicant considers necessary or appropriate to justify the application, including any relevant tariff information.

(2) The Authority will assign resources after the applicant has fulfilled all the requirements within a reasonable time period but not beyond thirty (30) days.

(3) Ineffective and inefficient use of previous assignments to the same applicant, if any, shall lead to a rejection of the application.

**6. TERMS AND CONDITIONS FOR USAGE OF PRIMARY ASSIGNMENTS.—** (1) The resources assigned shall be used effectively and efficiently in order to prevent their under-utilization.

(2) The resources assigned shall be activated within twelve months counting from the date of their assignment, after which the Authority shall require a justification.

- (3) Resource users shall provide the Authority with information about:
  - (a) the date on which the resources allocated to them are being deactivated; and

- (b) any other substantial alteration that occurs in relation to the use being made of the assigned resources.

(4) The recipient of a primary assignment shall not transfer or sell their assigned resources, except in exceptional circumstances and with prior authorization of the Authority.

7. **ADDITIONAL INFORMATION FROM APPLICANTS.—** (1) In addition to the information required under Regulation 5 the following information shall be included in an application for the allocation of:

(2) **Geographic Numbers.—**

- (a) the reasons for applying for the allocation of numbers of geographic significance;
- (b) the exchange service area for which the numbers are requested;
- (c) the region for which the numbers are requested;
- (d) the detail of requested numbers for use in the service area; and
- (e) the detail of other numbers allocated to the applicant for use in that exchange service area.

(3) **Special Services Numbers.—**

- (a) an assessment of the impact on end-users including the structure of call charging;
- (b) the level of awareness of end-users about the numbers and the services that is to be supplied using the numbers;

Provided that this information is only required for a requested number, if no other special services number, as the requested number, has previously been used.

- (c) cogent reasons for allocation of special services numbers; and
- (d) whether or not the number is for use only in connection with the supply of services for which the call charge for calls to the number, made using a standard telephone service other than a public mobile telecommunications service.

(4) **Emergency and Helpline Numbers.—**

- (a) How people / household will convey first hand emergency information to the said service?
- (b) What equipment would be used to originate and terminate the calls?
- (c) What media would be used to connect the calls?
- (d) What all communication facilities are available at the premises?
- (e) Preferably the requirement may be supported with diagrammatic layout of communication facilities available or planned to be made available in the near future.

8. **CONSIDERATION OF APPLICATIONS.**—While making number allocations, the Authority shall consider the following:

- (a) the provisions of the relevant license conditions;
- (b) the views of the applicant and other interested parties;
- (c) these Regulations;
- (d) the proof of payment of application fee and any other fee; and
- (e) any other matter that may be considered fit by the Authority .

9. **CONSULTATION ON APPLICATIONS.**—Additionally and in the exceptional circumstances described below, the Authority may choose to consult on the relevant details of an application for numbering capacity or an application either for expansion of an existing allocation or for a change of use of an existing allocation:

- (a) such consultation shall normally take place where, in the Authority's judgment, the allocation of numbering capacity while consistent with the structure of the Plan and with these Regulations would be unusual or might set a precedent in such a way that the views of interested parties shall be sought;
- (b) such consultation shall normally commence within 30 days of receipt of the application;
- (c) where the Authority judges that consultation on any or all of the details of an application shall compromise national security it may consult on only those details which does compromise the same; and

- (d) where such a consultation has commenced, any comments on the application shall be sent to the Authority within 30 days or any other period notified at the time of consultation by the Authority.

Provided that the Authority shall consider the responses and advise the applicant and respondents of its decision within a maximum period of 30 days from the end of the consultation period.

**10. TIMESCALE FOR HANDLING APPLICATIONS FOR NUMBERING CAPACITY.—** (1) The Authority shall use all reasonable endeavors to make an allocation in accordance with these Regulations in response to applications for numbering capacity within a maximum period of 30 days after the complete information required by the Authority has been provided/ acquired.

(2) The following may be the exceptions to the period mentioned in sub-regulation (1) :

- (a) where additional information is required from the applicant;
- (b) where a period of consultation is required, to be initiated by the Authority;
- (c) where there are significant issues relating to the application that cannot be reasonably handled within that period;
- (d) where the use of the numbers is dependent upon receipt by the applicant of a license under the Act; or
- (e) where the Authority judges that an alternative period of time is justified.

(3) Where the Authority judges that an exception to the normal period is required, then it shall inform the applicant in writing of the reasons for the exception and of the revised period:

Provided that this period shall generally not exceed 90 days from receipt of the application containing all the information required.

**11. REFUSAL OF APPLICATIONS FOR NUMBERING CAPACITY.—** (1) The Authority may refuse an application for an allocation of numbering capacity, or may not grant the application in full, or may attach specific conditions to the allocation which are consistent with these Regulations and relate to the use and management of the numbering capacity allocated, having taken into account the criteria for eligibility.

(2) When the Authority refuses an application for numbering capacity, or does not grant the application in full, or attaches specific conditions to the allocation then the Authority may inform the applicant, in writing, of the reasons.

(3) The Authority may, following consultation with the applicant, make an alternative allocation that has the potential to satisfy the applicant's requirements without conflicting with the criteria which caused the application to be refused.

(4) Where the Authority refuses an application for numbering capacity, or does not grant the application in full, or attaches specific conditions to the allocation (on allocation or subsequently), the applicant may write to the Authority within 30 days disputing the reasons given by the Authority for its decision or giving further information for consideration regarding the application:

Provided that the Authority shall consider the request and respond to the applicant within 30 days.

**12. RESOURCE ADMINISTRATION.**—In order to have a transparent and non-discriminatory allocation of the scarce numbering resource in the competitive environment, the following criteria shall be taken into account:

- (a) the Authority shall be responsible for the administration of primary assignments, in accordance with criteria of equity and transparency;
- (b) secondary assignments shall be the responsibility of the operators/ service providers under the supervision of the Authority;
- (c) the primary assignment shall be treated as surrendered/ withdrawn when:
  - (i) the primary assignment is not utilized within a period of one year;
  - (ii) the primary assignment shall stand surrendered to the Authority upon discontinuation of O&M contract between the parties for re-allocation to meet the demands by other operators.
- (d) numbering resources shall be assigned in proportion to the needs of the applicant and in a transparent and timely fashion; and
- (e) the assignment of toll free numbering resources shall be on chronological order basis and subject to approval of the Authority.

**13. NUMBERING CAPACITY ALLOCATION PROCEDURE.—**

(1) The following criteria shall be used for allocation of carrier Selection Code, Short Access Code, in Platform Service Code, Mobile Network Code (MNC) / Destination Network Code (DNC) and PRS Numbers:

(2) General.—

- (a) entities that hold a license or certificate of admissibility for the supply of a Telecommunication Service License issued by the Authority shall submit candidatures for the allocation of code on the prescribed application form available at Authority website [www.pta.gov.pk](http://www.pta.gov.pk);
- (b) the process for the allocation of number resource for the service shall be open and transparent;
- (c) generally, the resource number allocation shall be made in chronological order on first come first served basis from the available resources by the Authority. However, the Authority may consider the request of the applicant for allocation of specific resource number(s) and the decision of the Authority shall be final;

Provided that where more than one licensee request their preference for the same code which is also available on the chronological order basis then it will be solely the discretion of the Authority to allocate the desired code to a licensee and the decision of the Authority shall be final.

- (d) the short codes shall be allocated generally in the form of four digits from the available numbering capacity;

(3) Emergency Service Codes.—

- (a) emergency codes shall only be allocated to the organizations working under the umbrella of Government of Pakistan or such organizations providing philanthropic and humanitarian services countywide;

Provided that the Authority may also consider allocation of emergency service codes to those organizations providing philanthropic and humanitarian services at provincial level on case to case basis.

- (b) emergency services shall be extended by all telecom operators to the subscribers/ consumers without payment of any charges purely on humanitarian grounds from their respective telecom networks:

Provided that such services may include Police Emergency, Fire Brigade, Ambulance Services or other as declared by the Authority as Emergency Service from time to time.

- (4) Obligatory Helpline Service Codes.—

- (a) The criteria for allocation of Obligatory Helpline Service Codes shall be the same as specified for Emergency Helpline Service in sub-regulation 3 above;

Provided that the Obligatory Helpline Services shall be provided on normal tariff to be charged from the consumers.

- (5) Carrier Selection Codes (CS) .—

The Carrier Selection Codes shall be allocated to LDI licensees only.

- (6) Signaling Point Codes (SPC) .—

- (a) The Signaling Point Code shall be allocated to all licensed operators for telecommunication system as per the ITU-T recommendations;

- (b) The SPC should be efficiently utilized and managed;

- (c) The allocation of a SPC in national network does not entitle the licensee to utilize the same as an ISPC;

- (d) The SPC shall stand withdrawn if not utilized within a period of one year from the date of allocation.

- (7) International Signaling Point Codes (ISPC) .—

- (a) The International Signaling Point Code shall be allocated to LDI licensees as per ITU-T recommendations. ISPC should be efficiently utilized and managed and only one single ISPC will be allocated to a signaling point;

- (b) ISPC resources to be allocated with fairness and equity;



- (c) The allocation of ISPC does not imply ownership by the licensee and shall be allocated on non-exclusive basis; and
  - (d) The ISPC shall stand withdrawn if not utilized within a period of one year from the date of allocation.
- (8) Issuer Identifier Number (IIN) .—
- (a) Issuer Identifier Number shall be issued to recognized operating agencies which are authorized by Authority to issue SIM Cards within Pakistan as per ITU-T recommendations.
- (9) Mobile Country Code & Mobile Network Code (MCC & MNC) .—
- (a) Mobile Country Code and Mobile Network Code shall be issued to CMT operators as well as WLL operators as authorized under their license.
- (10) System Identification Codes (SID) .—
- (a) System Identification Code (SID) shall be allocated to WLL operators and CDMA cellular Mobile operators as authorized under their license. This would allow to uniquely identify each area as well as each operator with its own SID for both MSC identification and accounting.
  - (b) The licensee shall follow the standard operating procedures for utilization of SID issued by the Authority from time to time.

**14. CONDITIONS FOR USE OF NUMBERING CAPACITY.—(1)**

The following general conditions relating to the use and management of numbering capacity shall apply to all allocations made by the Authority:

- (a) the numbers allocated shall be in service within a period of one year from the date of allocation by the Authority after which the Authority shall require a justification;
- (b) the allocation shall be used for the specified purpose in the manner as approved by the Authority;
- (c) the allocation shall be controlled by the original applicant;
  - (i) the holder of the allocation shall maintain a record of the percentage of numbers in use and reserved;

- (ii) the holder of the allocation shall maintain a record of numbers that have been transferred, at the end users' request, to another operator; and
  - (iii) the allocation must be used in accordance with any specific conditions made by the Authority including any classification by type or tariff.
- (d) at the time of allocating numbering capacity or at any time thereafter, the Authority may, at its discretion, apply a number of specific conditions of use to that allocation where the Authority considers that it is in the general interest to impose such conditions.
- (2) Resource users shall provide the Authority with information about:
- (a) the date on which the resources allocated to them are being deactivated; and
  - (b) any other substantial alteration that occurs in relation to the use being made of the assigned resources.
- (3) The recipient of a primary assignment shall not transfer or sell their assigned resources, except in exceptional circumstances and with prior authorization of the Authority.

15. **NUMBER PORTABILITY.**—(1) The local loop licensee shall not be required to make available number portability to its customers or other operators unless the Authority so requires.

(2) The Cellular Mobile Telecommunication Licensee shall be required to make available number portability to its customers as per policy issued by the Government on the subject.

16. **RIGHTS OF THE LICENSEE.**—(1) The licensee has the right to request geographic and non-geographic numbers as well as short codes in accordance with the national numbering plan developed by the Authority for use in the provisions of the licensed service.

(2) The licensee shall allocate individual numbers to customers from the blocks allocated to it by the Authority and shall maintain suitable record of its utilization of numbering capacity subject to the following:

- (a) the block of numbers and short codes allocated to the licensee and individual numbers allocated by the licensee to its customers are national resource; and

(b) allocation of number does not confer ownership of the number by the operator.

(3) An allocation establishes an ongoing right of use which can be withdrawn or changed on a three months notice to the either side.

### PART-III

#### CHARGES

17. **APPLICATION PROCESSING FEE.**—The applicant shall submit the application form along with application processing fee amounting to Rs. 1000 (Rupees one thousand) or any other amount as determined by the Authority from time to time. The application processing fee shall be paid through Pay Order or Bank Draft drawn in favour of PTA designated Bank Account.

18. **NUMBER ALLOCATION FEE.**—(1) For each number allocated to the applicant, the annual charges payable by 31st July each year shall be as follows:

S.N.	Number Category	Annual Fee (Rs.)
1.	Six (or higher) digit number for PSTN/ WLL & Mobile Phone Numbers	0.50
2.	Short Codes, Carrier Pre-selection Codes, NSPC, ISPC, SID, Toll Free Numbers, UAN, UIN, Premium Rate Service numbers and other special numbers etc.	5000.00

#### Explanation:

- (a) The annual standard rate of charge for most seven digit numbers including mobile numbers (excluding NDC) shall be as Rs. 0.50/-;
- (b) The maximum amount of charge that shall be imposed on any individual number is Rs.5,000. This maximum rate of charge shall be imposed on short codes as well; and
- (c) Payment of Annual Numbering Fee for number allocation shall be made in advance at the time of application;

Provided that the Annual Numbering Fee shall not be charged for the numbers allocated for less than six (6) months.

Provided further that annual charges shall be required for the subsequent years.

(2) The licensee shall be liable to pay a penalty @10% on the amounts outstanding if the dues are not paid by 31st July each year.

(3) The licensee may apply for refund of charges paid for allocation of numbers within 90 days from the date of allocation of the number(s) subject to the condition that Licensee could not start its services under the circumstances beyond its control.

Provided that the Authority may consider the matter and decide on merit which shall be final and binding on the licensee.

#### PART-IV

##### WITHDRAWAL OF NUMBERS

19. **WITHDRAWAL OF NUMBERING ALLOCATIONS.—**(1) The Authority shall withdraw allocated capacity, or part of such capacity on the following grounds:

- (a) if at any stage the allocation is found not in line with:
  - (i) these Regulations; or
  - (ii) the Plan; or
  - (iii) any specific conditions applied to that numbering allocation or where there are overriding national interests.
- (b) withdrawal of an in-service numbering allocation shall only be made after the Authority has consulted with interested parties and, where the Authority considers it appropriate, with end users affected by the withdrawal and normally shall be subject to a period of notice of not less than three months following the consultation;
- (c) if an allocation, or part of an allocation, is not brought into service within a period of one year from the date of allocation, it shall stand surrendered / withdrawn automatically without any further correspondence;

- (d) if the dues payable to the Authority on account of annual number allocation fee including penalty, if any, are not cleared within a period of one year from the due date; and
- (e) in case, an allocation or part of an allocation is withdrawn by the Authority the applicant shall have to apply afresh for the allocation or part thereof.

20. **NOTIFICATIONS OF BRINGING INTO SERVICE.**—(1) It shall be the responsibility of the holder of the allocation to negotiate with and to notify relevant operators and, where appropriate, overseas authorities on the implementation of allocations within the timescales agreed between the organization and the operators concerned, under intimation to the Authority.

(2) Operators and others to whom allocations of numbering capacity have been made are required to advise the Authority of the contact in their organizations who is to receive notifications of the dates for activation of the allocated codes and number blocks.

(3) The Authority shall maintain a list of such contacts and shall make it available on request.

(4) The Authority shall, in collaboration with operators and service providers, review the process for the notification of the bringing into service of new numbering ranges, in particular taking into account the impact of direct allocations to service providers.

## PART-V

### SERVICE PROVIDER'S OBLIGATIONS

21. **SERVICE PROVIDER'S OBLIGATIONS TO CONSUMERS FOR USE OF NUMBERS.**—The terms and conditions for the number resources reallocated by the service provider to its customers shall be based on the following principles:

- (a) telephone numbers are a national resource, and not owned by a person to whom they are allocated or issued;
- (b) a customer to whom a telephone number has been legitimately issued may enjoy the beneficial use of the number, freely and without hindrance;

- (c) a customer to whom a telephone number has been legitimately issued is entitled to continuous use of the number while an appropriate service is provided using the number; and
- (d) a customer to whom a number has been allocated shall be solely responsible for its use and ensure that its number shall not be used for services other than specified in its contract with the service provider.

22. **AUDIT PROCESS.**—(1) Each holder of an allocation shall submit to the Authority each year an Annual Numbering Return.

(2) The return shall refer to information at the calendar year end and shall be submitted to the Authority within one (1) month of the year end.

(3) The return shall normally specify the following information for each allocation:

- (a) the current use of the allocation;
- (b) the percentage of numbers which have been allocated to end users or which for other reasons are unavailable for further allocation the reasons for unavailability should be specified;
- (c) the allocation of blocks of numbers to any person for purposes other than specific use, if any ;
- (d) the return shall also provide:
  - (i) forecasts of demand within significant ranges specified by the Authority; and
  - (ii) any other information required by the Authority.
- (e) the information shall be supplied in a format acceptable to the Authority; and
- (f) the data collected shall be published in summarized form in the Annual Report produced by the Authority.

**PART-VI****THE NUMBERING PLAN**

23. **EXISTING STRUCTURE OF NUMBERING PLAN.**—(1) The numbering plan shall be an open numeric scheme and it shall comprise of 9-digit numbers. There shall be 99 Numbering Plan Areas (NPAs) and a unique National Destination Code (NDC) shall be allocated against each NPA.

(2) For 2-digit NDC, the subscriber's number shall comprise of 7-digits.

(3) For 3-digit NDC, the subscriber's number shall comprise of 6-digits.

(4) A number series shall comprise of blocks of numbers of 10K & 100K.

(5) The cellular subscriber shall be allocated in 7-digit numbers.

(6) The structure of existing numbering plan shall be as follows:  
CC+NDC+SN

**Explanation:**

- (a) CC is Country Code (which is 92 for Pakistan);
- (b) NDC is National Destination Code or Area Code; and
- (c) SN is Subscriber Number.

24. **Network Destination Codes**—The Network Destination Codes are summarized in the following table:

S.N.	Allocation	Code
1	Special Services/ Short Codes	1
2	PSTN – Southern Sind	2
3	Mobile and other operators	3
4	PSTN – Central Punjab	4
5	PSTN - Northern Punjab/ Islamabad/ AJK & Northern Areas (SCO) & UPT / Personal Numbers	5
6	PSTN – Southern Punjab	6
7	Northern Sind PSTN – Balochistan/ Value added/ Tariff	7
8	Services/MM	8

9	PSTN – NWFP/ Prime Rate Services	9
10	Prefixes	0

25. **Network Destination Codes - NDC 3.**—The NDCs relating to Level 3 shall be allocated in the following manner:

Codes	Service
30x, 32x, 33x, 34x	Mobile Services
31x, 35x, 36x, 37x, 38x, 39x	Reserved for other Operators

26. **INTERNATIONAL SIGNALING POINT CODE (ISPC).**—International Signaling Point Code shall be comprised of 14-bit (in 3-8-3 format) used at the international level for signaling message routing and identification of signaling points involved. The ISPC shall be used in signaling messages containing the Network Indicator (NI)=00. The format of the ISPC shall be as follows:

N	M	L	K	J	I	H	G	F	E	D	C	B	A
3 bits			8 bits								3 bits		
Signaling Area Network Code (SANC)											Signaling point identification		
International Signaling Point Code (ISPC)													

27. **SIGNALING POINT CODE (SPC)** .—(1) Signaling Point Code shall be comprised of 14-bit (in 4-4-6 format) used at the level for signaling message routing and identification of signaling points involved for national use according to ITU-T recommendations Q-704.

(2) The SPC shall be allocated in a structured and decimal format to the licensee and only one single SPC will be allocated to a signaling point.

(3) The format of the SPC shall be as follows:

N	M	L	K	J	I	H	G	F	E	D	C	B	A
4 bits				4 bits				6 bits					
Signaling Point Code (SPC)													

28. **INTERNATIONAL MOBILE STATION IDENTITIES (IMSI).**— The structure of IMSI shall be as follows:

MCC	MNC	NDC	MSIN
410	2-digit (00 to 99)	3-digit	H1H2xxxxxxx





**Table-1**

	1	2	3	4	5	6	7	8	9	0
1	CS/ IA/ SSSCs				Police	Fire Brigade	Directory Info	Tele- Comp	CS	CS/ SSSCs
2	G	G	G	G	G	V	V	V	G	V
3	CM	CM	CM	CM	OO	OO	OO	OO	OO	CM
4	G	G	V	G	G	G	G	G	G	G
5	G	G	G	G	G	G	G	SCO	V	V
6	G	G	G	G	G	G	G	G	V	G
7	G	G	V	G	V	V	V	V	V	V
8	G	G	G	G	G	G	V	V	V	FPh
9	G	G	G	G	V	G	V	V	G	PRS

CS: Carrier Selection    IA: Internet Access    SSSC: Special Service Short Code    G: Geographic (PSTN)  
 CM: Cellular Mobil    OO: Other Operators    SCO: Special Communication Organization  
 PRS: Prime Rate Service    FPh: Free Phone Service    V: Vacant



**4-Type of Business for which UAN is Requested:** \_\_\_\_\_

**5- Declaration**

I \_\_\_\_\_ Designation \_\_\_\_\_ hereby declare that:

- That I have been authorized to sign this application on behalf of applicant company  
M/s \_\_\_\_\_;
- That the company shall use the UAN as authorized by PTA;
- That all the statements mentioned herein are correct to the best of my knowledge. I also affirm on behalf of the company to abide by the Act, Rules, Regulations and any instructions on the subject issued by the Authority from time to time.

**Signature & Seal of authorized person** \_\_\_\_\_  
**Designation** \_\_\_\_\_

**NOTE:** Please ensure that the following documents have been enclosed alongwith this application form:  
(Incomplete Application forms will not be processed.)

1. Proof (in original) of Application Processing Fee (Rs.1,000/-) to be paid through Demand Draft/ Pay Order for in favour PTA NIDA A/c No.11, NBP, Marriott Hotel Br., Islamabad. (Direct / Cash payment can also be made through Bank Challan Form available at the reception of PTA HQs. F-5/1, Islamabad
2. Copy of NTN Certificate of the Company alongwith copy of ID Card of authorized person.



PAKISTAN TELECOMMUNICATION AUTHORITY
Headquarters, F-5/1, Islamabad – 44000,
http://www.pta.gov.pk

Application Form for the Toll Free Number

1-Company Name

Grid for Company Name

1.2-Postal Address

Grid for Postal Address

2-Contact Person (Name & Designation):

Grid for Contact Person

2.1- Tele: \_\_\_\_\_, Fax \_\_\_\_\_, e-mail \_\_\_\_\_

NTN Certificate No. \_\_\_\_\_, Dated: \_\_\_\_\_, Issued at \_\_\_\_\_

3- Complete Address of location(s) where the TOLL FREE NUMBER is required.

Table with S.No. header and grid for address locations

Choice(s): 0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_

0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_

0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_, 0800- \_\_\_\_\_

4-Type of Business for which TOLL FREE NUMBER is Requested: \_\_\_\_\_

**5- Declaration**

I \_\_\_\_\_ Designation \_\_\_\_\_ hereby declare that:

- That I have been authorized to sign this application on behalf of applicant company  
M/s \_\_\_\_\_;
- That the company shall use the TOLL FREE NUMBER as authorized by PTA;
- That all the statements mentioned herein are correct to the best of my knowledge. I also affirm on behalf of the company to abide by the Act, Rules, Regulations and any instructions on the subject issued by the Authority from time to time.

**Signature & Seal of authorized person** \_\_\_\_\_

**Designation** \_\_\_\_\_

**NOTE:** Please ensure that the following documents have been enclosed alongwith this application form:  
(Incomplete Application forms will not be entertained.)

1. Proof (in original) of Application Processing Fee (Rs.1,000/-) to be paid through Demand Draft/ Pay Order for in favour PTA NIDA A/c No.11, NBP, Marriott Hotel Br., Islamabad. (Direct / Cash payment can also be made through Bank Challan Form available at the reception of PTA HQs. F-5/1, Islamabad.
2. Copy of NTN Certificate of the Company and Copy of ID Card of authorized person.
3. Copies of *paid* bills of *three* telephone numbers *in the name of company* to be used for TOLL FREE NUMBER calls termination.
4. Four copies of duly filled in Bank Challan Forms.



4- ISP License No. and Date of Issue (please also attach copy of 1st page): \_\_\_\_\_

5-Any other Information to justify Application.

**6- Declaration**

I \_\_\_\_\_ Designation \_\_\_\_\_ hereby declare that:

- That I have been authorized to sign this application on behalf of applicant company  
M/s \_\_\_\_\_;
- That the company shall use the UIN as authorized by PTA;
- That all the statements mentioned herein are correct to the best of my knowledge. I also affirm on behalf of the company to abide by the Act, Rules, Regulations and any instructions on the subject issued by the Authority from time to time.

**Signature & Seal of authorized person** \_\_\_\_\_  
**Designation** \_\_\_\_\_

**NOTE:** Please ensure that the following documents have been enclosed alongwith this application form:  
(Incomplete Application forms will not be processed.)

1. Proof (in original) of Application Processing Fee (Rs.1,000/-) to be paid through Demand Draft/ Pay Order for in favour PTA NIDA A/c No. 11, NBP, Marriott Hotel Br., Islamabad. (Direct / Cash payment can also be made through Bank Challan Form available at the reception of PTA HQs. F-5/1, Islamabad
2. Copy of NTN Certificate of the Company alongwith copy of ID Card of authorized person.





PAKISTAN TELECOMMUNICATION AUTHORITY
Headquarters, F-5/1, Islamabad – 44000,
http://www.pta.gov.pk

Application Form for the Number Allocation for Telecom Services

1-Company Name

Grid for Company Name

1.2-Postal Address

Grid for Postal Address

2-Contact Person (Name & Designation):

Grid for Contact Person

2.1- Telephone, Fax, e-mail

3- Name of Service for which license issued by PTA (if applicable):

3.1- License No. & Date of Issue:

4-Type of Service for which Number Allocation is Requested:

4.1- The anticipated date to start the service:

5-Please provide the following information for WLL / Cellular Mobile Network number allocations in the following format: (use separate sheet)

Table with columns: S.No, Complete Address of BTS Site, Tehsil, District, Region, MSC, Area Code, POP, POI with other operators, The amount of numbers required (10K & 100K)

6-Please provide the following information for Public Switch Telephone Network number allocations in the following format: (use separate sheet)

Table with columns: S.No, Name of Exchange, Tehsil, District, Region, Area Code, POP, POI with other operators, The amount of numbers required (10K & 100K)

7-Any other Information to justify Application (Use separate sheet)

**8- Declaration**

I \_\_\_\_\_ Designation \_\_\_\_\_ hereby declare that:

- That I have been authorized to sign this application on behalf of applicant company  
M/s \_\_\_\_\_;
- That the company shall use the number allocation resource(s) as authorized by PTA;
- That all the statements mentioned herein are true and correct to the best of my knowledge. I also affirm on behalf of the company to abide by the Act, Rules, Regulations and any instructions on the subject issued by the Authority from time to time.

**Signature & Seal of authorized person** \_\_\_\_\_  
**Designation** \_\_\_\_\_

**NOTE:** Please ensure that the following documents have been enclosed alongwith this application form:

(Incomplete Application forms will not be processed.)

- i. Original Proof of payment of Application Processing Fee (Rs.1,000/-) in favour PTA NIDA A/c No. 11, NBP, Marriott Hotel Br., Islamabad through Demand Draft/ Pay Order or Direct / Cash payment through Bank Challan Form available at the reception of PTA HQs. F-5/1, Islamabad.
- ii. Copy of NTN Certificate of the Company and Copy of ID Card of authorized person.
- iii. Copy of a latest paid telephone bill of the company.





