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**PART II**

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

**PAKISTAN TELECOMMUNICATION AUTHORITY**

**NOTIFICATION**

*Islamabad, the 10th December, 2018*

**S.R.O. 1640(I)/18.**—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, 2018”.

(2) They shall come into force from the date of gazette notification of these regulations.

(3459)

*Price : Rs. 60.00*

2. **Definitions.**—In these regulations, unless there is anything repugnant in the subject or context:—

- (i) **“Applicant”** means a licensee of PTA or any other person(s) 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 and Non geographic numbers like UAN, 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 (Re-organization) 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 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;
- (vii) **“Country code”** means a set of digits allocated by the ITU that indicates the country to which an international call is made;
- (viii) **“Customer Number”** means the Number (or Numbers) which any telecommunication operator’s system recognizes as relating to a particular customer of that operator;

- (ix) **“Emergency number”** means a number which, in an emergency or disaster situation, makes the public able to call the public emergency service;
- (x) **“Customers/End users”** means the customers of service providers including consumers, 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;
- (xi) **“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.
- (xii) **“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.
- (xiii) **“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;
- (xiv) **“Non-Geographic number”** means a number which by structure contains non geographic significance i.e, UAN, Toll free numbers etc.
- (xv) **“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;

- (xvi) **“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.
- (xvii) **“National rate”** means the rate for calls within the national call area, the area being defined by the telecommunications operator serving the customer;
- (xviii) **“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;
- (xix) **“Number series”** means a block of numbers from the national numbering plan for telephony, ISDN and mobile communications that has the same initial digits;
- (xx) **“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;
- (xxi) **“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;
- (xxii) **“Over-ride”** means the ability of the customer to choose alternative operators to their pre-selected operator(s) on a call-by-call basis;
- (xxiii) **“Parties”** means and includes licensees or such other allottees authorized to use the number resource under these regulations;

- (xxiv) **“Person”** means and includes an individual, partnership, association, company, joint ventures, trust or corporation etc;
- (xxv) **“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;
- (xxvi) **“Primary Assignment”** means assignment of numbering resources by the Authority to public telecommunications network operators and public-use telecommunications services providers, henceforth known as operators and providers;
- (xxvii) **“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;
- (xxviii) **“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;
- (xxix) **“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;
- (xxx) **“Recipient”** means the receiver of a numbering resource assignment;
- (xxxi) **“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;
- (xxxii) **“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;
- (xxxiii) **“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;

- (xxxiv) **“Short code”** means a non-geographic number which is short in length, easy to remember and dialing which provides quick access to various services to the dialer;
- (xxxv) **“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;
- (xxxvi) **“Universal service”** means a provision in the licenses requiring the licensee to provide certain services to all specified persons; and
- (xxxvii) **“Universal Access Number (UAN)”** means a service that allows a subscriber with several terminating lines in any number of locations or zones to be reached with a unique directory number from the categories determined by the Authority under these regulations.

(2) Words and expressions used but not defined herein shall bear the meanings given thereto in the Act and the Rules.

## 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) Any person or entity who wants to avail UAN, Toll free and UIN numbers will only have to apply to the relevant local loop licensee. PTA shall assign individual UANs, Toll free numbers and UINs to the Local Loop operators upon receipt of request in the prescribed format under these regulations:

Provided that upon commencement of these Regulations, the UAN, TFN, UIN holding backend numbers of a licensee shall be considered / deemed

allocated to the concerned operator and they shall pay numbering charges as provided in these regulations. The UAN, Toll free and UIN assigned to the operators should be accessible from all networks.

(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.

Provided further that all applications from foreign missions shall be forwarded through the Ministry of Foreign Affairs and for all Government Organizations shall be forwarded through the controlling ministry.

4. **Timing of Applications.**—Applications for numbering allocations shall not be made more than six (6) 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) National Tax Number Certificate of the applicant;
- (g) Copy of Computerized National Identity Card (CNIC) of the authorized representative of the applicant;
- (h) All Local loop licensees shall apply for allocation of UAN, Toll Free Number and UIN through online system of PTA. Local loop operators will provide the e-mail addresses of different regions

which will be authorized to apply for customers and regulatory e-mail as well so that allocation of required UAN, TFN and UIN can be e-mailed to them by online system. E-mails should be specific for such allocations rather than person specific;

- (i) Detail of services for which the allocation is required;
- (j) statement that the numbers shall be used in accordance with the Rules and these Regulations; and
- (k) any other information that the applicant considers necessary or appropriate to justify the application.

(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. 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;
- (e) the detail of other numbers allocated to the applicant for use in that exchange service area;
- (f) the data as per the “Utilization Performance”, where applicable at the time of number allocation request to the Authority;
- (g) the “VLR Data” by cellular mobile licensees as and when required by the Authority.



(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;

(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.

7. **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.

8. **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 thirty (30) days of receipt of the application;
- (c) where the Authority determines 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 not compromise the same; and
- (d) where such a consultation has commenced; any comments on the application shall be sent to the Authority within thirty (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 thirty (30) days, from the end of the consultation period.

9. **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 thirty (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 ninety (90) days from receipt of the application containing all the information required.

(4) Where the number resource has been cancelled/withdrawn from a customer/end-user, it is to be held for "Sterilization" and the maximum Quarantine period will be ninety 90 days and further allocations will only be made after expiry of the said Quarantine period:

Provided that the quarantine period of thirty (30) days shall be applicable in the case of UAN(s), Toll free numbers and UIN. However, if the subscribers would like to use the same number of UAN/TF/UIN on an other operator's network, the first operator would request for withdrawal of that UAN/TF/UIN and the second operator would request for allocation of that number. The sterilization condition will not apply in that case. The number would be released by the operator within five (5) working days once number is withdrawn by the Authority.

**10. 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 thirty (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 thirty (30) days.

**11. 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.

**12. Numbering Resource Allocation and Utilization Procedure.**—

(1) The following criteria shall be used for allocation of Carrier Selection Code, Carrier Access Codes, Common Short Codes, Intelligent Network (IN) Platform Service Code, Mobile Network Code (MNC), Network Destination Code (NDC) and Premium Rate Service Numbers and Universal Access Numbers

(2) General.—

- (a) All applicants shall submit requests for the allocation of code on the prescribed application form available at [www.pta.gov.pk](http://www.pta.gov.pk);

- (b) the process for allocation of number resource for provision of telecommunication service or, as otherwise specified by the Authority, shall be open and transparent;
- (c) the 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 in case of more than one request for same code the Authority's decision will be final and binding.

- (d) the short codes shall contain four (4) digits, or as determined by the Authority from time to time, from the available numbering resource:

Provided that the procedure for application of short codes shall be the same as that provided in regulation 12 of these regulations.

**(3) Emergency Service Codes.—**

- (a) emergency codes shall only be allocated to those organizations working under the umbrella of Government of Pakistan or such organizations providing philanthropic and humanitarian services throughout the country, provincial level or in telecom regions;
- (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:

*Explanation:—*Emergency services means and includes Police Emergency, Fire Brigade, Ambulance Services or other as specify / declared by the Authority as Emergency Service from time to time.

- (c) Emergency codes shall be allocated with prefix of "1".

**(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) **Content based Short Codes.**—

- (a) The content based short codes shall be allocated to licensees and CVAS/ registration holders as per licensed conditions subject to provision of draft service level agreement to be executed with Access Providers. Content based short codes starting from level 2 to 7 will be allocated to mobile operators and short code starting with level 8 or 9 will be allocated to registration holders;
- (b) Service level agreements will be provided within one month after allocation;
- (c) Content based short codes shall be four digit codes;
- (d) Extension in length of content based short codes, if required, shall be made upon authorization by the Authority up to 1/2/3 digits in accordance with regulation 12 of these regulations. However actual numbers with extensions will be allocated to the licensee rather than a block of numbers. The common short codes shall be utilized and managed within scope of allocation.

(6) **Carrier Selection Codes (CS).**—The Carrier Selection Codes shall be allocated to LDI licensees only.

(7) **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.

(8) **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.

(9) **Issuer Identifier Number (IIN).**—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.

(10) **Mobile Country Code & Mobile Network Code (MCC & MNC).**—Mobile Country Code and Mobile Network Code shall be allocated to CMT operators as well as WLL operators as authorized under their license.

(11) **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.

(12) **Premium Rate Numbers.**—

- (a) Premium Rate Numbers shall be allocated to Class Voice Licensees;
- (b) Premium Rate Service Numbers will be allocated to operators on individual number basis.

(13) **UAN/Toll free/UIN Numbers:**—

- (a) All Local Loop Licensees can apply for allocation of UAN/TFN/UIN as per their license conditions;
- (b) UAN/TFN/UIN shall be allocated on first come first serve basis to local loop operators;
- (c) UAN/TFN/UIN allocated before the promulgation of these regulations shall be administered to the concerned LL operators from the commencement date of these regulations;
- (d) All LL licensees shall be required to provide an annual status report of the numbers in use under the head of UAN/TFN/UIN numbers;

- (e) If the UAN/TFN/UIIN is cancelled by the licensed operator or applicant make request for cancellation, the same shall be surrendered and intimated by the concerned operator to the Authority within five (5) working days so that number resource may be included in the available pool of UAN/TFN/UIIN as a free resource after sterilization period for further allocation.

**13. Terms and Conditions for usage of Primary Assignments.—**(1) The number resource allocated by the Authority to the applicants shall be used effectively and efficiently.

(2) Number resource holders shall provide the following information to the Authority:

- (a) date of deactivation of the number resource allocated to them; and  
(b) any other substantial alteration in the allocated number resource.

(3) The recipient of a primary assignment shall not transfer or sell their allocated number resource, except in exceptional circumstances and with prior written permission of the Authority.

(4) All cellular mobile licensees shall only sell SIM(s) in the specific geographical areas for which the number series is allocated.

**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 user's request, to another operator (MNP);



- (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.
- (4) The licensee shall not translate, alter or delete the telephone number or other identification associated with its subscribers.
- (5) The licensee shall not translate, alter or delete the signaling or other data associated with all calls routed through its network.
- (6) Each party shall program the number series in their switches in accordance with number series allocated by the Authority and National Numbering Plan issued by the Authority and shall comply with the numbering provisions.
- (7) The parties shall ensure that sufficient and correct numbering information is sent from one network to the other for correct delivery of domestic and international calls.
- (8) The parties shall convey to each other telephone numbers in the national and international formats as contained in National Numbering Plan issued by the Authority.
- (9) The Parties shall adopt and comply with the numbering system and number format as specified in Authority's National Numbering Plan and framework and guidelines on the usage, allocation and assignment of numbers.

**15. Conditions for the use of UAN Numbers/ Toll Free/ Helpline Short Codes.**—(1) In case the backend numbers are terminated on one or more PRI(s) then separate number ranges shall be allocated by the service provider such that the number ranges shall not be less than in multiple of 10 (DSOs).

(2) No overlapping of backend numbers is allowed on more than one UAN or any other category of numbers.

(3) Two or more UAN(s) cannot share the same master number.

(4) Alternate routing arrangements can be made by the Access Provider to terminate the call at prescribed 'flat rates' as approved by the Authority from time to time.

**16. 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.

**17. 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 geographical 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 in the manner prescribed in these Regulations.

**PART-III****CHARGES**

18. **Application Processing Fee.**—(1)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.

(2) A processing fee amounting to Rs. 1000 (Rupees one thousand) shall be charged for the addition or deletion of locations of numbers.

19. **Number Allocation Fee.**—(1) For each number in use whether allocated/assigned to a person by PTA on or before the promulgation of these regulations, the annual charges payable in advance by 30th June each year on such terms and conditions as determined by the Authority from time to time.

(2) The fee for number allocations shall be as follows:

S/N	Number Category	Annual fee (Rs)
a.	Geographic numbers (Six or higher) digit number for PSTN/ WLL & Mobile Phone Numbers.)	0.50
b.	Non geographic numbers ( PRS etc.)	5000
c.	Non Geographic numbers (TFN/UIN).	5000 /year from operators
d.	UAN	5000/ year from operators
e.	ISPC, NSPC, MNC etc	5000
f.	Short code	5000
	Extension: one digit	5000/per number
	Two digit extension	1000 per number
	Three digit extension	500 per number

**Explanation:**

- (a) The annual standard rate of charge for geographic numbers shall be Rs 0.50;
- (b) 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 i.e. number resource allocated between 1st January and 30th June of any year:

- (c) Numbering charges fees paid against the UANs, UINs and TFNs allocated prior to promulgation of these regulations shall be final, no separate charges shall be claimed from the user for that period of allocation against numbering fee:

Provided that Upon expiry of the period against numbering fees of such UAN/TFN/UIN numbers allocated prior to promulgation of these regulations, the licensee shall pay numbering charges as provided in these regulations.

- (d) Demand notes for deposit of payment for allocation of numbering resource by PTA shall be issued on in first week of April, May and June respectively.

#### PART-IV

#### WITHDRAWAL OF NUMBERS

20. **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 Numbering Allocation fees are not cleared by due date i.e. 30th June each year. The number will be withdrawn from 1st July of that year.
- (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.

**21. 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

**22. 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.

23. **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**

24. **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 8-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.

25. **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

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

Codes	Service
3 x (x=0 to 6)	Mobile Services
3 x(x=7 to 9)	Reserved for other Operators

27. **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)													

28. **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.

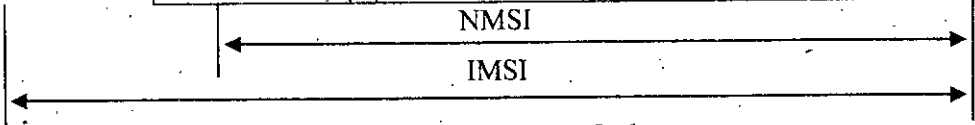
(3) The format of the SPC shall be as follows:

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

29. **International Mobile Station Identities (IMSI).**—The structure of IMSI shall be as follows:

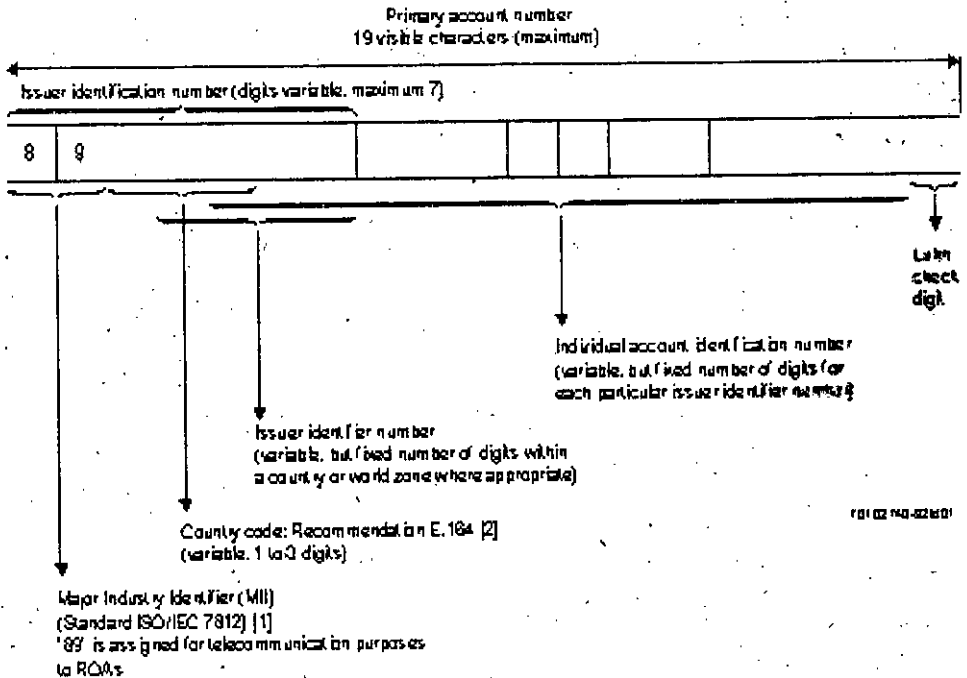


MCC	MNC	NDC	MSIN
410	2-digit (00 to 99)	2-digit	H1H2xxxxxxx



- MCC Mobile Country Code
- MNC Mobile Network Code
- MSIN Mobile Station Identification Number
- NMSI National Mobile Station Identity
- IMSI International Mobile Station Identity

30. **Issuer Identifier Number (IIN).**—The issuer identifier numbers for SIM Cards based on the IC technology shall have maximum length of the visible card number (primary account number) should be 19 characters as per ITU-T recommendations E-118 and is composed of the following format:



**Charged Card Number**

- Major Industry Identifier (MII);
  - Country code;
  - Issuer identifier;
  - Individual account identification number;
  - Parity check digit
- IIN number

31. **Summary of Allocations and Application forms.**—The Table-1 shall be summarized as the plan to a large extent:

Provided that the Tables 2 & 3 may be referred for the used and available levels/ short codes in the Plan

Table-1

	1	2	3	4	5	6	7	8	9	0
1	CS/ IA/ SSSCs				Police	Fire Brigade	Director y 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 Mobile **OO:** Other Operators **SCO:** Special Communication Organization

**PRS:** Prime Rate Service **FPh:** Free Phone Service **V:** Vacant

32. **Directions of the Authority.**—All directives, instructions, orders and clarifications issued by the Authority on and before notification of these Regulations shall be binding on the Licensees and persons as the case may be.

33. **Repeal and Savings.**—The Number Allocation and Administration Regulations, 2011, are hereby repealed:

Provided that all orders, directives, notifications and/or actions under the Number Allocation and Administration Regulations, 2011 shall be deemed always to have been made, taken, issued lawfully and validly unless amended, withdrawn, rescinded, or annulled by a person or authority competent to do so under these regulations.

[No. 82/Regs/PTA/2011/91.]

ERUM LATIF,  
Deputy Director (Law & Regulations).



**PAKISTAN TELECOMMUNICATION AUTHORITY**

Headquarters, F-5/1, Islamabad – 44000

<http://www.pta.gov.pk>

**Registration Form for the Universal Access Number (UAN)**

**Licensee Profile:—**

- i. Licensee Name:- \_\_\_\_\_
- ii. Licenses Number:- \_\_\_\_\_
- iii. Licenses Type(FLL/WLL):- \_\_\_\_\_
- iv. NTN Number:- \_\_\_\_\_
- v. Name of Focal Person:- \_\_\_\_\_
- vi. Focal Person email:- \_\_\_\_\_
- vii. Postal Address of Licensee:- \_\_\_\_\_
- viii. UAN Choice Numbers:- i. \_\_\_\_\_ ii. \_\_\_\_\_ iii. \_\_\_\_\_

**Company Profile:—**

- i. Company Name:- \_\_\_\_\_
- ii. NTN Number:- \_\_\_\_\_
- iii. CNIC of Contact Person:- \_\_\_\_\_
- iv. Name of Contact Person/Designation/email/Telephone Numbers/Fax etc
- v. Postal Address of Company:- \_\_\_\_\_
- vi. Location/Cities where UAN requested:—

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_
- v. \_\_\_\_\_

**PAKISTAN TELECOMMUNICATION AUTHORITY**

Headquarters, F-5/1, Islamabad – 44000

<http://www.pta.gov.pk>**Registration Form for the Toll Free Number****Licensee Profile:—**

- i. Licensee Name:- \_\_\_\_\_
- ii. Licenses Number:- \_\_\_\_\_
- iii. Licenses Type(FLL/WLL):- \_\_\_\_\_
- iv. NTN Number:- \_\_\_\_\_
- v. Name of Focal Person:- \_\_\_\_\_
- vi. Focal Person email:- \_\_\_\_\_
- vii. Postal Address of Licensee:- \_\_\_\_\_
- viii. Toll Free Choice Numbers: - i. \_\_\_\_\_ ii. \_\_\_\_\_ iii. \_\_\_\_\_

**Company Profile:—**

- i. Company Name:- \_\_\_\_\_
- ii. NTN Number:- \_\_\_\_\_
- iii. CNIC of Contact Person:- \_\_\_\_\_
- iv. Name of Contact Person/Designation/email/Telephone Numbers/Fax etc \_\_\_\_\_
- v. Postal Address of Company:- \_\_\_\_\_

**PAKISTAN TELECOMMUNICATION AUTHORITY**

Headquarters, F-5/1, Islamabad – 44000

<http://www.pta.gov.pk>**Registration Form for the Universal Internet Number (UIN)****Licensee Profile:—**

- i. Licensee Name:- \_\_\_\_\_
- ii. Licenses Number:- \_\_\_\_\_
- iii. Licenses Type(FLL/WLL):- \_\_\_\_\_
- iv. NTN Number:- \_\_\_\_\_
- v. Name of Focal Person:- \_\_\_\_\_
- vi. Focal Person email:- \_\_\_\_\_
- vii. Postal Address of Licensee:- \_\_\_\_\_
- viii. UIN Choice Numbers:- i. \_\_\_\_\_ ii. \_\_\_\_\_ iii. \_\_\_\_\_

**Company Profile:—**

- i. Company Name:- \_\_\_\_\_
- ii. NTN Number:- \_\_\_\_\_
- iii. CNIC of Contact Person:- \_\_\_\_\_
- iv. Name of Contact Person/Designation/email/Telephone Numbers/Fax etc \_\_\_\_\_
- v. Postal Address of Company:- \_\_\_\_\_
- vi. Location/Cities where UIN requested:—

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_
- v. \_\_\_\_\_



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

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.)

- 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.
- Copy of NTN Certificate of the Company and Copy of ID Card of authorized person.
- Copy of a latest paid telephone bill of the company.



PAKISTAN TELECOMMUNICATION AUTHORITY

Headquarters, F-5/1, Islamabad – 44000;

http://www.pta.gov.pk

Application Form for National Signalling Point Code (NSPC)

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- Please provide the following information for NSPC allocations in the following format: (use separate sheet):

Table with 6 columns: S. No., Unique name of the signalling point code system, Signalling Point Manufacturer / Type, Physical Address of the Signalling Point, Anticipated date of start of operation of service (Month & Year), System Name. Rows 1-5.





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- Please provide the following information for ISPC allocations in the following format: (use separate sheet, if required):

Unique name of the signalling point	Location alongwith complete address of International Gateway	Signalling Point Manufacturer / Type	Anticipated date of start of operation of service (Month & Year)

### 5- Declaration

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

- That I have been authorized to sign this application form on behalf of applicant company

M/s \_\_\_\_\_

- That the company intends to establish Circuit Switch International Gateway in Pakistan as authorized under the license issued 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 the authorized person \_\_\_\_\_

Designation \_\_\_\_\_



**PAKISTAN TELECOMMUNICATION AUTHORITY**

Headquarters, F-5/1, Islamabad – 44000,

<http://www.pta.gov.pk>

**Application Form for the SID for WLL Operators**

**1-Company Name**


**1.2-Postal Address**


**2-Contact Person (Name & Designation):**


**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 SID Allocation is Requested:** \_\_\_\_\_

**4.1- The anticipated date to start the service:** \_\_\_\_\_

**5-Please provide the following information for WLL SID allocation in the following format: (use separate sheet)**

S.No	Telecom Region	MSC location	Anticipated date WLL service

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

**7- 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 SID number allocation resource(s) as authorized by PTA;



4- Details of Service for which PRS is requested: \_\_\_\_\_

#### 5- Declaration

I \_\_\_\_\_ s/o working as Designation \_\_\_\_\_ bearing CNIC No. resident of \_\_\_\_\_ do hereby solemnly affirm and declare as under:

- That I have been authorized to sign this application on behalf of applicant namely M/s / firm/ sole proprietor etc. \_\_\_\_\_.
- That the \_\_\_\_\_ shall use the PREMIUM RATE NUMBER as authorized by PTA.
- That the \_\_\_\_\_ has full knowledge of all terms and conditions laid down by the Authority for use Premium Rate Number.
- That the \_\_\_\_\_ shall undertake and ensure to make all payments and perform all obligations as determined by PTA from time to time in this regard.
- That all the statements mentioned herein above are correct to the best of my knowledge and belief. I also affirm on behalf of the \_\_\_\_\_ to abide by the Pakistan Telecommunication (Re-organization) Act, 1996 all rules and regulations made therue andany instructions, orders, determination, guidelines issued by the Authority from time to time.

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

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

**NOTE:** Please ensure that the following documents have been enclosed along with 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 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 PREMIUM RATE NUMBER calls termination.
4. Four copies of duly filled in Bank Challan Forms.
5. Copy of CVAS license issued by PTA.