
Regulatory Policy

National Numbering Plan

Version 5.7

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Based on the Federal Law by Decree No.3 of 2003, its Executive Order, the Telecommunications and Digital Government Regulatory Authority (TDRA) is pleased to announce this Policy on the National Numbering Plan.

ARTICLE 1

Definitions:

Application Fee	The fee payable by Licensees and others that may apply for numbering resources when they submit their application for an allocation of numbering resources.
Annual Fee	The fee payable by Licensees and others allocated numbering resources on the first of January each year or when the numbering resource is allocated to them (if this is after the first of January).
Area Code	The digits following the Escape Digit 0 that identify the geographic area of the called number or the service; also referred to as the National Destination Code.
Board	Means the Board of Directors of the TDRA.
Customers	Individuals and corporate bodies that uses the Telecommunication Services supplied by Licensees, by initiating and/or receiving calls.
Escape Digit	The digit dialled by a customer at the start of the number to indicate to the network that an area code or international country code follows the escape digit before the subscriber's number.
Government	The government of the State of the United Arab Emirates.
International Mobile Subscriber Identification (IMSI)	An international identifier with a maximum of 15 digits to identify individual mobile subscribers or entities that are roaming internationally. Their format follows the International Telecommunication Union Telecom (ITU-T) recommendation E.212
Licensees	Any telecom operator who provides telecommunication services licensed by TDRA.
Marketing	Broad categories of Telecommunications Services, that the TDRA believes are meaningful to Customers, used to ensure

Definitions	that appropriate numbering resource is used for the service
Mobile Country Code (MCC)	A three digit code assigned by the Telecommunication Standardization Bureau (TSB) of the International Telecommunication Union (ITU) for international mobile services that uniquely identifies individual countries
Mobile Network Code (MNC)	A two or three digit code assigned by the designated administrator within the country and used to uniquely identify individual mobile networks within a country. More than one MNC can be allocated to an individual operator dependent on specific circumstances.
Mobile Subscriber identification Number (MSIN)	A digit stream of not more than ten digits in length that identifies the individual mobile user within a particular public network
National Destination Code (NDC)	The digits following the Escape Digit 0 that identify the geographic area of the called number or the service; also referred to as the Area Code
National Numbering Plan	Number plan for UAE issued by TDRA in accordance with the International Telecommunications Union – Telecommunications Standardization Sector Recommendation E.164
Numbering Resources	Prefixes, individual numbers, numbering ranges, and codes used by the Licensees to provide their services or in operating their telecommunications networks
Prefix	An indicator consisting of one or more digits, that allows the selection of different types of number formats or networks.
Subscribers	Individuals and corporate bodies that have a contract with a Licensee for the supply of Telecommunication Services, irrespective of whether a fee is payable for the supply of the services.
Telecommunications and Digital Government Regulatory Authority (TDRA)	The General Authority for Regulating the Telecommunication Sector in the UAE.
Telecommunication	The service of transmitting, broadcasting, switching or receiving

Services

by means of a Telecommunication Network of any of the following:

1. wired and wireless cable and radio telecommunications;
2. voice, music and other sounds;
3. visual images;
4. signals used in transmission other than the production and broadcasting of programs;
5. signals used to operate or control any machinery or apparatus;
6. the installation, maintenance, adjustment, repair, replacement moving, or removal of apparatus which is or will be connected to a Public Telecommunication Network;
7. the installation, maintenance and operation of networks for telegraph, telephone, telex, leased circuits, domestic and international data networks, internet and wireless transmission;
8. any other Telecommunications Services approved by the the Board.

but does not include any services used in the production and broadcasting of programs.

Utilisation

The proportion of a numbering resource in service with subscribers expressed as a percentage of the numbering resource allocated to a Licensee.

The number resource in service includes those numbers:

- in use by subscribers;
- ported to another Licensee;
- used for a service that has been given the status *Temporary Out of Service* for a maximum of 3 months;
- that have been withdrawn from use by a subscriber for

what ever reason and that have been identified as not to be re-used for a maximum period of 6 months (or for the period specified in the Consumer Protection Regulations) to avoid nuisance calls to a new subscriber by customers erroneously seeking to use the number to contact previous subscriber.

Allocation Allocation of the right to use a numbering resource.

ARTICLE 2

Based on Paragraph No.8 of Article 14 of the Federal Law by Decree No.3 of 2003 as amended, the Telecommunications and Digital Government Regulatory Authority (TDRA) has the power to issue regulations, orders, procedures and resolutions for the allocation of telephone numbers, numbering plans and number portability

Based on Article 44 of the Federal Law by Decree No.3 of 2003 as amended, the TDRA shall be responsible for allocating prefixes, private telephone numbers and numbering ranges to Licensees in accordance with the provisions of this Federal Law by Decree, its Executive Order and the conditions set by the TDRA and approved by the Board.

Part 1 The Structure of the National Numbering Plan

ARTICLE 3

The TDRA recognises that Licensees must have access to numbering resources. Without these resources the Customers are unable to access the Telecommunications Services offered by the Licensees at any particular time.

Equally the TDRA recognises that lack of capacity of numbering resources or discriminatory access to the numbering resources will distort the emerging competition within the UAE and can hinder the development of innovative services.

However, numbers are to be regarded as part of a national resource which is administered by the TDRA, therefore no licensee shall be entitled to ownership of any number or numbers allocated to that licensee or to any customer thereof. Licensees shall not use any numbers other than those allocated by the TDRA.

Further the TDRA recognises that end user Customers have a reasonable expectation that the numbers that they use to access Telecommunications Services provides an indication of the type of service that they are accessing and the type of call charges that they will incur.

To achieve these objectives the TDRA has adopted the National Numbering Plan in the Annex 1 to this Policy. In designing this National Numbering Plan the TDRA has taken account of:

- the need to include sufficient capacity for future growth of telecommunications services (both foreseeable and unknown), with the objective of avoiding further major changes within 25 years;
- the need to comply with known International standards, recommendations, conventions and trends in telecommunications numbering;
- the need to provide consumer protection information including a broad indication of the type of service accessed by the number and hence the costs incurred by the end-user customer.
- the routing and administration needs of Licensees;
- the need to minimise inconvenience and disruption to end user Customers through changes to numbers already in use.

ARTICLE 4

The TDRA has adopted the following Marketing Definitions:

Carrier / Network Codes: Codes dialled by a Customer before the required subscriber number that identifies the network operator or network that is to have prime responsibility for connecting the call to the required destination

Shared Cost Services: Services where the operator cost of the call is shared between the Customer initiating the call and the called party. Special Services under this type of service is meant to be used for services where the cost of providing the service is shared between the Customer initiating the call and the called party.

Fixed Cost Services: Services where the cost for the calling party is fixed regardless of the distance the call is carried over the network, however calls

to such services may be categorized (example: peak and off-peak periods). Frequently such services will not incur high charges or premium call costs. The location of the termination point to which calls are delivered may change depending on traffic volume, time, etc...

Emergency Services: Assistance services provided by public or other bodies designed to help members of the general public when they are faced with some form of emergency.

Fixed Line Services: Also called Geographic services, Services to Subscribers within the UAE, where the called Subscriber is on a fixed line network, for the avoidance of doubt this includes voice, fax and data calls charged as 'standard' voice calls.

Fixed Line Services – Un-dialled Destination Number: Fixed Line numbers that can't be dialled by customers, like Fixed Line numbers that are only used for outgoing calls or all incoming calls that are translated from the dialled number.

International Calls: Calls to services hosted on networks that require the Customer to dial a Country Code allocated by the International Telecommunications Union to access the service.

International calls – Mobile (Wireless) services: Calls to Subscribers of Mobile services within the UAE, where the called subscriber is roaming internationally, additional operator costs of carrying this call are met by the destination subscriber.

Nomadic Services numbers: are numbers that uniquely identifies the user of nomadic service used by the calling subscriber to access the user of nomadic service. Nomadic services neither are geographically specific nor considered as a mobile service. For the avoidance of doubt, such services include voice, fax and data. The cost of the call is borne by the calling party and the call charge is independent of distance but may vary by time of day and duration. The TDRA may, under certain circumstances, allow the use of Mobile Numbers to provide Nomadic Services in addition to the mobile service

M2M service: service represented by the automated data transmission from device to device or device to person using any communication channel such as wireline and wireless communication that may be carried out without any human interaction. M2M communications include data transmission

from devices/sensors to record temperature, vehicle location, Energy & Utilities readings, etc...

Shared Revenue Services/Premium Rate Services: Services where the revenue received by the Licensee is shared with the entity supplying the service. These calls often attract premium call costs and are normally included within Value Added Network Services.

Routing codes: Codes used within networks to identify the routing of individual calls. Customers do not dial these codes and a network rejects a call if the Customer does dial the code.

Toll Free Services: Services where the operator cost of the call is met by the entity providing the service (i.e. the called party) and are free to the Customer making the call.

Free Access Services: Services where the calling party is not charged for accessing/calling the service provided under this category.

Value Added Network Services: Services that are modified in some manner by a network to enhance the service offered to a Customer. This can include translating the dialled number to a fixed line number. *Value Added Network Services* include Shared Revenue Services, Toll Free Services, Shared Cost services, etc...

Special Character Codes Services: Services that use special character codes which include symbols (such as * and #). Such services are normally used by Licensees for their services, however, there could be codes used to call end customers as defined by TDRA.

ARTICLE 5

Licensees shall make available to appropriate authorities, such as the emergency services, timely location information base on the Calling Line Identification (CLI) of the originating terminal equipment, whenever this is technologically possible.

ARTICLE 6

As the designated authority within the United Arab Emirates, the TDRA will manage the International Mobile Subscriber Identification Numbers (IMSI)

utilising the Mobile Country Codes (MCCs) assigned to the United Arab Emirates by the ITU (codes 424, 430 and 431).

When required, new Mobile Network Codes (MNCs) will be issued using the 424 MCC. The TDRA will utilise 2 digit MNCs whenever possible.

Mobile Subscriber Identification Numbers (MSINs) will consist of 8 digits.

As the MCCs, and MNCs are used internally within networks and not by subscribers the allocations will not be published by the TDRA but will be made available to Licensees when requested.

ARTICLE 7

Licensees shall work with the TDRA to identify potential areas of concern within the National Numbering Plan that may require changes to the Plan and assist the TDRA to identify changes that meet the TDRA's objectives for the National Number Plan.

Licensees will supply the TDRA with all the available information necessary, and in a timely manner, for the TDRA to understand the areas of concern identified by the Licensee(s) and to take a reasoned decision on the suggested remedy.

Licensees shall work together and with the TDRA to create and execute a plan that educates Customers and implements any changes to the National Number Plan

ARTICLE 8

The TDRA will create and maintain forecasts of the available capacity within the National Numbering Plan and the potential areas of number shortage within the National Numbering Plan. These forecasts will be updated annually.

In creating and maintaining the forecasts the TDRA will take account of:

- information requested from, and supplied by, Licensees on future demand for numbering resource, and the Licensees' perception of market developments likely to create additional demand for numbering resource;
- known international trends in telecommunications services, through dialogue with foreign telecommunications regulatory authorities and other bodies;

- any other information that the TDRA believe is relevant.

The Licensees shall supply the TDRA with all information it requests to monitor the utilisation of the allocated numbering resource within one month of the request being issued.

Licensees should supply any additional information that they are aware of concerning the capacity of the National Numbering Plan to the TDRA as soon as they identify the information and without request from the TDRA.

ARTICLE 9

The TDRA will seek to minimise any administrative burden placed on Licensees when seeking information to update the forecasts by:

- allowing reasonable time, typically one month, for the Licensees to obtain the information and return the required information;
- limiting the detailed updates to the areas of the National Numbering Plan that may experience shortages or may experience previously unidentified growth from market expansion or new numbering products.

ARTICLE 10

The TDRA may publish on the TDRA's web site the revised forecasts after obtaining the required information.

ARTICLE 11

The TDRA will monitor the development of the telecommunications market within the UAE and internationally through ongoing dialogue with Licensees.

The TDRA encourages Licensees to supply early visibility of new numbering products whilst preserving commercial confidentiality. Within this constraint the TDRA may seek wider input in reaching its decisions by consulting on the principles of the potential numbering product as it relates to the Numbering Plan.

Once the TDRA has identified new numbering products that are relevant to the UAE market they will provide initial guidance to Licensees on the likely numbering resource that will be used for the product.

Licensees should advise the TDRA of any proposed new numbering products as soon as they have agreed an internal working description of the product. Failure to do so may delay the TDRA in reaching its decisions on an application for the rights to use numbering resource for the product.

Licensees shall co-operate with the TDRA when it is considering use of previously un-used parts of the National Numbering Plan. Specifically they will respond to requests for information about their future product and marketing plans and provide timely input to and comment on any consultation or debate initiated by the TDRA.

Where the TDRA seeks the views of Licensees on the appropriate numbering resource for a new product type, the Licensees shall treat all information received from the TDRA as strictly confidential information unless the TDRA specifically states otherwise. In particular the Licensees shall not use any such information for their own commercial advantage until the Licensees that originally informed the TDRA of the proposed new product type or the TDRA place the information in the public domain.

When reaching its final decision on the appropriate numbering resource for a new numbering product, the TDRA should take account of any potential end-user confusion or misunderstanding of the service category or costs incurred by using the numbering product.

In order to utilise the limited national resource in an efficient manner (and thus to avoid unnecessary changes to the Number Plan) the TDRA will always seek to include the new number products within existing Marketing Definitions, extending the Marketing Definitions where necessary.

When the TDRA considers that the end user Customers interests are more significant than efficient use of the numbering resource the TDRA will identify and make available a previously unused part of the numbering resource.

Where the proposed Numbering Resource is from a range that is currently in use, the TDRA will confirm the guidance when the first application is received for numbers for the new services. The TDRA will amend the published marketing definitions (if necessary) within one week of confirming its earlier guidance.

The TDRA will formally advise Licensees of the use of previously unused numbering ranges within the National Numbering Plan and it is the Licensees

responsibility to ensure that other countries are notified through the International Telecommunications Union Bulletin or any other means.

ARTICLE 12

The TDRA will ensure that the UAE is represented on appropriate International Numbering Bodies and Forum.

The TDRA will work with the appropriate national and international bodies to notify other countries about any significant changes to the structure of the National Numbering Plan.

Where new international standards are developed and implemented within the United Arab Emirates that require the introduction of a new numbering facility or organisation (for example ENUM), the TDRA will agree with Licensees the appropriate body to perform the function, ensuring competitive neutrality, and provide international representation and support.

Part 2 Managing the Numbering Resource

ARTICLE 13

The TDRA will develop and publish on its web site the detailed procedures to be used by Licensees when applying for the rights to use numbering resource(s).

Licensees shall adhere to the published procedures for applying for the rights to use Numbering Resource.

Licensees should advise the TDRA when they identifying any improvements they would wish to see in the published procedures.

Periodically (not more frequently than annually) the TDRA will review the procedures taking account of comments from Licensees. Any resulting changes will be published on the TDRA web site.

ARTICLE 14

The TDRA will allocate the rights to use numbering resources in blocks of contiguous numbers. These block sizes will vary from single numbers to blocks of 100,000 depending on the initial digit of the numbering resource.

When defining or changing the block sizes used in the allocation procedures the TDRA will take account of:

- the available spare capacity for the numbering resource for a given market definition;
- the current and anticipated demand for numbering resource of that type;
- the utilisation being achieved by Licensees with the allocated rights to numbering resource of that type;
- the administrative effort required to process additional applications for rights to use of numbering resource resulting from a smaller block size.

Licensees should explain to the TDRA any technical difficulties created by the size of the number blocks used by the TDRA.

ARTICLE 15

Initially all allocations for the rights to use number resources will be made by the TDRA to Licensees, who will then assign the rights to use individual numbers to Subscribers. As the telecommunications market develops in the UAE and new numbering products are developed the TDRA may conclude that it is beneficial to allocate the rights to use specific numbering resources direct to Resellers; Licensees of Telecommunications Services who do not own or manage a network; or Subscribers.

The TDRA will normally decide on the allocation of right to use numbering resources to a Licensee in one working day on average from receipt of a request from the Licensee (noting that number resources allocated in block size of 10,000 numbers or more will take more time in processing). When additional information or clarification is required from the Licensee the decision will normally be reached on an average of three working days of the additional information or clarification being received by the TDRA. However If the above

specified period expires with no decision from the TDRA, this implies neither automatic approval nor automatic rejection to the application.

In reaching a decision the TDRA will take account of:

- The numbering product to be accessed by the requested resource and its relationship to the market definitions used in the National Numbering Plan;
- The utilisation (expressed as a percentage) achieved by the applicant for the rights to use numbering resource already allocated to the applicant for the numbering product. To assist transparency in the procedures the TDRA may publish utilisation targets for Licensees.
- Any other criteria relating to the National Numbering Plan that the TDRA considers pertinent.

Where the application states that the requirement is for a limited time, the TDRA may specify in its decision the duration of the allocation.

The TDRA may make a temporary allocation of the rights to use of numbering resource to permit service to start, be trialled, or continue, whilst the TDRA considers any wider implications for the structure of the National Numbering Plan. When a temporary allocation is made the TDRA will specify the duration of the allocation.

To ensure equitable treatment the TDRA will apply the principle of 'First Come First Served' when it receives multiple valid and complete applications for the rights of use to any given numbering resource.

The TDRA may provide its reasons when it rejects an application for the allocation of rights to use number resources.

ARTICLE 16

Where Licensees are participating in a competitive tender with a potential or existing Subscriber and the Tender includes the use of unallocated Numbering Resource, the Licensees must inform the TDRA.

When informed of such a competitive tender, the TDRA will:

- treat the information as confidential;
- treat all Licensees concerned in the tender exercise in the equal manner.
- advise the Licensees concerned if the TDRA is prepared to allocate the rights to use of the numbering resource in question, with or without conditions relating to utilisation of existing allocated numbering resource
- avoid allocating the rights to use the numbering resource for any other purpose until the earlier of 6 months or the conclusion of the tender exercise
- allocate the resource to the successful Licensee if the TDRA has stated that it is willing to allocate the rights to use the resource

ARTICLE 17

Licensees shall apply for the rights to use numbering resource in sufficient time as determined by the published procedures and to permit the TDRA to fully consider the application.

Licensees shall state the reason for the application and provide all other information required by the TDRA for it to make a reasoned decision. Such information may include:

- current utilisation achieved by the Licensee with rights to use of numbering resource already allocated to the Licensee and forecast utilisation;
- details of any new number product trial or a temporary event that requires specific or dedicated numbering resource.
- other information identified by the TDRA relating to the Licensee's efficiency in using of the allocated numbering resource or the proposed use of Numbering Resource that is the subject of the application.

Licensees shall supply any additional information or clarification requested by the TDRA within 3 working days unless the TDRA determines otherwise, if a Licensee failed to provide the requested information or clarification within this

specified period (3 working days or as determined by the TDRA) then the Licensee should apply again for the rights to use these numbering resources.

All Licensees shall ensure that their networks can correctly route calls to newly allocated numbering resource within one week of the TDRA providing the information on the allocation.

Notwithstanding the information published on the TDRA's web site, it is the responsibility of a Licensee to advise other Licensees when newly allocated numbering resource is to be brought into service.

Licensees shall use the TDRA web site as the reference point for the numbering resources that have been allocated and the Licensee to whom it was initially allocated.¹

Any disputes concerning the accuracy of the information should be raised through the TDRA's complaints procedures.

ARTICLE 18

Allocations of the rights to use numbering resource will be automatically withdrawn by the TDRA when the earlier of:

- a Licensee's licence ends, unless it is renewed;
- a time limit imposed by the TDRA when making the original allocation unless the Licensee applies for an extension of the allocation and it is approved by TDRA;
- a Licensee changes the service accessed by the numbering resource to one that is contrary to the Market Definition of that numbering resource.

Allocations of rights to use numbering resource may be withdrawn by the TDRA if the Licensee does not pay the designated annual fees within one month of the fees becoming payable. When taking the decision to withdraw the allocations due to failure to pay annual fees, the TDRA will take account of the impact on the Licensee's end user customers. When the TDRA decides not to withdraw the allocations for non-payment of annual fees it may review its decisions every month until it either withdraws the allocations or the annual fees are paid.

¹ Number Portability may change the Provider that has the number in service.

When the TDRA identifies that numbering resources are being utilised by Licensees (or others) for numbering products that are inappropriate for the numbering range in use, it will request the Licensee to change the number being used. If the Licensee fails to change the number in use the TDRA will withdraw the rights to use from the Licensee for the block of numbering resource being used for the service.

When a Licensee fails to use an allocated numbering resource within six months of the allocation the TDRA will withdraw the allocation.

When a Licensee fails to achieve the utilisation level set by the TDRA when allocating the numbering resource within a time specified by the TDRA, the TDRA may withdraw the allocation of the unused numbers.

When the TDRA reaches the conclusion that its wider responsibilities for managing the number plan require specific numbering resource to be withdrawn from service they will notify operators and withdraw the rights to use of numbering resources on the date specified in the notification.

The TDRA will publish details of any withdrawn allocations on its web site within two weeks of withdrawing the allocation.

When the rights to use have been withdrawn, the TDRA will not normally reallocate the rights to use of that numbering resource for a period of 1 month (the Quarantine Period). This will minimise the risk of end users disturbing new subscribers by attempting to contact subscribers that were previously assigned the number by the original Licensee.

When the TDRA considers that there is a wider benefit to be gained by re-allocating the rights to use the numbering resource within 1 month of withdrawing the rights then it may waive or reduce the Quarantine Period. These wider benefits will include avoiding changes to the number plan through maximising the use of the available numbering resource.

Licensees shall ensure that routing to withdrawn numbering resource is removed from their networks on the date specified in the notice of withdrawal published by the TDRA on its web site or within one week of the publication date when no withdrawal date is specified by the TDRA.

ARTICLE 19

Where a Licensee transfers their Licence in accordance with Federal Law by Decree No.3 of 2003 the TDRA will transfer the Numbering Resource to the new Licensee(s) once the TDRA has been notified of the transfer of licence.

Where a Licensee ceases to provide public service, but the Licensee's subscribers are transferred to one or more alternative Licensees by the TDRA or by common agreement of the Licensee's, then the TDRA will transfer the numbering resource used by the subscribers of the original Licensee to the Licensee(s) that the subscriber(s) transfer to.

Where a Licensee ceases to provide public service and the subscribers of that Licensee are not transferred but have to make their own arrangements with alternative Licensees, or the subscribers are left without service then the TDRA will withdraw the allocated rights.

Licensees shall notify the TDRA as soon as agreement is reached to transfer their licence, in accordance with Federal Law by Decree No.3 of 2003, that the right to use of numbering resource that they have been allocated should be reviewed by the TDRA and may require to be transferred to the new licence holder(s).

When a Licensee receives a transfer of the rights to use numbering resources that are being used by subscribers the Licensee shall ensure that the subscriber(s) continue to receive service.

Annex 1

Level 0

Leading Digit 0 is the escape digit used to indicate that calls are being made to international numbers or numbers dialled in the full national format.

A. International Calls

00 + Country Code + National Significant Number (2 + 15 digits maximum)

B. Fixed Line Calls – Subscriber Numbers

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 2; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: Abu Dhabi.

Except for the combination where B = 0 and C = 0.

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 3; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: Al Ain.

Except for the combination where B = 0 and C = 0.

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 4; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: Dubai.

Except for the combination where B = 0 and C = 0.

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 6; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: West Coast (Sharjah, Ajman, and Umm Al-Qaiwain).

Except for the combination where B = 0 and C = 0.

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 7; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: Ras Alkhaimah.

Except for the combination where B = 0 and C = 0.

0 + Y + ABCXXXX (1 + 1 + 7 digits)

Where Y = 9; A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9: East Coast (Fujairah).

Except for the combination where B = 0 and C = 0.

Rights to use these numbers to be allocated in blocks of 10,000 numbers

Within geographical areas defined by Y = 2 – 4, 6, 7 and 9; ABCXXXX can be dialled without dialling 0Y.

Emergency Services:

0 + Y + ABX (2+ 3 digits)

Where Y = 2 – 4; 6, 7 and 9; and A = 9 and B = 9; X = 0 – 9: connected to the appropriate Level 9 service.

Fixed Line services – Un-dialled Destination Numbers:

0 + Y + ABCXXXX (9 digits)

Where Y = 2 – 4, 6 – 7 and 9; A = 2 – 8; B = 0; C = 0; X = 0 – 9

Cannot be dialled by customers.

C. Mobile Services

0 + 5 + Z + ABCXXXX (3 + 7 digits) mobile services.

Where Z = 0 - 9; A = 0 – 9; B = 0 – 9; C = 0 – 9; X = 0 – 9

Rights to use these numbers to be allocated in blocks of 10,000 to 100,000 numbers

ABCXXXX cannot be dialled without the 05Z code

D. Emergency Services

0 + Y + 9 + 9 + X (5 digits): emergency services.

Where Y = 2 – 4; 6, 7 and 9; and

X = 1 & 2 Water and Electricity

X = 3 Municipality

- X = 5 Search and Rescue
- X = 6 Coast Guard
- X = 7 Fire
- X = 8 Ambulance
- X = 9 Police

Calls to be routed to the call-handling centre relevant to the area code dialled.

E. TETRA Services

0 + 8 + 5 + ABCXXXX (3 + 7 digits) tetra services.

Where A = 2 – 8; B = 0 – 9; C = 0 – 9; X = 0 – 9

Except for the combination where B = 0 and C = 0

Rights to use these numbers to be allocated in blocks of 10,000 numbers

ABCXXXX can be dialled without the 085 code within the same TETRA network

F. Nomadic Services

0 + 8 + 1 + ABCXXXX (3 + 7 digits) nomadic services.

Where A = 0 – 9; B = 0 – 9; C = 0 – 9; X = 0 – 9

Rights to use these numbers to be allocated in blocks of 10,000 numbers

ABCXXXX cannot be dialled without the 081 code

G. M2M Services

0 + 8 + 3 + ABCDEXXXXX (3 + 10 digits) M2M services.

Where A = 0 – 9; B = 0 – 9; C = 0 – 9; D = 0 – 9; E = 0 – 9; X = 0 – 9

Rights to use these numbers to be allocated in blocks of 100,000 numbers

ABCDEXXXXX cannot be dialled without the 083 code

H. Carrier / Network Codes

0 + 8 + Y + Z + X: Carrier / Network Selection codes

Where Y = 0 and Z = 2 – 9, X = 1 – 9 Voice Mail access

Y = 4 and Z = 0 – 9, X = 0 – 9 (9 digits) Integrated Message Handling System, this is under review by the TDRA, however current numbers are of the format 084+XXXXXX, where numbers are to be allocated in blocks of 100 numbers

Y = 8 and Z = 0 – 9, X = 0 – 9 (5 digits) Carrier Selection Codes & Carrier Pre-Selection Override codes. The same Carrier Selection Code can be used for Carrier Pre-Selection Override for the same Licensee.

0 + 8 + Y + AXX (6 digits) Internal Routing Codes

Where Y = 9 and A = 0 and X = 0 – 9 Inbound Routing Codes

Y = 9 and A = 1 and X = 0 – 9 Non-Geographic Number Portability Codes

Y = 9 and A = 2 and X = 0 – 9 Non-Geographic Number Portability Transit Codes

Y = 9 and A = 3 and X = 0 – 9 Mobile Number Portability Codes

Y = 9 and A = 4 and X = 0 – 9 Targeted Transit Codes

Y = 9 and A = 5 and X = 0 – 9 Carrier Pre-Selection Codes

Y = 9 and A = 6 and X = 0 – 9 Communications Provider Identification Codes

Y = 9 and A = 7 and X = 0 – 9 Reseller Identification Codes

Y = 9 and A = 8 and X = 0 – 9 Geographic Number Portability Codes

0 + 8 + Y (3 digits)

Where Y = 2-3, 6-7 reserved for future expansion

Level 1

Emergency Services

1+ 1 + 2 (3 digits) emergency services

Short Access Codes

1+Y+Z (3 digits), Except for the combination where Y =1 and Z =2 and 6, for operator related services and government related services.

Social Services

1+1+6+XXX (6 digits) for Social Services

Level 2

Value Added Network Services

2 + 0 + 0 + XXXXXX (9 digits) reserved for future expansion in Value Added Network Services.

2 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers,

Level 3

Value Added Network Services

3 + 0 + 0 + XXXXXX (9 digits) reserved for future expansion of Value Added Network Services.

3+ Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers,

Level 4

Value Added Network Services/ Free Access Services

4 + 0 + 0 + Y + XXXXX (9 digits) Free Access Services
Where Y = 0 – 9 and X = 0 – 9.

4 + 0 + 0 + 2 + XXXXX (9 digits) Free Access Data Services
Where X = 0 - 9

4 + 0 + 0 + Y + XXXXX, where Y = 0 - 1, 3, and 5 - 9; is reserved for future expansion in Free Access Services.

Rights to use these numbers to be allocated in blocks of 100 numbers

4 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers,

Level 5

Value Added Network Services

5 + 0 + 0 + XXXXXX (9 digits) reserved for future expansion of Value Added Network Services.

5 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers,

Level 6

Value Added Network Services/ Fixed Cost Services

6 + 0 + 0 + YX/(XXXXXXXX) (3 + 2 to 9 digits, variable length of digits) Fixed Cost services, where Y=1-9 X = 0 – 9.

6+0+0+Y+XXXXX, where Y=0 X = 0-9; is reserved for future expansion in Fixed Cost Services.

Number of dialled digits is variable. Numbers in this range should be allocated in a maximum of 12 digits length and minimum of 5 digits.

Licensees should make the necessary arrangements to avoid clashes between such variable length numbers, and ensure proper routing between their networks.

Rights to use these numbers to be allocated in blocks of 1 single number

6 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers.

Level 7

Value Added Network Services/ Shared Cost Services

7 + 0 + 0 + Y + XXXXX (9 digits) Shared Cost Services
Where Y = 0 – 9 and X = 0 – 9.

7 + 0 + 0 + 0 + XXXXX (9 digits) Special Shared Cost Services.

7 + 0 + 0 + Y + XXXXX, where Y= 1 - 4, and 6 - 9; is reserved for future expansion in Shared Cost Services.

Rights to use these numbers to be allocated in blocks of 100 numbers

7 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers,

Level 8

Value Added Network Services/ Toll Free Services

8 + 0 + 0 + XX/(XXXXXXXX) (3 + 2 to 9 digits, variable length of digits) Toll Free services, where X = 0 – 9.

Number of dialled digits is variable. Numbers in this range should be allocated in a maximum of 12 digits length and minimum of 5 digits.
Licensees should make the necessary arrangements to avoid clashes between such variable length numbers, and ensure proper routing between their networks.

8 + 0 + 0 + 0 + X/(XXXXXXX): variable length numbers, used for International Toll Free Service (ITFS).

Rights to use these numbers to be allocated in blocks of 1 single number

8 + Y + Z where Y = 0 – 9, Z = 0 - 9 (except for the combination where Y =0 and Z =0) unused to avoid clashes with geographic subscriber numbers.

Level 9

Shared Revenue Services/Premium Rate Services

9 + 0 + 0 + Y + XXXXX (9 digits)

Where Y = 0 – 9 and X = 0 – 9 Shared Revenue Services and/or Premium Rate Services.

9 + 0 + 0 + 2 + XXXXX for Shared Revenue Data Services/ Premium Rate Data Services.

Rights to use these numbers to be allocated in blocks of 10 numbers

9 + 0 + 0 + Y + XXXXX, where Y= 1 and 3 - 9; is reserved for future expansion in Shared Revenue Services and/or Premium Rate Services

911 is to be routed to Emergency Service (similar to 112)

Emergency Services

9 + 9 + X (3 digits): emergency services.

Where X= 1 & 2 Water and Electricity

X = 3 Municipality

X = 5 Search and Rescue

X = 6 Coast Guard

X = 7 Fire

X = 8 Ambulance

X = 9 Police

Furthermore, the codes (112 and 911) are considered emergency codes similar to the 999 code.

Public Non-Emergency Service

9 + 0 + X (3 digits): public non-emergency services (non-Licensees),
where X= 1 – 9

9 + 1 + Y + X: public non-emergency services (non-Licensees) where Y = 0
and 2-9, and X = 0-9.

Premium SMS Short Codes:

A+B+C+[XY]

XY digits are variable, Numbers in this range should be allocated in a maximum of 2 digits length and minimum of 1 digit.

Where A = 1 – 9, B = 0 – 9, C = 0 – 9, X= 0 -9, Y = 0 – 9

Premium SMS Short Codes are 4 or 5 digits codes. These short codes are intended for use with innovative text-based and multimedia services (i.e. SMS, MMS, etc...). These short Codes incur a charge on the Subscriber that is higher than the national peer to peer innovative text-based and multimedia services (i.e. SMS, MMS, etc...) respective customer charge of the same unit size(i.e. Premium Charges).

Rights to use these numbers to be allocated in blocks of 1 single code

Normal SMS Short Codes

Normal SMS Short Codes are 4 or 5 digits codes. These short codes are free or incur a charge on the Subscriber that is equal or less than national peer to peer innovative text-based and multimedia services (i.e. SMS, MMS, etc...) respective customer charge of the same unit size.

Rights to use these numbers to be allocated in blocks of 1 single code

Numbering Plan Expansion

9 + Y + Z reserved for future numbering plan expansion.

Where Y = 0; Z = 1 – 9 and X = 0 – 9; and

Y = 2 – 8; Z = 0 – 9 and X = 0 – 9.

9 + 9 + 0 (3 digits) reserved for future numbering plan expansion.

Special Character Codes

Codes that use special characters such as (*) and (#) as part of the number.

Unstructured Supplementary Service Data (USSD) are codes that normally start with "*" and end with "#" and usually used to provide Licensees' services such as balance enquiry.

The TAG-numbers are numbers that start with "#" or "*" and are used as an alternative way to reach/call subscribers. These numbers are of variable length (of up to 14 digits following the # or * code).

Rights to use these numbers to be allocated in blocks of 1 single code