

Office of the Director of
**Telecommunications
Regulation**

DRAFT NATIONAL NUMBERING CONVENTIONS

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Note:

This document constitutes Volume 2 of the 2-volume consultation package.
The consultation document itself constitutes the first volume.

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1. Scope of the Conventions

The Irish Numbering Scheme is a national resource and the design, adoption and management of the scheme affects the national interest. The Director is responsible for managing the scheme and in this capacity it makes allocations and reservations of numbering capacity from the scheme to licensed operators who sub-allocate individual numbers to service providers and end users. Sub-allocated capacity remains part of the national resource managed by the Director.

The National Numbering Conventions are intended to provide a long-term framework within which the national telephone numbering scheme may continue to be developed, by agreement, for the benefit of all Irish public telecommunications users.

The Conventions deal only with telephone numbers, which may be dialled from the public telecommunications network.

The annexes to these Conventions form a fully integral part of the Conventions. They are separated from the main text only for clarity and/or where their content may be subject to more frequent change than is desirable for main body text.

To achieve the above aims the Conventions must:

1. ensure transparent and non-discriminatory access to national numbering resources;
2. take existing EU policy into account;
3. support the principle of many public telecommunications operators working on equal and competitively neutral terms in the Irish marketplace, while taking the existing situation into account;
4. take account of uniquely Irish situations and environments, ensure flexibility over time and cater for individual or new requirements;
5. leave solutions to market mechanisms wherever possible and reasonable;
6. be forward-looking, allowing for future extension of the Numbering Conventions to cover additional types of numbers, names and addresses;
7. seek to ensure that changes to subscribers' numbers are minimised.

Note: This draft document is not a legal document nor does it constitute legal, commercial or technical advice. The Director is not bound by it. The current consultation exercise is without prejudice to the legal position of the Director or to her rights and duties under the relevant legislation.

2. Definition Of Terms

Assignee

A natural or legal person to whom an allocation of numbers is made.

Bursty Traffic

A “Bursty” application is one that is likely to generate in excess of 10 call attempts per second in a single originating telephone exchange.

Convention

An individual convention or rule within the overall National Numbering Conventions.

Note: Each Convention herein will be numerically identified by its place within the overall set of conventions as section/sub-section-Number, to facilitate referencing (e.g. 4.1-5 is the fifth Convention within sub-section 4.1).

Designation

Designation is the process of assigning functions and structures to specific number ranges and to special codes. Thus numbers or codes issued by the NPM from any designated range or code may only be used by the recipient or its customers for fulfilling the designated function¹.

Director

Means the Director of Telecommunications Regulation.

Licensee

A person or organisation licensed under section 111(2) or section 111(3) of the Postal and Telecommunications Services Act, 1983 (as amended).

Management of the Plan

This activity consists of:

- assignment of numbers from designated number ranges;
- surveillance of usage of reserved and allocated numbers;
- withdrawal of assigned numbers.

National Numbering Conventions

The National Numbering Conventions (abbreviated to the ‘Conventions’) is the set of ‘rules’ under which the Irish National Numbering Scheme will in future be managed and administered.

National Numbering Scheme

The national numbering scheme specifies the status of numbers or number ranges within the public telecommunications network in Ireland which may be dialled from that network or externally, and is as published by the Director from time to time.

Numbering Advisory Panel (NAP)

See Footnote^{*}

Numbering Plan Management (NPM)

This is the function within the ODTR which carries out management of the Irish National Numbering Scheme.

ODTR

Means the Office of the Director of Telecommunications Regulation.

Operator

For the purposes of these Numbering Conventions the term ‘operator’ is assumed to include network operators and other types of telecommunications service providers, as appropriate to the context.

Note: an operator will usually also be a Licensee, though this is not necessarily so in all cases (e.g. Internet ISPs).

Primary Allocation/Reservation

The allocation or reservation of numbers by the NPM to individual network operators, service providers or users.

Secondary Allocation/Reservation

The allocation or reservation of numbers by recipients of a primary allocation to their customers.

Subscriber/Customer

A person or organisation which receives telecommunications services from an operator, usually for payment.

* The Director will form the NAP in the near future. This will be a panel whose membership will be broadly representative of parties interested in the telecommunications industry as a whole, including users. Individual members will be drawn from telecommunications service suppliers, from the business world and from public consumer organisations. The Director may seek the panel’s advice in matters concerning the numbering scheme, the numbering conventions or related issues.

¹ For example, 1800 has been designated for Freephone services.

3. Responsibilities

3.1 Responsibilities of the Director

In accordance with the terms of Regulation 13 of Statutory Instrument number 15 of 1998, the Director is vested with responsibility for administering the national telecommunications numbering resource. In particular, the Director has a statutory obligation to put in place procedures to ensure that the allocation of numbers is carried out in an objective, transparent, non-discriminatory and timely manner.

The Director carries out this responsibility for controlling the Irish national numbering scheme through the NPM function. The Director is conscious that:

- 1 the national numbering scheme should provide sufficient capacity and flexibility to meet future demands, including the provision of reasonable capacity as a contingency reserve for new services and for ease of future expansion of the scheme;
- 2 numbering arrangements should result in efficient utilisation of numbering space;
- 3 the scheme should support fair and effective competition by ensuring equal treatment with respect to access to numbers and allocation policy;
- 4 it should support the principle of number portability wherever possible;
- 5 it should be in line with ITU-T Recommendations as far as possible;
- 6 EU harmonisation measures, where relevant, should be taken into account;
- 7 numbering scheme management should be carried out in an objective, non-discriminatory, equitable, proportionate, timely and transparent manner;
- 8 she should consult market parties² on important numbering convention issues and on large-scale withdrawals of allocated numbers;
- 9 where changes to the numbering scheme are necessary, the aim should be to implement them in a way that minimises disruption, cost and inconvenience for customers and service providers;
- 10 publicity for changes in any substantial part of the active national telephone number space should be well co-ordinated and should commence well in advance of the change taking place;
- 11 information should be available regarding the national numbering conventions, primary allocations by the NPM and the status of each number. The national numbering scheme shall be made available on the ODTR World Wide Web site.

² Market parties' includes network operators, service providers, suppliers and their customers / users.

3.2 Operators Responsibilities

Under Section 10 of the General Telecommunications Licence, all operators are required to conform to these Numbering Conventions. All licensed operators should:

- 1 promptly inform their customers of any number changes or imminent number changes which affect them;
 - 2 open access from their networks to all country codes listed by the ITU (i.e. in its Recommendation E.164), as early as possible and subject only to restrictions imposed by practical limitations on implementation;
 - 3 if designated as having significant market power in access networks should open access from those networks to all relevant numbers allocated by the NPM;
 - 4 all other operators shall open access from their networks to all relevant numbers allocated by the NPM, subject only to commercial negotiations between operators;
 - 5 publicise in all relevant literature that all terminal equipment to be connected to their networks shall be capable of routing emergency calls dialled using codes 112 or 999, free of charge to the caller;
 - 6 ensure that the following measures are in place wherever possible, when number changes are introduced:
 - i a period of parallel running, at no extra charge to the number holder, during which both old and new numbers are available for use (typically for 12 months);
 - ii changed number announcements are made to callers to the old number, free of charge to the caller, after completion of the change (typically for 6 months after end of parallel running period).
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4. Allocation of Numbers

Telephone number allocation from within the Irish numbering scheme occurs in two stages, Primary Allocation and Secondary Allocation. Primary allocation means the allocation of blocks of numbers by the Director to Network Operators or relevant Telecommunications Service Providers. Secondary and subsequent allocation (both hereafter covered by 'Secondary' allocation) is the subsequent allocation of individual numbers by those primary assignees to their own customers or users³. There is no arrangement for direct transfer of allocated numbers between operators; such transfer can only occur by withdrawal and re-issue of numbers by the Director.

4.1 The application process

4.1.1 Applications for primary allocation

The following Conventions apply:

- 1 the current eligibility criteria for applicants shall be as set out in Annex 1;
- 2 the principle of 'first come, first served' shall be applied in respect of choice of numbers or number blocks, except when starting allocation from newly allocated number ranges;
- 3 applicants shall have the right to indicate their preference for specific telephone number blocks or short codes. However, these preferences will not necessarily be agreed by the NPM;
- 4 applicants shall be informed as soon as possible of the receipt of their applications by the NPM.

4.1.2 Applications for secondary allocation

The following Conventions apply:

- 1 secondary number allocation shall be made in compliance with the National Numbering Scheme;
- 2 secondary number allocation shall be made in an open, transparent and non-discriminatory manner.

4.2 Information required when making an application

- 1 The information required from applicants for a primary allocation is listed in Annex 3 but the ODTR reserves the right to request additional information, where necessary;
- 2 incomplete applications, which require the ODTR to request additional information, can be excluded from further consideration should the new information not be received within two months;

³ The Director may directly allocate numbers to subscribers in certain cases.

- 3 applications should be sent to the following address:

The Numbering Division
Office of the Director of Telecommunications Regulation
Abbey Court
Irish Life Centre
Lower Abbey Street
Dublin 1.
Email: num_apps@odtr.ie

4.3 Refusal of primary or secondary allocation

- 1 The Director may refuse an application for an allocation of primary numbering capacity. Grounds for rejecting an application include, but are not limited to, those listed in Annex 2. The Director may alternatively not grant the application in full, or may attach specific conditions to the allocation;
- 2 operators may also refuse secondary allocations which they consider are not justified, or may attach special conditions to the allocations. In this case authority to refuse or alter the allocation is through delegation from the ODTR and in cases of doubt the operator should first check with the ODTR;
- 3 the reasons for refusal shall be consistent with these Numbering Conventions and relate to the use and management of the numbering capacity allocated, having considered the application as set out in Conventions 4.1 and having taken into account the criteria for eligibility (which is defined in Annex 1);
- 4 when the Director or an operator 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) then:
 - i it shall inform the applicant, in writing, of the reasons for this;
 - ii the applicant may then write to the ODTR disputing the reasons given for the decision or giving further information for consideration regarding the application. The ODTR shall consider the request and respond to the applicant within 28 days;
 - iii the ODTR may, following consultation with the applicant, make or require an alternative allocation that has the potential to satisfy the applicant's requirements without conflicting with the criteria which first caused the application to be refused.

4.4 Confidentiality

- 1 If an applicant considers that certain specified information included in the application contains trade secrets which could be damaging if publicly revealed, it shall clearly state this;
 - 2 the ODTR, while not bound by any such assertion by an applicant, shall take all reasonable precautions to respect the confidentiality of the applicant's trade secrets, consistent with carrying out its numbering function and with these Conventions.
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4.5 Timescales for applications

- 1 Applications for numbering allocations shall not normally be made more than 6 months prior to the planned activation date;
- 2 the time limit between receipt of a properly completed application for primary allocation and notification of the subsequent decision should not exceed 2 calendar months. Exceptions to this period may be:
 - i where additional information is required from the applicant;
 - ii where a period of consultation is required to be initiated by the ODTR;
 - iii where there are significant issues relating to the application that cannot be reasonably handled within that period;
 - iv where use of the requested numbers is dependent upon receipt by the applicant of a licence; or
 - v where the ODTR judges that an alternative period of time is justified. In this case the ODTR shall inform the applicant in writing of the reasons for the exception and of the revised period, which shall generally not exceed 90 days from receipt of all application information;
- 3 the time limit for start of activation⁴ of primarily allocated numbers/codes shall not exceed 1 year;
- 4 the time limit for activation⁴ of secondarily allocated numbers shall normally not exceed 3 months.

4.6 Appeals

Refusal by an operator to make a secondary allocation may be appealed to the Director by the applicant for that allocation.

⁴ A number is active when a call from the PSTN can be made to that number.

5. Reservation of numbers

5.1 Primary Reservations by Operators

As well as making allocations of numbering capacity, the Director shall also make reservations of numbering capacity, where applicable.

- 1 Reservations may be used where either:
 - i the applicant does not wish to be identified; or
 - ii the reason for the application should not be divulged prior to application for allocation; or
 - iii a customer order has not been finalised; or
 - iv a route for migrating numbers from another block or code needs to be identified;
 - 2 a reservation may be made:
 - i in anticipation of an application for numbering capacity, in accordance with a three-year rolling forecast provided by licensees entitled to apply for allocation; or
 - ii against a specific request submitted by any organisation eligible to receive allocations (for example for the expansion or growth of existing services or for the introduction of new services);
 - 3 an application for reservation should be made to the ODTR. The applicant shall provide to the ODTR all relevant information required by Convention 4.2;
 - 4 applications for the reservation of numbering capacity shall be treated in confidence by the ODTR where the applicant requests this, and shall be subject to the normal consultation procedure, where commercial confidentiality permits;
 - 5 in evaluating applications for the reservation of numbering capacity, the ODTR will take into account:
 - i these Conventions;
 - ii the provisions of relevant licence conditions;
 - iii the views of the applicant and other interested parties; and
 - iv any other matters the ODTR regards as relevant.
 - 6 a reservation does **not** entitle operators to activate the capacity. Where numbering capacity is reserved, this does not guarantee that a corresponding allocation will subsequently be made. A subsequent request for allocation of the capacity will be considered by the ODTR on the basis of the criteria set out in Annex 1: Eligibility criteria for applicants;
 - 7 the time period for the ODTR to respond to a reservation application shall be the same as for responding to a corresponding application for allocation;
 - 8 reservations will be time-limited. Unless a longer reservation is needed for the effective management of the Scheme, the limit for reservations will be 3 months. Reservations may be renewable on request to the ODTR;
 - 9 once a reservation exists then that numbering capacity is unavailable for allocation except for the purpose and/or to the organisation for whom the reservation was made. However, the reservation may be cancelled or changed by the Director if, taking into account the same conditions considered when evaluating the application for reservation (see above), either:
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- i the time-limit has expired; or
 - ii the applicant withdraws the reservation; or
 - iii the Director and the applicant agree a substitution;
- 10 the Director may withdraw any reservation made to an organisation that fails to obtain a suitable licence within a time period that the ODTR considers reasonable;
 - 11 eligibility conditions for reservation of numbers are given in Annex 1.

5.2 Reservation by end users

Operators and service providers shall be entitled to make reservations of numbering capacity for their customers, where this is relevant. The Director may also make reservations for end users, where this is appropriate.

- 1 Such reservations may be used where:
 - i the applicant does not want to be identified; or
 - ii the reason for the application should not be divulged prior to application for allocation;
 - 2 a reservation may be made:
 - i in anticipation of an application for numbering capacity in accordance with a forecast of use which satisfies the operator concerned;
 - ii against a specific request submitted by any organisation eligible to receive allocations (e.g. for the expansion or growth of existing services or for the introduction of new services);
 - 3 an application for reservation should be made to the operator. The applicant shall provide to the operator all relevant information required by Convention 4.2;
 - 4 applications for the reservation of numbering capacity shall be treated in confidence by the operator, where the applicant requests this;
 - 5 the time period for the operator to respond to a reservation application shall be the same as for responding to a corresponding application for allocation;
 - 6 reservations will be time-limited to three months at which time they expire and the applicant has no further claim on them;
 - 7 owners of reservations may re-apply for repeat reservations upon the expiry of existing reservations;
 - 8 if there is contention from two or more customers for allocation or reservation of a number whose existing reservation has expired then the operator shall use a fair and neutral mechanism to determine the outcome;
 - 9 once a reservation exists then that numbering capacity is unavailable for allocation except for the purpose and/or to the organisation for whom the reservation was made.
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6. Allocation of short codes

Short codes are a scarce national resource and not all applications that could use short codes can be allocated one. Because of this it is necessary to have an assessment process before short codes are designated or allocated. The following criteria will be taken into account by the ODTR to assess the merit of an application for short codes:

- 1 allocation of a short code is clearly in the national interest for social, economic, or other reasons (e.g. emergency calls);
 - 2 use of a short code is necessary to enable completion of a call.
Note: This would be the case with Carrier Selection, but not necessarily with Carrier Access. It would also be a consideration for operator and directory services;
 - 3 the service is expected to generate a large volume of “hits” (i.e. high frequency of calls);
 - 4 a short code is required for technical reasons.
Note: Generally this means that an alternative technical solution is not feasible. It does not imply that short codes will be used as a cheap alternative to proper technical solutions;
 - 5 no alternative numbering solutions are feasible;
 - 6 no competitive imbalances should be created by the allocation;
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7. Responsibilities for notification of number activation

The ODTR shall provide notification in writing to the party involved of the details of any allocation or reservation of numbers made to it, in each case where such an allocation/reservation occurs.

It shall be the responsibility of the recipient of each allocation to negotiate with and to notify all relevant Irish operators and, where appropriate, overseas authorities of the implementation of these allocations, within time-scales which are acceptable to the holder and to the operators concerned.

Operators and others to whom number allocations have been made shall advise the ODTR of the contact points in their organisations who are to receive notification of the dates for activation⁵ of allocated codes and number blocks. The ODTR shall maintain a list of such contacts and shall make it available upon request.

Note: while the ODTR will maintain data on allocations and reservations on its web site at <http://www.odtr.ie>, this does not relieve operators of their own duty to inform other concerned parties of the status of their allocated numbers.

⁵ 'Activation' means bringing into service

8. Right to use numbers, number blocks and codes

The rights of operators to use number blocks and of end users to use numbers are summarised separately below. For the purposes of this section ‘numbers’ is assumed to also include short codes.

8.1 The rights of operators to numbers/number blocks

- 1 Numbers are a public resource to be administered for the common good, initially in the form of a primary allocation or reservation by the Director;
- 2 no operator shall be entitled to ownership of, or to any other interest in, any number or numbers allocated to that operator, or to any customer thereof;
- 3 operators shall only use numbers allocated to or reserved for them in accordance with directions set by the Director.

Note: in practice, this means in accordance with their Licence conditions, including use of these Conventions.

8.2 The rights of end users to numbers

- 1 Numbers are a public resource to be administered for the common good, initially in the form of a secondary allocation or reservation by an operator to whom a primary allocation or reservation has already been made;
 - 2 numbers shall be considered as non-proprietary data to which no particular organisation or institution or individual may claim ownership;
 - 3 end users shall only use numbers allocated to or reserved for them in accordance with such directions as may be set by the operator and/or the Director, as appropriate;
 - 4 users shall have the right to telephone numbers that are not subject to frequent misdialling;
 - 5 users shall have the right to a change of telephone number if an existing number is subject to nuisance or malicious calls. Whether a charge is applied for such a change is a matter for the operators discretion;
 - 6 users shall have the right to have their numbers or addressing information excluded from telephone directories if they so require.
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9. Audit information required from service providers

It is necessary that operators assist the Director in carrying out her functions by providing information relating to their services and networks, on an ongoing basis. This information, the content of which will be revised from time to time by the ODTR, will be provided routinely on request by the ODTR, or otherwise when important changes occur in the services or networks. The format of presentation will be specified by the ODTR.

- 1 Operators shall provide the following information upon request to the ODTR:
 - i numbers of connected customers, for each category defined by ODTR;
 - ii total of unused and available numbers for each such category;
 - iii identification of any 'quarantined' numbers, with comments where relevant;
 - iv planned utilisation figures for next 12 months;
 - v details of all ported numbers.
 - 2 this information shall be presented as an up to date 'snapshot' of the network or service (i.e. all information is to be broadly synchronised in time);
 - 3 the ODTR should maintain full security and confidentiality on this information, ensuring also that it is only installed on non-networked PCs.
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10. Charging for Numbering Allocations

The Director considers there is merit in charging licensees for allocations of numbers, number blocks or codes. No charge is made at present but this situation may change in the future. Licensees shall not charge subscribers for allocations of numbers or codes, except in accordance with any direction from the Director authorising charges.

11. Conditions of use for numbers and short codes

11.1 General conditions

The same conditions described for allocations in this and in the following sub-sections shall also be applicable to reservations, as appropriate.

- 1 Allocations shall be used only for the purposes specified in their applications;
 - 2 allocations shall be controlled by the original applicant. However this does not prevent the recipient making sub-allocation to others from within the numbering range, provided that the sub-allocation is for the uses specified in the application and is in compliance with the Conventions;
 - 3 the holder of an allocation shall maintain an up to date record of the percentages of numbers in use and reserved;
 - 4 the holder of an allocation shall maintain a record of numbers that have been ported (i.e. at end users' request) to other operators, once this (number portability) facility becomes available;
 - 5 numbers, number blocks or codes shall not be traded;
 - 6 allocated numbers, number blocks or codes shall not be directly transferred between assignees without the specific approval of the Director; such transfer can normally only occur by withdrawal and re-allocation;
 - 7 allocations shall be used in accordance with any additional specific conditions set down by the Director, including any classifications by type or tariff;
 - 8 at the time of number allocation or at any time thereafter the Director may, at her discretion, apply additional specific conditions of use to an allocation if she considers that it is in the national interest to impose such conditions. The conditions shall be consistent with these Conventions and shall relate to the management and use of allocated numbering capacity. The procedure/recourse set out in Convention 4.3-4 shall apply to the making of conditions;
 - 9 the maximum charge to be applied to calls to geographic numbers shall not exceed the billing operator's notified tariff for geographic rates;
 - 10 where a tariff for telecommunications services includes a distance-dependent element, it shall be possible for a caller to establish the price for a call to any particular destination from the codes and/or the leading digits of the local number in the geographic numbering range used;
 - 11 calls are usually routed to a fixed destination in a discrete geographical area. Calls may also route to other services provided that the caller is only required to pay the billing operator's standard tariff for the normal geographic destination;
 - 12 numbers and/or blocks of numbers must be activated within the time period specified by the allocating body (Director or operator), otherwise the allocation should be reclaimed;
 - 13 disruption to users resulting from number changes shall be minimised.
-

11.2 Subscriber numbers usage

11.2.1 Usage conditions after primary allocation

- 1 Allocation only implies the granting of rights of use;
- 2 the legitimate purpose of usage of allocated numbers is as defined in section 11, above;
- 3 the assignee shall provide information on usage to the NPM;
- 4 the assignee shall not use network-specific telephone numbers that may cause interference with the national telephone numbering scheme;
- 5 any relevant conditions of usage, above, shall be applied in turn to subscribers when making secondary assignments.

11.2.2 Usage conditions after secondary allocation

The conditions of use applied to secondary assignments shall be consistent with these Numbering Conventions.

11.2.3 Usage of “bursty” numbers

- 1 Bursty traffic applications shall only be terminated on numbers allocated in the National Numbering Scheme for this type of application;
- 2 operators may withdraw or suspend service from any Bursty service that uses numbers outside the ranges allocated for Bursty applications;
- 3 operators shall, if so requested by the Director, immediately withdraw or suspend service from Bursty services operating outside the ranges allocated for Bursty applications.

11.3 Conditions of Use for Specific Number Types

11.3.1 Short codes usage

The conditions in 11.2 also apply to short codes. Specific conditions may be applied at the time of allocation.

11.3.2 Freephone Usage

Network operators shall not charge for calls to Freephone (1800) numbers by any caller, regardless of which network operators, service providers or Freephone customers are involved in the calls.

11.3.3 Shared Cost numbers Usage

- 1 The charge made by network operators to callers to 1850 numbers shall be independent of the duration of the call, and shall in no case exceed the cost of a 5 minute call calculated at the appropriate local tariff rate of the network from which the call is made;
 - 2 the charge to callers to 1890 numbers shall in no case exceed the cost of a call of the same duration calculated at the appropriate local tariff rate of the network from which the call is made.
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11.3.4 Universal Access number Usage

The charge made by network operators to callers to 0818 numbers shall not exceed the cost of making a call calculated at the national tariff rate of the network operator concerned.

11.3.5 Personal Number Usage

The charge to callers of 0700 numbers shall not exceed the cost of making the call to the service provider alone, and shall not include any of the cost of providing a call from the service provider to the called party, or any of the cost of providing the Personal Numbering service.

11.3.6 Directory Access number Usage

118XX directory information access codes shall be used only for the provision of directory enquiry services and relevant value added services.

11.3.7 Use of Network-Unique Short Codes (NUSC)

Different network operators may use these codes for different applications, thereby facilitating the introduction of new network-specific services, while still achieving efficiency of code use.

- 1 As the number of NUSCs is limited, operators shall prioritise the services earmarked for each such code;
- 2 the ODTR shall be notified of the intention to open access to a new service using any NUSC, at least fourteen days prior to service implementation;
- 3 the use of any NUSC shall at all times conform with the National Numbering Scheme, and shall be subject to all conditions of these Numbering Conventions, including conditions relating to change or withdrawal of codes;
- 4 NUSCs shall only be used to provide access to services which the access network is licensed to provide, or services that are supplemental to them;
- 5 tariffs for calls from any fixed network phone to any NUSC shall not exceed the cost of a local call on the same network;
- 6 tariffs for calls from any mobile phone to any NUSC shall not exceed the corresponding tariff charged for calls to any other mobile user connected to the same network.

11.4 Use of Premium Rate Numbers

- 1 Premium Rate Numbers shall only be allocated to applicants which are licensed Network Operators or Service Providers;
 - 2 they shall be current holders of an agreement with the Regulator of Premium Rate Services, Regtel, or have signed a corresponding agreement providing for such regulation with a body that holds such an agreement with Regtel.
Note: For the purposes of this section only, the terms “Network Operator” and “Service Provider” shall have the meanings defined for them in the current version of any Code of Practice issued from time to time by Regtel;
 - 3 Premium Rate services of a sexually suggestive or titillating nature shall be provided only using 1559 numbers;
 - 4 the charge for calls to all Premium Rate services shall be clearly stated by Service Providers in all promotions.
-

11.5 Geographic number usage - Definition of areas

- 1 The boundaries of geographic NDC areas and minimum numbering areas shall be as specified by the Director from time to time⁶;
- 2 geographic numbers may only be used within their designated geographic numbering areas.

11.6 Portability of numbers

A separate consultation exercise is currently underway in respect of Number Portability. The conclusions of that exercise will be taken fully into account in arriving at any Numbering Conventions affecting the porting of numbers in Ireland.

11.7 Withdrawal, quarantine and change of numbers

11.7.1 Withdrawal or change of primary number allocations

- 1 Withdrawal shall only be carried out for a limited set of reasons. These are listed in Annex 4;
- 2 the overall societal costs of a withdrawal shall be carefully considered;
- 3 the procedure for withdrawal shall allow the holder to clarify its position before a decision is taken;
- 4 when a change of active telephone numbers is imposed, the users of those active numbers shall have the right of minimum disruption;
- 5 operators and others to whom allocations of numbering capacity have been made are required to apply to the ODTR:
 - i to transfer the block or code; or
 - ii to make any changes to the purpose or use of a numbering allocation; or
 - iii to make any changes which relate to conditions of use placed on the allocation.

11.7.2 Withdrawal or change of secondary number allocations

The conditions applicable to withdrawal of numbers from assignees of primary allocations, above, shall apply.

⁶ these boundaries will be defined by the then current versions of maps which are shown in document ODTR 98/42, - or its replacement.

11.7.3 Quarantine of numbers

The following shall apply to all numbers and short-codes. It shall apply to primary, secondary, and subsequent allocations:

- 1 when a number allocation that has been in use is cancelled by the assignee, or is recovered or replaced by the allocator, then the assignee shall have the right to have that number placed in quarantine;
 - 2 while a number is in quarantine, it can not be re-allocated to anyone but the previous assignee;
 - 3 an assignee may waive its right to have a number quarantined;
 - 4 the normal quarantine period shall be one year.
-

12. Use of Numbers and alpha-numeric characters

12.1 Standards for alpha-numeric keypads

- 1 The Irish numbering scheme shall use the decimal character set 0-9 for all number allocations;
- 2 however, letters may appear alongside numbers on terminal apparatus, which could support the use of more memorable and user-friendly 'numbers'. The Director wishes to facilitate the consistency of correspondence between numbers and letters for such purposes;

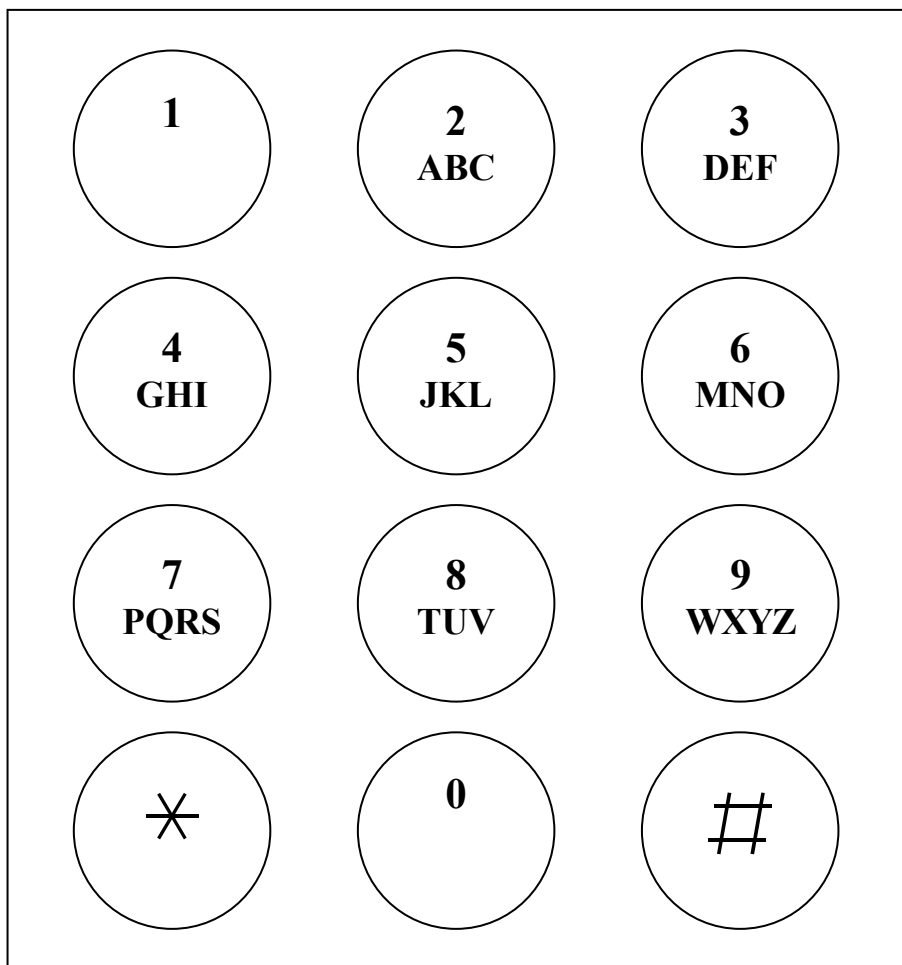


Figure 1: 12-button keypad arrangement showing alphanumeric relationships

- 3 nevertheless, the Director will accept applications for and make allocations (or reservations) using only numeric (decimal) characters. The correspondence between letters and numbers will be treated by the Director as only an aid to making numbers more memorable;
- 4 as the common use of such alphanumeric characters will only be helpful to users if uniformly applied, the Director strongly recommends use of a standardised set based on ITU-T Recommendation E.161. Figure 1 above shows the preferred correspondence of alpha characters to numerics on individual buttons. Use of other alphanumeric relationships may result in misdialling from existing equipment, particularly when using letters O, Q and Z.

12.2 Presentation of Numbers

Consistent presentation of telephone numbers helps to avoid dialling errors. The following presentation of telephone numbers is recommended for use on stationery, directories and other documentation, in respect of PSTN, ISDN and Mobile numbers⁷:

Table 1: Presentation of geographic or mobile numbers

Subscriber number length	National numbers	International numbers
5 digits	(O+NDC ⁷) 12345	+353 NDC 12345
6 digits	(O+NDC ⁷) 123 456	+353 NDC 123 456
7 digits	(O+NDC ⁷) 123 4567	+353 NDC 123 4567

Note: Periods (full stops) may be used in place of spaces, but usage should not be mixed.

Table 2: Presentation of service numbers

Typical Service Examples	Format
Freephone	1800 123 456 or Freephone 1800 123 456
Shared Cost	1850 123 456

⁷ The corresponding service access code (e.g. 86 or 87) replaces the NDC for mobile numbers

13. Mandatory dialling procedures

13.1 Local, national and international calls

Callers use the telephone number in different ways when making calls. As Figure 3 (Annex 5) illustrates, there are three different dialling procedures:

- 1 for calls into or out of Ireland the caller dials an international prefix (most commonly 00) followed by the country code, the NDC and the subscriber number.
Note: The country code allocated by the ITU-T to Ireland is 353;
- 2 for calls within Ireland the caller dials 0 (the trunk prefix) followed by the NDC and the subscriber number (i.e. full national dialling);
- 3 for local calls within the same NDC area the caller need only dial the subscriber number
Note: the caller of course also has the option of using full national dialling in this case.

Operators shall engineer their systems to accept local calls made using national dialling (i.e. prefixed by 0 and the local NDC⁸), or local dialling (i.e. using only the subscriber number).

The existing numbering arrangements are summarised in Annex 5.

Note: The National Numbering Scheme is available on the ODTR's web site at <http://www.odtr.ie>

13.2 Calls to Northern Ireland

13.2.1 use of the NI access code

Normal usage in the Irish Republic is that calls to Northern Ireland should use national dialling, based on the NDC 080. This NDC will change between June 1999 and June 2000. A new arrangement for dialling Northern Ireland will be used, using the NDC 048. Use of this code ensures that billing occurs at a rate appropriate to national destinations.

13.2.2 use of the UK country code

Calls from the Irish Republic to Northern Ireland using the full international dialling code (0044) shall be possible from all networks. In this case, charging might occur at a rate which is higher than that used for nationally dialled calls.

⁸ National Destination Code (See Annex 5 for explanation)

14. Publication of dialling and numbering scheme Usage

The ODTR will maintain an up to date plan of allocated number ranges and codes on the ODTR web site at <http://www.odtr.ie>. The information will be refreshed following an allocation. Copyright of this information belongs to the Director but use for own purposes (i.e. not for resale) is unrestricted.

15. Revision of the National Numbering Conventions

- 1 The Director shall initiate a review of these Conventions not later than nine months after their introduction;
 - 2 thereafter, reviews shall be undertaken from time to time as appropriate;
 - 3 the Director may from time to time amend or withdraw a Convention already published or publish additional Conventions, after consultation with interested parties (including members of NAP);
 - 4 the Director shall afford a reasonable period, being not less than 28 days, for interested parties to make representations;
 - 5 the Director shall give reasonable notice, being not less than three months, to operators to comply with any such amendment or withdrawal of a Convention;
 - 6 requests to undertake a review, amend or replace a Convention, or add a new Convention, may be submitted at any time by any operator, user or other, and these requests shall be considered by the Director;
 - 7 In deciding on any subsequent change to Conventions, the Director shall have regard to:
 - i the Guiding Principles of these Conventions;
 - ii the provisions of relevant licence conditions;
 - iii the views of the applicant and other interested parties; and
 - iv any other matters that the Director regards as relevant.
-

Annex 1: Eligibility Criteria for Applicants

The eligibility criteria for applicants for allocation or reservation of numbers, whether geographic numbering, non-geographic numbering, access codes or short codes, will be described individually in published ODTR documents. These documents will be made available on the ODTR web site at <http://www.odtr.ie>.

A1.1 Geographic Numbering Criteria

Only holders of a General Telecommunications Licence (under Section 111(2) of the Postal and Telecommunications Services Act, 1983 (as amended)) shall be eligible to apply for primary allocation or reservation of geographic numbers. In addition the following supporting information will be sought from the applicant:

- 1 evidence of technical capability to implement the specified services. This includes existence of proprietary physical infrastructure in the relevant numbering areas, or definite arrangements for the provision of or access to non-proprietary infrastructure; and / or
- 2 evidence of an existing customer base, or a base of potential customers who have expressed interest in the services, in each area of interest;
- 3 a summary of the market plan for the proposed services, including launch dates;
- 4 a forecast of expected utilisation for the requested numbers, over a period of at least one year;
- 5 any other information deemed relevant by the ODTR.

A1.2 Non-Geographic Numbering Criteria

Only holders of a General Telecommunications Licence (under Section 111(2) of the Postal and Telecommunications Services Act, 1983 (as amended)) shall be eligible to apply for primary allocation or reservation of non-geographic numbers. In addition the following supporting information will be sought from the applicant:

- 1 a description of the planned services;
 - 2 evidence of technical capability to implement the services;
 - 3 the dates by which the allocation is required;
 - 4 a forecast of expected utilisation of the requested numbers, over a period of at least one year;
 - 5 any other information deemed relevant by the ODTR.
-

A1.3 Carrier Access / Carrier Selection Code Criteria

Carrier access short codes and carrier selection short codes are both currently utilised to access Irish telecommunications networks. These codes allow Irish network users to reach their chosen providers via network-to-network-interfaces (NNI).

The allocation format of these codes is currently 13ABC, where the ABC element is specific to the operator concerned. Note: the digit A value '9' and the digit C value '0' have been retained to allow for possible future expansion. The current permissible capacity of 13ABC codes is thus limited to a max of 810.

Only holders of either a Basic or a General Telecommunication (under Section 111(2) or 111(3) of the Postal and Telecommunications Services Act, 1983 (as amended)) shall be eligible to apply for the allocation or reservation of carrier access and / or carrier selection codes. In addition the following conditions will apply and the following supporting information will be sought from the applicant:

- 1 only one carrier access and one carrier selection code will be allocated to any telecommunications service provider at the present time. However the situation may be revised in the future;
- 2 applicants shall be required to justify their requirements for carrier access and/or carrier selection codes based on their level (or planned level) of provision of telecommunications services to the public;
- 3 all eligible applicants shall have equal access to codes available for allocation in the 13XXX range (carrier access and carrier selection);
- 4 an applicant for carrier access and carrier selection codes shall (at least initially) support network to network interface (NNI) between its network and the public switched telephone network;
- 5 these codes shall only be used for the provision of telecommunication services to the public via a NNI, and in accordance with ODTR Document 98/18;
- 6 all operators using these carrier access and carrier selection codes shall support dialling of both designated emergency access codes in their systems; these being '112' and '999'.

A1.4 Directory Information Access Code Criteria

Applicants for allocation or reservation of directory information access codes shall justify their requests as specified in ODTR Doc. 98/53. Specifically, supporting information provided by the applicants shall include the following:

- 1 a description of the services planned, including (at outline level) expected growth patterns;
 - 2 evidence of technical capabilities for the implementation of own services;
 - 3 a description of the degree to which any services to be offered rely on or are a re-direction / re-routing of directory information services fundamentally provided from elsewhere;
 - 4 a summary of the applicants marketing plan for the intended services, including launch dates. This should include a description of any arrangements already made, and identification of which telecommunications network operators will promote the applicants services;
 - 5 plans, preparations or completed actions for accessing / accumulating comprehensive database information from any Irish network providers;
-

- 6 availability of or definite plans for access to a call centre suitably equipped to handle directory information services;
- 7 quality of service targets;
- 8 timescales for commencement of service following the allocation/reservation of code(s);
- 9 any other information deemed by the applicant to be relevant to it's application and/or which shows the allocation/reservation will be used for the purposes stated in the application.

A1.5 Internet Access Number Criteria

At present the access number 1891 allows local rate access to the Internet. This number may only be used by Internet Service Providers (ISPs). The following eligibility criteria shall be met by applicants for allocation and or reservation of numbers offering this method of access:

- 1 the number shall be used to route traffic from the PSTN to the local point of presence of the internet service provider to whom the number is associated;
 - 2 the number shall only be used for routing Internet access traffic;
 - 3 the number shall be issued on the understanding that it may be withdrawn or altered as required, as part of changes to the Irish numbering plan and/or changes to Internet access mechanisms;
 - 4 the access number shall not be transferable, and shall only be used by the individual or company to whom it has been allocated by the Director.
-

Annex 2: Grounds for rejecting an application

A2.1 Refusal of Primary Allocation / Reservation

Allocations or reservation of number blocks and/or short codes may be refused by the Director on the following grounds:

- 1 the requested number blocks or codes are not available for allocation or reservation;
- 2 the applicant is not a holder of an appropriate licence for such an allocation/reservation;
- 3 the applicant has not established that he/she meets the eligibility criteria laid down;
- 4 the planned activation date is too far ahead;
- 5 the planned services are not considered by the Director to be appropriate for implementation on the requested number blocks or codes;
- 6 previous allocations remain significantly under utilised vis-à-vis the applicant's stated plans;
- 7 previous related reservations have not yet been opened for use in accordance with the applicant's stated plans;
- 8 the Director considers that allocation/reservation would not be in the national interest at this time.

A2.2 Refusal of Secondary Allocation / Reservation

Allocations or reservation of numbers and/or short codes may be refused to end-users by operators, only on the grounds shown below:

- 1 the requested code or number range has been ported;
 - 2 the requested numbers or codes are not available from that operator or service provider for allocation or reservation;
 - 3 the applicant has not established that he/she meets the laid down eligibility criteria;
 - 4 the planned activation date is too far ahead;
 - 5 the planned services are not considered by the operator or service provider to be appropriate for implementation on the requested numbers or codes;
 - 6 previous allocations remain significantly under utilised vis-à-vis the applicant's stated plans;
 - 7 previous related reservations have not yet been opened for use in accordance with the applicant's stated plans;
 - 8 the allocation/reservation would conflict with previous allocations/reservations;
 - 9 the operator or service provider considers that meeting the requested allocation/reservation would be detrimental to its own commercial interest or to the national interest at this time;
 - 10 In the event of refusal, the applicant shall be advised of the reasons for refusal and of its right to appeal to the Director. Should the appeal be upheld the operator shall abide by the Director's decision.
-

Annex 3: Information required from Applicants for Primary Allocation

Applicants for number block allocation or reservation or short code allocations shall provide the following information, where relevant:

- 1 name, address and where relevant company registration number of applicant;
 - 2 details of the licence under which it operates;
 - 3 purpose or use of numbering allocation;
 - 4 preferred numbering code;
 - 5 geographic scope of the service (countries, area code / zones);
 - 6 the date by which the allocation is required;
 - 7 the date the service is planned to be operational;
 - 8 relationship with existing allocations or reservations;
 - 9 utilisation of existing allocations, including:
 - i - volume of numbers allocated to end users in service;
 - ii - numbers allocated but not in service; and
 - iii - reserved numbers;
 - 10 a forecast of expected utilisation over a period of at least one year, in respect of each number series for which application is made;
 - 11 statement that the numbers will be used in accordance with the Numbering Conventions;
 - 12 name of contact person;
 - 13 authorised signature of applicant;
 - 14 any other information that the applicant considers necessary or appropriate to justify the application, including any relevant tariff information;
 - 15 any other information judged by the ODTR to be relevant to the application and the supply of which does not place an undue burden on the applicant.
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Annex 4: Grounds for withdrawal of Numbers

The ODTR may request telecommunications operators to submit reports from time to time on how allocated number series are used, so it may maintain an overview of their utilisation. Number series which are not in use nor likely to be used in the short term may be recalled, thereby making them available to other telecommunications operators. However, grounds for the withdrawal of primary level allocations/reservations should be limited in number and be as specific as possible to ensure a reasonable level of certainty to the allocated party or parties.

The same situation occurs at secondary level between operators and end users of numbers.

A4.1 Withdrawing primary level allocations/reservations

The following shall be considered grounds for withdrawal of number allocations or reservations:

- 1 failure of the allocated party or parties to meet one or more of the usage conditions;
- 2 insufficient usage of a number range, allocated or reserved at secondary level;
- 3 all numbers of an allocated range have become deactivated;
- 4 the need for additional numbering capacity elsewhere mandates it;
- 5 withdrawal is necessary to ensure that fair and open competition is maintained;
- 6 international harmonisation mandates it;
- 7 withdrawal is deemed to be in the overall national interest;
- 8 it is necessary as part of a change to the National Numbering Scheme.

The following considerations and actions shall be addressed before withdrawal:

- 9 the overall costs of the withdrawal, the time scales and the effect on number changes shall be considered;
- 10 the affected party or parties shall first be informed of the intention to withdraw and the reasoning behind this and it shall be advised of the associated appeals procedure;
- 11 withdrawn active numbers shall simultaneously be replaced by numbers from previous or new allocations or from reserved numbers, wherever appropriate;
- 12 the parallel running and recorded announcement procedures of 3.2 above shall be put in place.

A4.2 Withdrawing secondary level allocations/reservations

The following shall be considered grounds for withdrawal of number allocations or reservations:

- 1 failure of the allocated party or parties to meet one or more of the usage conditions;
 - 2 an allocated number has not been brought into service by the party or parties within a reasonable period from issue e.g. six-months;
-

- 3 all numbers of an allocated range have become deactivated;
- 4 the need for additional numbering capacity elsewhere mandates it;
- 5 withdrawal is necessary to ensure that fair and open competition is maintained;
- 6 international harmonisation mandates it;
- 7 withdrawal is deemed to be in the overall national interest;
- 8 it is necessary as part of a change to the National Numbering Scheme.

The following considerations and actions shall be addressed before withdrawal:

- 9 the overall costs of the withdrawal, the time scales and the effect on number changes shall be considered;
 - 10 the affected party or parties shall first be informed of the intention to withdraw and the reasoning behind this and it shall be advised of the associated appeals procedure;
 - 11 withdrawn active numbers shall simultaneously be replaced by numbers from previous or new allocations or from reserved numbers, as appropriate;
 - 12 the parallel running and recorded announcement procedures of 3.2 above shall be put in place.
-

Annex 5: Existing numbering arrangements,

Ireland currently uses the dialling and numbering scheme illustrated in the example, below.

For Example Only		
Figure 2: The Irish dialling and numbering scheme		
Digits dialled	Action performed by the network	Example
00 + International number (country code + NDC + subscriber number)	Call to another country	00 33 1 3456 7890
01 + 7 digit subscriber number	Call to Dublin subscriber (NDC = 1)	01 323 4567
021 + 7 digit subscriber number	Call to Cork subscriber (NDC = 21)	021 234 5678
0402 + 5 digit subscriber number	Call to subscriber in Arklow (NDC = 402)	0402 22345
080 + UK number	Call to subscriber in N. Ireland	048/080 1334 423 456
086 + 7 digit subscriber number	Call to Digifone GSM subscriber (NDC = 86)	086 841 2345
087 + 7 digit subscriber number	Call to Eircell GSM subscriber (NDC = 87)	087 291 2345
10	Reach operator for operator-assisted call	
112 or 999	Call to emergency services	
1800 + 6 digits	Call to freephone subscriber	1800 223 223
YXX XXXX ⁽¹⁾	Local call to subscriber in Dublin	323 4567
YXXXXX or YXXXX ⁽¹⁾	Local call to subscriber in other parts of Ireland	234567 or 23456

⁽¹⁾ Y = 2 to 9, X = 0 to 9

There are three dialling procedures – one for international calls, one for calls within Ireland and one for local calls. For national calls, users dial the trunk prefix 0 followed by a nationally significant number. This takes a wide variety of formats and consists of up to eight digits for geographic numbers (such as basic telephony) and up to nine digits for non-geographic numbers (such as cellular mobile). Figure 3 shows how these dialling procedures work and defines the main terms used in this report.

⁹ From ODTR 98/09; Numbering in Ireland: Proposals for the 21st Century (A consultative Document).

Figure 3: The different numbering terms and dialling procedures used in Ireland

