



Commission for  
**Communications Regulation**

# **Numbering Conditions of Use and Application Process**

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**An Coimisiún um Rialáil Cumarsáide**

**Commission for Communications Regulation**

One Dockland Central, Guild Street, Dublin 1, D01 E4X0, Ireland

Telephone +353 1 804 9600 Fax +353 1 804 9680 Email [info@comreg.ie](mailto:info@comreg.ie) Web [www.comreg.ie](http://www.comreg.ie)

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# 1 Introduction

1. One of the functions of the Commission for Communications Regulation (“ComReg”), as regulator of the electronic communications sector in the State, is to manage the national numbering resource. ComReg’s number management function, and its objectives, duties and powers in relation to that function, are set out in the Communications Regulation Acts 2002-2017 (“2002 Act”) and in the Common Regulatory Framework (including the Framework Directive 2002/21/EC, and the Authorisation Directive 2002/20/EC, as amended and as respectively transposed into Irish law by the corresponding Framework Regulations and Authorisation Regulations). In exercising its number management function, ComReg shall seek to ensure that measures taken by it are objective, transparent, non-discriminatory and proportionate.
2. Section 2 of this document sets out that numbering conditions fall into two categories. A numbering condition is attached either to a right of use (RoU) for a number held by an individual undertaking (a “RoU Condition”) or to the General Authorisation (a “GA Condition”). Section 3 sets out the conditions which attach to all classes of numbers and Sections 4 and 5 sets out the conditions which attach to specific classes of numbers. Section 6 sets out the administrative process for applying for rights of use for numbers. Appendices 1 – 7 provide application forms for different classes of number. Appendix 8 sets out the process for transferring rights of use for numbers between undertakings. Appendix 9 sets out all classes of numbers used in the National Numbering Scheme and the Access/Area Codes. Appendix 10 sets out the key statutory provisions relating to number management. Appendix 11 contains the definitions of terms used in this document, many of which are defined statutory terms, and these definitions may be updated from time to time.
3. Numbers are a national resource and the granting of a right of use for a number does not bestow any entitlement or interest other than the right to use the number subject to all relevant statutory provisions and applicable conditions, as set out in this document and as may be amended from time to time.

## 2 Numbering conditions

1. The conditions in Section 3 of this document apply to all classes of numbers while the conditions in Sections 4 and 5 apply to specific classes of numbers, as indicated.
2. In addition, each condition in this document falls into one of two categories. It is either a condition attached to a right of use (a “RoU Condition”) or a condition attached to the General Authorisation (a “GA Condition”). These two categories of condition exist under distinct statutory provisions, as outlined below and described in greater detail in Appendix 10:
  - (a) “*RoU Conditions*” are attached to rights of use for numbers granted by ComReg to individual undertakings, pursuant to Regulations 13 and 14 and Part C of the Schedule to the Authorisation Regulations. A RoU Condition applies only to the individual authorised undertaking that holds the right of use for the number to which the RoU Condition is attached.
  - (b) “*GA Conditions*” are attached to the General Authorisation, pursuant to Regulation 8 and Part A of the Schedule to the Authorisation Regulations. GA Conditions apply equally to all authorised undertakings (or to such categories or groups of authorised undertaking as may be specified). Any authorised undertaking which uses a number must comply with the GA conditions which apply to use of that number.
3. The same key statutory provisions apply with regard to monitoring and enforcing any numbering condition, regardless of whether it is a GA Condition or a RoU Condition. These provisions are mainly set out in Regulations 16, 17 and 18 of the Authorisation Regulations and are described in greater detail in Appendix 10.
4. In addition to the conditions set out herein, undertakings which use numbers or which have been granted rights of use for numbers are expected to adhere to applicable international standards and established best practices in relation to numbers and number usage. These include recommendations and standards set by the International Telecommunication Union (ITU), the European Conference of Postal and Telecommunications Administrations (CEPT), and the European Telecommunications Standards Institute (ETSI). ComReg will take into account the appropriate recommendations and standards where they relate to any issue involving numbers or number usage.

## 3 Conditions for all classes of numbers

### 3.1 General Authorisation conditions

The numbering conditions listed in Section 3.1 of this document attach to the General Authorisation (ComReg Document 03/81R6) and thus apply to any undertaking that is authorised, pursuant to Regulation 4 of the Authorisation Regulations, to provide an electronic communications network and/or electronic communications service:

1. A number shall be used only for its designated purpose(s) and not for any other purpose(s).
2. An undertaking shall not use any number in a manner which directly or indirectly interferes with the National Numbering Scheme.
3. Undertakings which use numbers shall inform ComReg in writing (by emailing [numapps@comreg.ie](mailto:numapps@comreg.ie)) of the designated points of contact within their organisations for receipt of notifications of number activations. ComReg will maintain a register of such points of contact and make it available upon request.
4. An undertaking shall not use any class or description of number to provide an electronic communications service involving any form of revenue sharing, except for designated Premium Rate Numbers and Premium Rate Short Codes.
5. The following conditions apply in respect of Calling Line Identification (“CLI”):
  - (a) The undertaking which originates a call shall ensure:
    - i. that the presentation CLI for the call shall be the assigned Customer Support Short Code (*for on-network calls*), a Freephone Number, a Geographic Number, a Harmonised Code of Social Value, ~~a Nomadic Number~~, a Mobile Number, a M2M Number or a Standard Rate Number or ~~a ‘1850’ Shared Cost Number~~ for the calling party;
    - ii. that the network CLI for the call shall be the assigned Geographic Number, ~~Nomadic Number~~, 076 Standard Rate Number, Mobile Number or M2M number for the calling party; and
    - iii. that a Mobile Number is not used as the presentation or network CLI for any call that originates from a fixed terminal.



- (b) the following classes of numbers shall not be used as the presentation CLI: Directory Enquiry Access Codes, Internet Access Numbers, Network-Use Short Codes, Premium Rate Numbers, and Premium Rate Short Codes. ~~'1890' Shared Cost Numbers, and Universal Access Numbers;~~
  - (c) Fixed/mobile convergence services that support the use of a Geographic Number CLI or a Mobile Number CLI shall, in respect of any such service, ensure that only the Mobile Number CLI shall be presented for any emergency call made from a mobile device (using the "112" or "999" access numbers);
  - (d) for international calls originating from outside the State, the CLI may be modified with appropriate prefixes including "00", "+" and the relevant country code; and
  - (e) a presentation CLI may be marked as "Caller ID unknown" or equivalent if an operator cannot ensure that the presentation CLI information is valid.
6. Undertakings shall ensure that all callers from within the State can access Northern Ireland Geographic Numbers, using either the "048" or "00 44 28" access code.
7. *Number Portability* - The following conditions support Regulation 25(1) of the Universal Service Regulations which requires undertakings to ensure that subscribers can, upon request, retain their numbers independently of the undertaking providing the service, at a specific location in the case of Geographic Numbers and at any location in the case of Non-Geographic Numbers:
- (a) all undertakings involved in the porting of a number shall use the established industry processes relating to porting of numbers in compliance with all regulatory requirements for facilitating change of service provider;
  - (b) porting of a Mobile Number shall include porting of the corresponding mailbox number.
8. *Number Changes* - Undertakings shall inform their customers of any changes that will be made to the digit structure of their numbers, sufficiently in advance of those changes being made, and undertakings shall take appropriate measures in respect of such number changes to include the following:
- (a) there shall be a period during which customers can use the original number or the new number and the charge for using either number shall be the same; and

- (b) when the period of parallel running of the original and new number ends, in-call announcements shall be put in place to inform callers that (1) the original number has been replaced and is no longer in use, and (2) of the replacement number which they must dial instead; and
  - (c) there shall be no charge whatsoever for any call made to a number which has been replaced and is no longer in effect.
9. Undertakings shall ensure that, where technically and economically feasible and except where a called subscriber has chosen for commercial reasons to limit access by calling parties located in specific geographical areas, end-users shall be able to:
- (a) access and use services using Non-Geographic Numbers within the European Union; and
  - (b) access all numbers provided in the European Union, regardless of the technology and devices used by the operator, including those in the national numbering plans of Member States, and Universal International Freephone Numbers (UIFN).
10. For the avoidance of doubt, the regulatory obligations attached to the General Authorisation and the conditions set out in Section 3.1 of this document shall apply to the use by undertakings, for M2M services in the State, of numbers assigned by the ITU, or overseas numbers.

## 3.2 Rights of Use Conditions

1. Unless ComReg otherwise consents, a number shall be activated by its holder (a) within 12 months of the date on which the right of use for the number was first granted to the holder; or (b) within 3 months of the date on which the right of use for the number was transferred, as applicable. In the case of 1800 Freephone and 0818 Standard Rate Numbers, applications shall be submitted on the Fixed Number Portability (FNP)<sup>1</sup> system which shall support the activation of these numbers on networks.

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<sup>1</sup> This is the Industry FNP system provided by PortingXS

2. A holder which has assigned a number to an end-user shall assign a new number to that end-user upon request, where the end-user has been or is being made subject to frequent mis-dialling or unacceptable levels of nuisance/malicious calls. A holder may apply a charge for assigning a new number, limited to covering the associated administrative costs.
3. A holder may transfer a right of use for a number to another undertaking provided that the recipient undertaking is authorised in accordance with regulation 4 of the Authorisation Regulations and meets any other eligibility criteria for holding the right of use.
4. Holders shall not transfer any rights of use for the following classes of number: Directory Enquiry Access Short Codes, Customer Support Short Codes, Network-Use Short Codes, Harmonised Codes of Social Value, International Signalling Point Codes, National Signalling Point Codes, Mobile Network Codes, Carrier Short Codes, and Number Portability Routing Prefixes.
5. All of the conditions attaching to a number shall remain in full effect after the number has been ported or transferred, unless ComReg specifies that any condition shall no longer attach.
6. No charge of any kind shall be made for transferring a right of use for a number, other than a charge limited to covering the associated administrative costs.
7. When a number is surrendered by an end-user or is otherwise recovered by the holder which assigned the number or by the undertaking to which the number was ported, the number shall thereupon be placed in quarantine for a period of 13 months and shall not be assigned to anyone other than the previous end-user during the 13-month period of quarantine. The quarantine period may be waived if the previous end-user and the new end-user both consent to this in writing, and the holder for the number shall make such end-users aware of the consequences of waiving the quarantine period.
8. For the purposes of ComReg making any information requirement under regulation 18 of the Authorisation Regulations, holders shall maintain accurate and current records in respect of rights of use for all classes of numbers granted to them, to include the following:
  - (a) numbers activated and in use;
  - (b) numbers activated and not in use;
  - (c) numbers not yet activated;

- (d) rights of use for numbers transferred to them;
- (e) rights of use for numbers transferred from them;
- (f) numbers ported to them;
- (g) numbers ported from them;
- (h) numbers reserved within existing Direct Dialling Inwards (DDI) groups;
- (i) numbers reserved for internal use (e.g. as test numbers);
- (j) planned number utilisation figures (maintained in such manner that an undertaking shall be able to comply with any request by ComReg for number utilisation figures for a period of 12 months from the date of the request);
- (k) numbers activated and in use extraterritorially.

# 4 Conditions for specific classes of number

## 4.1 Geographic Numbers

### ***RoU Conditions***

1. Geographic Numbers shall have the digit structure “area code (2 - 4 digits) + 5 - 7 -digit subscriber number” where part of the digit structure contains geographic significance.
2. A Geographic Number shall only be assigned to an end-user whose residential/business premises is physically located within the designated minimum numbering area (MNA)<sup>2</sup> for that Geographic Number.
3. An end-user moving premises within an MNA may retain its assigned number if the holder is prepared to support this.

### ***GA Conditions***

4. A call to a Geographic Number shall terminate at the network termination point (NTP) in the called party’s premises which in accordance with condition 4.1.2 shall be located within the designated MNA, except where the called party:
  - (a) forwards a call to a destination outside of the designated MNA; or
  - (b) uses a fixed-mobile convergence or VoIP product which allows termination of the call outside of the designated MNA.
5. Where a call to a Geographic Number is forwarded to a destination outside of the Geographic Number’s designated MNA, the caller shall only be charged the originating undertaking’s published tariff for a call to that Geographic Number within its designated MNA.
6. Calls to a Geographic Number which is used with a fixed-mobile convergence or VoIP product and which terminate outside of the Geographic Number’s designated MNA shall not be charged differently to calls that terminate within the Geographic Number’s designated MNA.

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<sup>2</sup> Appendix 8 contains a list of the Area Codes and Minimum Numbering Areas (MNAs).

7. Where the charge for a call to a Geographic Number factors in the geographic distance between the caller and the called party, the billing undertaking shall publish all information necessary to enable a caller to calculate, in advance, the total charge for making such a call.

## 4.2 Non-Geographic Numbers

1. The following are all classes of Non-Geographic Number:
  - (a) Freephone Numbers
  - (b) Standard Rate Numbers
  - ~~(c) Shared Cost Numbers~~
  - (d) Mobile Numbers
  - ~~(e) Nomadic Numbers~~
  - (f) Premium Rate Service Numbers
  - ~~(g) Universal Access Numbers~~
  - (h) Internet Access Numbers
2. Sections 4.3 - 4.8 incl. of this document set out the conditions which attach to each class of Non-Geographic Number.

### **GA Condition**

3. Only the holder of the right of use for a Non-Geographic Number may terminate calls to that Non-Geographic Number or translate that Non-Geographic Number into its underlying Geographic Number, Mobile Number or other class of number.
4. Geo-linking Non-Geographic Numbers with Geographic Numbers-

The retail tariff charged to any end-user for a call to a Non-Geographic Number in any of the four ranges 1850, 1890, 0818, or 076 shall not exceed the retail tariff that would be charged to the same end-user for a national call made to a Geographic Number, at the same time.

For example, and for the avoidance of doubt, the above condition shall include the following scenarios:

If an end-user's contract for the receipt of fixed or mobile service provides that all calls to Geographic Numbers shall be included in a "bundle" of call minutes, of a specified amount and covering a specified time period, then all calls made by that same end-user to a Non-Geographic Number in any of the four ranges 1850, 1890, 0818, or 076 shall also be included within the same "bundle" of call minutes, up to the same specified amount and covering the same specified time period.

Where an end-user exceeds his or her allocation of "in-bundle" call minutes, the retail tariff charged to that end-user for any "out-of-bundle" call made to a Non-Geographic Number in any of the four ranges 1850, 1890, 0818, or 076 shall not exceed the retail tariff that would be charged to that same end-user for any "out-of-bundle" national call made to any Geographic Number at the same time.

5. Save for any exceptional circumstances as ComReg shall determine, all rights of use for Non-Geographic Numbers in the ranges 1850, 1890 and 076 shall be withdrawn from all undertakings to whom such rights of use were granted at midnight on 31 December 2021 and from the date of decision D15/18<sup>3</sup> no new rights of use for Non-Geographic Numbers in the range 1850, 1890 and 076 shall be granted to any undertaking. All rights of use for Non-Geographic Numbers in the ranges 1800 and 0818 shall remain in effect and new rights of use for numbers in those ranges may be granted to any authorised undertaking which applies for same.

## 4.3 Freephone Numbers

### ***RoU Condition***

1. Freephone Numbers shall have the digit structure "access code (1800) + 6-digit subscriber number".

### ***GA Condition***

2. A caller shall not be charged for a call to a Freephone Number where the call originates from within the State.

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<sup>3</sup> [ComReg Document 18/106](#): Review of Non Geographic Numbers, Response to Consultation 18/65 and Decision. Part IV of Annex 1 deals with the "Effective Date" of the Decision Instrument.

## **4.4 Standard Rate Numbers (0818 / 1850 / 1890 / 076)**

### **RoU Condition**

1. 0818 / 1850 / 1890 Standard Rate Numbers shall have the digit structure “access code (0818 / 1850 / 1890) + 6- digit subscriber number”.
2. 076 Standard Rate Numbers shall have the digit structure “access code (076) + 7 digit subscriber number”.
3. 076 Standard Rate Numbers shall be used for services where the termination point is not always associated with a particular physical address but where an E.164 Number is required for call termination or to reach a gateway between the PSTN<sup>4</sup>/ISDN<sup>5</sup>/mobile network and other networks (e.g. for VoIP services).

### **GA Condition**

4. The retail tariff charged to any end-user for a call to a 0818 / 1850 / 1890 / 076 Non-Geographic Number shall not exceed the retail tariff that would be charged to the same end-user for a national call made to a Geographic Number, at the same time.

## **~~4.4 Shared Cost Numbers~~**

### **~~RoU Condition~~**

- ~~1. Shared Cost Numbers shall have the digit structure “access code (1850 / 1890) + 6-digit subscriber number”.~~

### **~~GA Conditions~~**

- ~~2. Shared Cost Numbers shall be used for shared cost services which allow the caller to be charged for only part of the cost of the call, with the called party being charged for the remainder.~~

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<sup>4</sup> Public Switched Telephone Network

<sup>5</sup> Integrated Services Digital Network



- ~~3. The charge for calling an 1850 Shared Cost Number from within the State shall be independent of the duration of the call and shall not exceed the originating undertaking's standard rate for a 5 minute call to a Geographic Number. Where the rate for calling Geographic Numbers is distance dependent, the rate shall not exceed the originating undertaking's standard rate applicable for a local call within an MNA.~~
- ~~4. The charge for calling an 1890 Shared Cost Number from within the State shall not exceed the originating undertaking's standard rate for a call of the same duration to a Geographic Number. Where the rate for calling Geographic Numbers is distance dependent, the rate shall not exceed the originating undertaking's standard rate applicable for a local call within an MNA.~~

## **4.6 Nomadic Numbers**

### ***RoU Conditions***

~~Nomadic Numbers shall have the digit structure "access code (076) + 7 digit subscriber number".~~

~~Nomadic Numbers shall be used for services where the termination point is not always associated with a particular physical address but where an E.164 Number is required for call termination or to reach a gateway between the PSTN<sup>6</sup>/ISDN<sup>7</sup>/mobile network and other networks (e.g. for VoIP services).~~

### ***GA Condition***

~~The charge for a call to a Nomadic Number from within the State shall not exceed the originating undertaking's standard rate for a call of the same duration to a Geographic Number. Where the rate for calling Geographic Numbers is distance dependent, the rate shall not exceed the originating undertaking's standard rate applicable for a national call.~~

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<sup>6</sup>Public Switched Telephone Network

<sup>7</sup>Integrated Services Digital Network

## 4.5 Mobile Numbers

### ***RoU Conditions***

1. Mobile Numbers shall have the digit structure “mobile network access code (08X) + 7-digit subscriber number”, where X is a number from 3 to 9 incl.
2. The corresponding 8-digit Mobile Mailbox Number shall be created by placing the digit ‘5’ in front of the 7-digit subscriber number.
3. Mobile numbers may be used for TETRA<sup>8</sup> services.

## 4.6 Premium Rate Service Numbers

### ***RoU Conditions***

1. Premium Rate Service (PRS) Numbers shall have the digit structure “access code (15XX) + 6-digit subscriber number” where the value of “XX” indicates the specific PRS number range (see Table 1 below).
2. PRS Numbers shall only be used to provide “Premium Rate Services” in compliance with the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010, the Communications Regulation (Licensing of Premium Rate Services Regulations) 2012, and the PRS Code of Practice<sup>9</sup> and any conditions attaching to the applicable PRS licence issued by ComReg.<sup>10</sup>

### ***GA Condition***

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<sup>8</sup> TETRA is a digital trunked mobile radio standard developed to meet the needs of traditional Professional Mobile Radio (PMR) user organisations.

<sup>9</sup> ComReg Document 14/45 - Code of Practice: Premium Rate Services - published 15 May 2014, or as amended.

<sup>10</sup> The Statutory Provisions, Code of Practice and/or Conditions referred to in Condition 4.7.1 may be amended from time to time.

3. There are ten PRS number ranges for which calls are charged per minute and seven PRS number ranges for which charges for calls are fixed. The maximum retail tariffs for each PRS number range are set out in Table 1 below and the charge for a call to any PRS Number shall not exceed the applicable maximum retail tariff.

Access Code	Maximum retail tariff per minute <sup>11</sup> incl. VAT	Access Code	Maximum retail tariff per call incl. VAT
1520	Not exceeding €0.30	1512	Not exceeding €0.50
1530	Not exceeding €0.50	1513	Not exceeding €0.70
1540	Not exceeding €0.70	1514	Not exceeding €0.90
1550	Not exceeding €1.20	1515	Not exceeding €1.20
1560	Not exceeding €1.80	1516	Not exceeding €1.80
1570	Not exceeding €2.40	1517	Not exceeding €2.50
1580	Not exceeding €2.95	1518	Not exceeding €3.50
1590	Not exceeding €3.50		
1598 <sup>12</sup>	Variable price up to €3.50		
1599 <sup>13</sup>	Variable price up to €3.50		

**Table 1: Maximum retail tariffs for PRS Numbers**

## 4.3 Universal Access Numbers

### ***RoU Condition***

5. Universal Access Numbers shall have the digit structure “access code (0818) + 6-digit subscriber number”.

<sup>11</sup> Actual billing may be done on a different basis e.g. per-second billing.

<sup>12</sup> Adult services; general

<sup>13</sup> Adult services of a sexual nature

***GA Condition***

- ~~6. The charge for a call to a Universal Access Number from within the State shall not exceed the originating undertaking's standard rate for a call of the same duration to a Geographic Number. Where the rate for calling Geographic Numbers is distance dependent, the rate shall not exceed the originating undertaking's standard rate applicable for a national call.~~

**4.7 Internet Access Numbers*****RoU Conditions***

1. Internet Access Numbers shall have the digit structure "access code (189X) + 6-digit subscriber number", where X is the number 1, 2 or 3.
2. Internet Access Numbers shall only be used by internet service providers (ISPs) for the purpose of routing traffic from a PSTN or ISDN or mobile network to the point of presence of the ISP with which the number is associated.

***GA Conditions***

3. Numbers using the 1891 code shall only be used for Internet access services in which the end-user is charged at or below the standard local call rate for the end-user's time on-line, with no separate packet-based traffic charge for this. The end-user may also be charged a separate subscription fee and/or packet-based charge by the end-user's ISP.
4. Numbers using the 1892 code shall only be used for "Pay As You Go" Internet access services where the end-user is charged for the element of the service which is based on time on-line and/or packet-based traffic generated, but the Internet service is provided free of charge.
5. Numbers using the 1893 code shall only be used for providing partial or full flat-rate Internet access services where the end-user is not charged for time on-line and/or for packet-based traffic generated up to a pre-set limit (partial flat-rate) or with no limits (full flat-rate), but pays an agreed flat rate subscription fee for the Internet service.

**4.4 Bursty Traffic Numbers*****RoU Conditions***

- ~~1. Bursty Traffic Numbers shall have the digit structure “access code (076), (0818) or (1YXX) + 6-digit subscriber number (71XXXX)”, where Y is the number 5 or 8 and X is a number from 0 – 9.~~
- ~~2. Bursty Traffic Numbers shall only be used for telephone services that are likely to generate very large call volumes within short time periods, defined as more than 10 call attempts per second in a single originating telephone exchange. No number other than Bursty Traffic Numbers shall be used for this type of service.~~

## **4.8 Machine to Machine (M2M) Numbers**

### **RoU Conditions**

1. M2M Numbers shall have the digit structure “network access code (088) + 10-digit subscriber number”.
2. An M2M Number shall only be used for the provision of an M2M Service or a bundle of services in which an M2M service is a predominant component.
3. The number holder shall ensure that M2M Numbers used extraterritorially are used in compliance with consumer protection and other national rules in the country in which they are used.

# 5 Conditions for specific classes of short codes

## 5.1 Messaging and Payment Short Codes

### *RoU Conditions*

1. Messaging and Payment Short Codes shall be 5-digit codes with the structure 5XXXX, where X is a number from 0 – 9 incl.
2. Messaging and Payment Short Codes shall only be used to provide messaging, transmission of short video messages (excluding live video communications), and mobile payment services.

### *GA Conditions*

3. Messaging and Payment Short Codes shall be used in compliance with the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010, the Communications Regulation (Licensing of Premium Rate Services Regulations) 2012, and the PRS Code of Practice<sup>14</sup> and any conditions attaching to the applicable PRS licence issued by ComReg.<sup>15</sup>
4. The charging bands in Table 2 shall apply to all Messaging and Payment Short Codes:

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<sup>14</sup> ComReg Document 14/45 - Code of Practice: Premium Rate Services - published 15 May 2014

<sup>15</sup> The Statutory Provisions, Code of Practice and/or Conditions referred to in Condition 5.1.3 may be amended from time to time.

Sub-range	Category	Price Range (€)
50000 – 50998	Free text rate	Free
51000 – 51998	Standard rate	Not exceeding 0.16 (VAT inc.)
52000 – 52998	Reserved standard rate	-----
53000 – 53998	Basic premium rate	Not exceeding 0.80 (VAT inc.)
54000 – 55998	Reserved premium rate	-----
56000 – 56998	Reserved premium rate	-----
57000 – 57998	High premium rate	0.80 or above (VAT inc.)
58000 – 58998	Adult premium rate (General)	Variable price
59000 – 59998	Adult premium rate (Sexual nature)	Variable price

**Table 2: Charging bands for Messaging and Payment Short Codes**

5. The charge for any message sent using a Messaging and Payment Short Code may be applied to the entire mobile originated (MO) leg or to the entire mobile terminated (MT) leg of the message transaction sequence between the end-user and the service provider, or the charge may be shared between both legs. However, irrespective of whether the charge is applied to just one leg or split between both legs, the total charge for a single message exchange shall not exceed the maximum permitted charge set out in the table above.
6. The MO leg and MT leg of any message transaction sequence shall be completed on the same Messaging and Payment Short Code sub-range.
7. Where an MO message triggers a series of MT response messages over a period of time, the charge for each MT response message shall not exceed the maximum charge for that category of Messaging and Payment Short Code.

## 5.2 Directory Enquiry Access Short Codes

### *RoU Conditions*

1. Directory Enquiry Access Short Codes shall be 5-digit codes with the structure 118XX, where X is a number from 0 – 9 incl.

2. Directory Enquiry Access Codes shall only be used to provide voice and text directory enquiry services and support services shall be limited to call completion and/or the sending of a requested telephone number by text message.

## 5.3 Customer Support Short Codes

### ***RoU Conditions***

1. Customer Support Short Codes shall be 4-digit codes with the structure 19XX, where X is a number from 0 – 9 incl.
2. Customer Support Short Codes shall only be used by network operators to provide non-commercial support services to on-network customers and shall not be used to provide customers with access to sales departments or to sell, advertise, market or otherwise promote any commercial service or product. Unsolicited sales enquiries from on-network customers may be transferred to the appropriate person or department.

### ***GA Conditions***

3. A call to a Customer Support Short Code shall be free of charge to the caller regardless of the network from which the call originates.

## 5.4 Network-Use Short Codes

### ***RoU Conditions***

1. Network-Use Short Codes (NUSCs) shall be 3-digit codes with the structure 171, 172, 173, or 199 and 4-digit codes with the structure 174X, where X is a number from 0 – 9 incl.

### ***GA Conditions***

2. An NUSC shall be specific to one network and may not normally provide for interconnection between networks and shall not be accessible from other networks. Network operators may therefore independently decide how to use their particular NUSCs, though they are encouraged to harmonise their use.
3. A network operator shall notify ComReg of any new service which it will provide using an NUSC, at least 14 days prior to commencement of provision of the new service.



4. The charge for a call from a Geographic Number or ~~Nomadic Number~~ 076 Standard Rate Number to an NUSC shall not exceed the originating undertaking's published tariff for a local call to a Geographic Number, on the same network.
5. The charge for a call from a Mobile Number to an NUSC shall not exceed the originating undertaking's published tariff for a call from one Mobile Number to another, on the same network.
6. An NUSC shall not be extended by adding digits unless ComReg has given its prior consent which must be applied for in writing, setting out the nature and purpose of the proposed extension. ComReg fully reserves the right to make such decision as it sees fit in respect of any such application.

## 5.5 Harmonised Codes of Social Value

### ***RoU Conditions***

1. Harmonised Codes of Social Value shall be 6-digit codes with the structure 116XXX, where X is a number from 0 – 9 incl.
2. Harmonised Codes of Social Value shall be used only to provide harmonised services of social value as defined in Decision 2007/116/EC<sup>16</sup> and shall be subject to the conditions of use set out therein.

### ***GA Conditions***

3. A caller shall not be charged for a call to a Harmonised Code of Social Value.

## 5.6 International and National Signalling Point Codes

### ***RoU Conditions***

1. International Signalling Point Codes (ISPCs) and National Signalling Point Codes (NSPCs) shall have the structure as set out in ITU-T Recommendation Q.708.
2. ISPCs and NSPCs shall only be used to identify signalling points for the purpose of enabling communications between signalling points.
3. A holder shall notify ComReg within one month of any significant change to information that is relevant to an ISPC or NSPC.

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<sup>16</sup> As amended by Decision 2009/884/EC

4. A holder which intends to cease using an ISPC or NSPC shall inform ComReg one month in advance of the date on which it will cease use of same.

## 5.7 Mobile Network Codes

### ***RoU Conditions***

1. Mobile Network Codes (MNCs) shall be 2-digit short codes in the range 01 – 99 incl. and their structure and use shall otherwise conform with ITU-T Recommendation E.212.
2. MNCs shall be used only to identify mobile terminals and mobile end-users.
3. An MNC shall be inserted after the Mobile Country Code (MCC) “272” as part of the International Mobile Subscriber Identity (IMSI).

## 5.8 Carrier Short Codes

### ***RoU Conditions***

1. Carrier Short Codes shall be 5-digit short codes with the structure 13CDE and shall consist of Carrier Access (“CA”) Short Codes, Carrier Select (“CS”) Short Codes, and Carrier Pre-Select (“CPS”) Short Codes.
2. Carrier Short Codes shall be used to support network-to-network-interfaces (NNIs) and to allow end-users to access their preferred electronic communications service and/or electronic communications network provider. The ‘CDE’ element of Carrier Short Codes shall be specific to the operator concerned and the digit ‘C’ shall be 0 - 8 incl. for CA or CS Short Codes and shall be 9 for CPS Short Codes. The digits ‘D’ and ‘E’ shall be a number from 0 – 9 incl.
3. CPS operator identification Short Codes that correspond to each CPS call option shall be as follows:
  - (a) Code 19800 call option: international calls
  - (b) Code 19801 call option: national calls
  - (c) Code 19822 call option: local calls
4. Holders of CA / CS/ CPS Short Codes shall:

- (a) support NNI between their networks and public switched telephone networks;
- (b) support dialling of the “112” and “999” emergency access codes; and
- (c) keep CPS operator identification codes open on their networks in order to enable end-users to identify the operator supporting their local, national and international traffic.

### ***GA Conditions***

5. CA and CS Short Codes shall be used for selecting a preferred provider on a call-by-call basis while CPS Short Codes shall be used to select a preferred provider on a permanent or semi-permanent basis. CA and CS Short Codes are thus prefixed to numbers by callers or their calling apparatus while CPS Short Codes are inserted by network operators.

## **5.9 Number Portability Routing Prefixes**

### ***RoU Conditions***

1. Number Portability Routing Prefixes (NPRPs) shall be 7-digit codes with the structure 175DXXX, where XXX is a number from 000 – 999 incl. which identifies the terminating operator’s switch and the values of D are as follows:
  - (a) “0” when the NPRP is used by a network operator within its own network;
  - (b) “1” for Non-Geographic Numbers;
  - (c) “2 to 8” for Geographic Numbers; and
  - (d) “9” for ~~Nomadic Number~~ 076 Standard Rate Numbers.
2. Number Portability Routing Prefixes for Mobile Numbers shall be 5-digit codes with the structure 176XX where X is a number from 0 – 9 incl.

### ***GA Conditions***

3. NPRPs shall be used to route calls to ported numbers but shall not be used to route calls to non-ported numbers.
4. NPRPs having the structure 1750XXX shall not be used for calls involving network interconnection.

# 6 Applying for a right of use for a number

## 6.1 General Application Criteria

1. ComReg will grant rights of use for numbers to authorised undertakings in an open, objective, transparent, non-discriminatory and proportionate manner and generally on a “first come, first served” basis though ComReg may hold open competitions before granting rights of use for newly-opened number ranges.
2. Given that numbers are a national resource which must be managed and used efficiently and that the quantity of available numbers in each class of number is finite, applicants are required to provide all requested information in order to satisfy ComReg that their applications are justified.
3. Applicants must be undertakings that are authorised in accordance with regulation 4 of the Authorisation Regulations and they must meet all other eligibility criteria relating to the particular the class of number.
4. Applicants must clearly identify any confidential or commercially sensitive information in their applications. ComReg will treat such information in accordance with its Guidelines on Treatment of Confidential Information (ComReg Document 05/24).
5. Applicants may request specific numbers or number blocks, though it may not be possible for ComReg to grant same. Please note that 1800 and 0818 numbers are assigned on an individual basis.
6. Applicants may request a reservation of numbering resources for a period of no more than three months, if they are eligible to be granted the rights of use for said number resources. Please note that there is no reservation of 1800 and 0818 numbers.
7. Applicants must be capable of complying in full with the general conditions and the specific conditions attaching to the class of number.
8. Applicants must be capable of complying in full with agreed industry processes and standards for the class of number.

9. Any undertaking which has been granted and which currently holds rights of use for Geographic Numbers in a specific MNA shall not be granted any new rights of use for Geographic Numbers in that same MNA unless ComReg is first satisfied that the undertaking is utilising, at a minimum, 65% of its currently assigned stock of Geographic Numbers for that same MNA.
10. Any undertaking which has been granted and which currently holds rights of use for Mobile Numbers shall not be granted any new rights of use for Mobile Numbers unless ComReg is first satisfied the undertaking is utilising, at a minimum, 45% of its currently assigned stock of Mobile Numbers
11. Exceptions to the above number utilisation requirements will be considered on a case by case basis.
12. ComReg will calculate number utilisation using the following formula:

$$\frac{\textit{Total numbers active and in use}}{\textit{Total numbers assigned} - (\textit{Total ported out numbers} + \textit{Total quarantined numbers})}$$

13. Following its Decision (ComReg 18/106<sup>17</sup>) to reduce the number of NGN ranges from five (1800, 1850, 1890, 0818 and 076) to two (1800 and 0818) by 31 December 2021, ComReg does not assign new rights of use for Non-Geographic Numbers in the ranges 1850, 1890, and 076 to any undertaking;

#### 14. Application Process

- (a) Applications for 1800 and 0818 numbers must be submitted through the FNP system and must be based on valid end user orders / requests.
- (b) Applications for numbers other than 1800 and 0818 must comply with the following:
  - i. Applicants must complete and sign a copy of the application form in Appendix 1, attaching a completed copy of any relevant form from Appendix 2 – 7 for the class of number being requested. For applications for Geographic or Mobile Numbers, the form in Appendix 4 or Appendix 5 must be completed with respect to Geographic or Mobile Numbers already granted to the applicant.

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<sup>17</sup> Review of Non Geographic Numbers, Response to Consultation 18/65 and Decision. Part IV of Annex 1 deals with the “Effective Date” of the Decision Instrument.

- ii. A completed application form must be sent to:

Numbering  
Commission for Communications Regulation  
One Dockland Central, Guild Street,  
Dublin 1, D01 E4X0,  
Ireland.
- iii. A copy of the completed application form must also be emailed to numapps@comreg.ie.
15. ComReg reserves the right to request additional information for any application received. Applicants shall be informed if their application is incomplete and shall not be further processed until all outstanding information has been provided.
16. There is currently no fee for the granting of rights of use for numbers. ComReg however reserves the right to review its position and introduce a fee in the future, in accordance with regulation 19 of the Authorisation Regulations.

## 6.2 Eligibility Criteria

1. Applicants for rights of use for Geographic Numbers and Non-Geographic Numbers must provide evidence of having a valid interconnect agreement with another undertaking.
2. ~~Rights of use for Mobile Numbers and MNCs shall only be granted to MNOs and MVNOs.~~ Rights of use for Mobile Numbers and MNCs shall only be granted to MNOs and MVNOs, and to OTT Service Providers, provided the OTT Service Provider qualifies as an ECS, and the OTT Service Provider has a contract with an Irish MNO to access its network. A right of use for one MNC shall be granted upon first application and the basis for any request for an additional right of use for an MNC must be fully set out.
3. Rights of use for Directory Enquiry Access Short Codes shall only be granted to providers of directory enquiry services.
4. Rights of use for NUSCs shall only be granted to network operators for the purpose of providing services to their customers relating to the performance and user-friendliness of their networks.

5. Rights of use for ISPCs shall only be granted to undertakings when the requested signalling point has, or is soon expected to have, at least one message transfer point (MTP) signalling relationship with other signalling points having ISPCs in the international signalling network.
6. Rights of use for Harmonised Codes of Social Value are reserved for the provision of harmonised services of social value as defined in Decision 2007/116/EC, as amended by Decision 2009/884/EC. They may be directly granted to the provider of the harmonised service of social value, since the conditions of use in Decision 2007/116/EC apply directly to that provider.
7. Rights of use for M2M numbers shall be granted to MNOs, MVNOs and only to M2M Service Providers that can both justify the requirement and can manage the resources. A right of use for one MNC shall be granted upon first application and the basis for any request for an additional right of use for an MNC must be fully set out.

### 6.3 First Time Applications

1. A first time applicant for rights of use for any class or type of number must provide:
  - (a) A written description of the planned services to include the date on which provision of the services will commence and an outline of projected growth;
  - (b) Evidence of existing customer base, or a base of potential customers who have expressed interest in the services, for each type of number/code and/or geographic area in which numbers are sought;
  - (c) Evidence of having a valid interconnect agreement with another undertaking;
  - (d) Evidence of technical capability to provide the service. If key service infrastructural elements are not provided directly by the applicant, an explanation is required of the functional and contractual relationship to the actual provider; and
  - (e) Evidence of being authorised as a provider of an electronic communications network or service in accordance with regulation 4 of the Authorisation Regulations (S.I. No 335 of 2011, as amended).



## 6.4 Timeline for processing applications

1. ComReg will make a decision in respect of any complete and valid application within 3 weeks of the date of receipt of the completed application. ComReg will consider an application to be complete and valid once the applicant has provided all standard information and any additional information which ComReg considers relevant and which it may request. In the case of applications for 0818 and 1800 numbers, the automatic assignment functions of the FNP system will enable a shorter turnaround to number assignment compared with the paper based process.

## 6.5 Granting rights of use for certain classes of numbers

1. Only one right of use for a Customer Support Short Code shall be granted to a network operator.
2. A maximum of forty Messaging and Payment Short Codes shall be granted to a single holder. An application for rights of use for additional Messaging and Payment Short Codes must be fully set out.
3. A right of use for one CA Short Code (for use with a two-stage access approach), one CS Short Code (for direct single-stage access) and one CPS Short Code will be granted to any one undertaking, upon first application. An application for a right of use of an additional CA / CS / CPS Short Code must be fully set out.
4. Rights of use for NPRPs will be granted in the following manner:
  - (a) a maximum of one Non-Geographic Number Portability Routing Prefix (NGNPRP) per undertaking upon first application, while applications for additional NGNPRPs must be fully set out;
  - (b) a block of 100 Geographic Number Portability Routing Prefixes (GNPRP) per undertaking upon first application, while applications for additional GNPRPs must be fully set out; and
  - (c) one Mobile Number Portability Routing Prefix per undertaking upon first application, while applications for additional MNPRPs must be fully set out.
5. In respect of any application for an additional right of use for a Carrier Short Code or NPRP, ComReg fully reserves the right to make such decision as it sees fit.



## 6.6 Refusal of an Application

1. ComReg may refuse to grant a right of use for any number or code on grounds which may include any of the following:
  - (a) that the applicant is not an authorised undertaking or does not otherwise meet the eligibility criteria to be granted rights of use for numbers;
  - (b) that the applicant has failed, or is failing, to comply with a statutory obligation or a condition attaching to an existing right of use for a number held by the applicant, or with a condition of the General Authorisation, or with a condition of a relevant licence granted under the Act of 1926 or the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010, the Communications Regulation (Licensing of Premium Rate Services Regulations) 2012, the PRS Code of Practice and any conditions attaching to the applicable PRS licence issued by ComReg<sup>18</sup>;
  - (c) that the applicant has not used or not used to a sufficient extent an existing number for which it holds the right of use;
  - (d) that the requested numbers are unavailable;
  - (e) that the applicant would not activate the requested numbers within 12 months of the right of use for that number being first granted; or
  - (f) that granting the right of use for numbers would not be in accordance with ComReg's objectives.
  - (g) In the case of 0818 and 1800 numbers, the customer details have not been provided by the applicant.

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<sup>18</sup> The Statutory Provisions, Code of Practice and/or Conditions referred to may be amended from time to time.

## 7 Transferring rights of use for numbers

1. The Authorisation Regulations 2011 provides that ComReg may grant a right of use for any class or description of number to any undertaking, as ComReg considers appropriate, and that ComReg shall specify whether such a right may be transferred by the holder and under what conditions<sup>19</sup>. The conditions attached to transferred rights of use for numbers will apply to the undertaking in receipt of same, who must be authorised and otherwise eligible to hold the class of numbers being transferred.
2. The classes of numbers which may not be transferred, and the conditions under which transfers may take place, are specified above in Section 3.2.
3. The process set out in Appendix 8 applies only to rights of use for numbers which are being *transferred* and not to numbers which are being *ported*. Transfers occur when two undertakings agree that Undertaking *A* will transfer rights of use for numbers to Undertaking *B* and such transfers usually occur in bulk – i.e. several hundred or several thousand numbers are transferred at the same time.
4. The process set out herein is not an alternative to the existing industry agreed process for porting numbers (pursuant to regulation 25 of the Universal Service Regulations<sup>20</sup>). The industry agreed process for porting numbers is to be used (in compliance with all regulatory requirements for facilitating change of service provider) where a subscriber changes service provider and, in doing so, chooses to retain its number.
5. Undertakings that have previously transferred rights of use for numbers to other undertakings, without notifying ComReg, should now complete the notification process set out below. Until such transfers have been notified, the *original* holder of any such right of use, as recorded by ComReg in its numbering assignments database, shall be responsible for complying with all conditions attached to that right of use. ComReg will update its database to reflect all transfers that are notified to it.

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<sup>19</sup> Regulation 13(1) and 13(6) of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011 (S.I. 335/2011)

<sup>20</sup> European Communities (Electronic Communications Networks and Services) (Universal Service and Users Rights) Regulations 2011 (S.I. 337/2011)

# Appendix: 1 Application Form

Name of Applicant:	
Registered Trading name (If Applicable):	
Company Registration Number (If Ltd Company):	
Telephone No.:	Email:
Business Address:	
Name of Contact:	Telephone No.:
	Email:
Number or code requested, if not included in a separate Appendix:	
Date by which Service will be operational:	
Forecast of expected utilisation of all requested numbers, including planned in-service dates:	

**Declaration:**

I am authorised to make this declaration on behalf of \_\_\_\_\_, hereinafter referred to as “**the Applicant**” for the purpose of the Applicant making this application for rights of use for numbers to the Commission for Communications Regulation pursuant to regulation 13 of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations, 2011 (S.I. No 335 of 2011):

I hereby declare the following:

- (i). that the information contained in this application is, to the best of my knowledge, accurate and complete and that the Applicant shall immediately inform ComReg of any change to any information provided as part of this application;
- (ii). that the Applicant is aware of its obligation to comply in full with all relevant statutory provisions in respect of the rights of use for numbers being applied for, together with all conditions attaching to same as set out in the *Numbering Conditions of Use and Application Process* (ComReg Document 15/136R1, as amended), and the Applicant is aware that failure to comply in full with any statutory provision and/or condition may result in the suspension or withdrawal of any or all rights of use for numbers granted to the Applicant; and
- (iii). that the Applicant is currently an authorised undertaking, operating in accordance with regulation 4 of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011 (S.I. No 335 of 2011.)

*Signature:* \_\_\_\_\_

*Name in Block Letters:* \_\_\_\_\_

*Date:* \_\_\_\_\_

## Appendix: 2 Geographic Numbers

NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
1	Dublin Central	7		
1	Dublin North	7		
1	Dublin South	7		
21	Cork	7		
21	Coachford	7		
21	Kinsale	7		
22	Mallow	5		
23	Bandon	7		
24	Youghal	5		
25	Fermoy	5		
26	Macroom	5		
27	Bantry	5		
28	Skibbereen	5		
29	Kanturk	5		
402	Arklow	5		
404	Wicklow	5		
41	Drogheda	7		
41	Ardee	7		

<sup>21</sup> Number blocks of 100 are only granted in geographical areas which at risk of exhaustion.

NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
42	Dundalk	7		
42	Carrickmacross	7		
42	Castleblaney	7		
43	Longford	7		
43	Granard	7		
44	Mullingar	7		
44	Castlepollard	7		
44	Tyrellspass	7		
45	Naas	6		
45	Kildare	6		
45	Curragh	6		
46	Enfield	7		
46	Edenderry	7		
46	Navan	7		
46	Kells	7		
46	Trim	7		
47	Monaghan	5		
47	Clones	5		
49	Cavan	7		
49	Cootehill	7		
49	Oldcastle	7		

NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
49	Belturbet	7		
504	Thurles	5		
505	Roscrea	5		
51	Waterford	6		
51	Carrick-on-Suir	6		
51	New Ross	6		
51	Kilmacthomas	6		
52	Clonmel	7		
52	Cahir	7		
52	Killenaule	7		
53	Wexford	7		
53	Enniscorthy	7		
53	Ferns	7		
53	Gorey	7		
56	Kilkenny	7		
56	Castlecomer	7		
56	Freshford	7		
57	Portlaoise	7		
57	Abbeyleix	7		
57	Tullamore	7		
57	Birr	7		

NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
58	Dungarvan	5		
59	Carlow	7		
59	Muine Bheag	7		
59	Athy	7		
59	Baltinglass	7		
61	Limerick	6		
61	Scariff	6		
62	Tipperary	5		
62	Cashel	5		
63	Rathluirc	5		
64	Killarney	7		
64	Rathmore	7		
65	Ennis	7		
65	Ennistymon	7		
65	Kilrush	7		
66	Traleee	7		
66	Dingle	7		
66	Killorglin	7		
66	Cahirciveen	7		
67	Nenagh	5		
68	Listowel	5		



NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
69	Newcastle West	5		
71	Sligo	7		
71	Manorhamilton	7		
71	Carrick-on-Shannon	7		
74	Donegal	7		
74	Letterkenny	7		
74	Dungloe	7		
74	Buncrana	7		
90	Portumna	7		
90	Athlone	7		
90	Roscommon	7		
90	Ballinasloe	7		
91	Galway	6		
91	Gort	6		
91	Loughrea	6		
93	Tuam	5		
94	Ballinrobe	7		
94	Castlebar	7		
94	Castlerea	7		
94	Claremorris	7		

NDC	Numbering Area	Subscriber Number Length	Quantity of Number Blocks Required	
			100 Numbers per block <sup>21</sup>	1000 Numbers per block
95	Clifden	5		
96	Ballina	5		
97	Belmullet	5		
98	Westport	5		
99	Kilronan	5		

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## Appendix: 3 Non-Geographic Numbers

Access Code	Service Type	Subscriber Number Length	Quantity of Number blocks Required (1000 Numbers per block)	
076	<u>NomadicStandard Rate</u>	7	<u>As per decision D15/18, from 1 December 2019 no new rights of use for 076 numbers shall be granted to any undertaking.</u>	<u>Delete this column</u>
0818	<u>Universal AccessStandard Rate</u>	6	<u>Individual 0818 Number Applications to be made through the FNP system provided by PortingXS</u>	
1512	PRS – per Call	6		
1513	PRS – per Call	6		
1514	PRS – per Call	6		
1515	PRS – per Call	6		
1516	PRS – per Call	6		
1517	PRS – per Call	6		
1518	PRS – per Call	6		
1520	PRS – per min	6		
1530	PRS – per min	6		
1540	PRS – per min	6		
1550	PRS – per min	6		
1560	PRS – per min	6		
1570	PRS – per min	6		
1580	PRS – per min	6		
1590	PRS – per min	6		
1598	PRS (Adult – General) – per min	6		
1599	PRS (Adult – Sexual) – per min	6		

Access Code	Service Type	Subscriber Number Length	Quantity of Number blocks Required (1000 Numbers per block)	
1800	Freephone	6	<u>Individual 1800 Number Applications to be made through the FNP system provided by PortingXS</u>	
1850	<del>Shared Cost – Fixed Standard Rate</del>	6	<u>As per decision D15/18, from 1 December 2019 no new rights of use for 1850 numbers shall be granted to any undertaking.</u>	
1890	<del>Shared Cost – Timed Standard Rate</del>	6	<u>As per decision D15/18, from 1 December 2019 no new rights of use for 1890 numbers shall be granted to any undertaking.</u>	

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# Appendix: 4 Geographic Numbers held by the Applicant

Number range	Total	Active and in use	Ported (out of block)	Ported In	Service/Test	Quarantined	Free to Assign

# Appendix: 5 Mobile Numbers held by the Applicant

Number range	Active and in use		Ported (out of block)	Service/Test		Quarantine		In Channel		Free to Assign	Total
	Post-Paid	Pre-Paid		Post-Paid	Pre-Paid	Post-Paid	Prepaid	Post Paid	Pre Paid		

# Appendix: 6 International Signalling Point Codes

A 6.1 Please provide the following information<sup>22</sup> in respect of your application for an international signalling point code. A separate form should be completed in respect of each separate signalling entity for which an ISPC is required:

- Nature of use in the network (tick the box for one or more functions):

<input type="checkbox"/>	STP – Signalling Transfer Point;
<input type="checkbox"/>	SEP – Signalling End Point (SP without STP function);
<input type="checkbox"/>	SCCP relay – Signalling Connection Control Part;
<input type="checkbox"/>	ISC – International Switching Centre;
<input type="checkbox"/>	GMSC – Gateway Mobile Switching Centre;
<input type="checkbox"/>	LR – Location Register;
<input type="checkbox"/>	OMC – Operation and Maintenance Centre;
<input type="checkbox"/>	SCP – Service control Part;
<input type="checkbox"/>	SSP – Service Switching Part;

- Signalling Point Manufacturer/Type:

- Name of the Signalling Point (as used by the applicant):

- Physical Address of Signalling Point<sup>23</sup>:

- Date “in-service” of the Signalling Point (month/year):

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<sup>22</sup> Apart from national and EU legislation, ComReg is required to seek the information listed above in accordance with ITU-T Recommendations Q.704 & Q.708.

<sup>23</sup> Must be a unique location address, sufficient to distinguish it from all others.

- Identify at least one planned signalling relationship:
  - Name and address of Distant Signalling Point Operator;

- Location of Distant Signalling Point Operator;

- ISPC of Distant Signalling Point;

- If (an) existing ISPC(s) is/are already granted to this Signalling Point, please give full information on why a new ISPC is needed:

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# Appendix: 7 National Signalling Point Codes

A 7.1 Please provide the following information in respect of your application for a national signalling point code. A separate form should be completed in respect of each separate signalling entity for which an NSPC is required:

A 7.2 Where an internal-only signalling point is to become externally connected at any stage, it is required that a formal application is made for a NSPC.

- Name of the Signalling Point (as used by the applicant):

- Nature of Use in the Network (tick the box for one or more functions):

<input type="checkbox"/>	STP – Signalling Transfer Point;
<input type="checkbox"/>	SEP – Signalling End Point (SP without STP function);
<input type="checkbox"/>	SCCP relay – Signalling Connection Control Part;
<input type="checkbox"/>	ISC – International Switching Centre;
<input type="checkbox"/>	GMSC – Gateway Mobile Switching Centre;
<input type="checkbox"/>	LR – Location Register;
<input type="checkbox"/>	OMC – Operation and Maintenance Centre;
<input type="checkbox"/>	SCP – Service control Part;
<input type="checkbox"/>	SSP – Service Switching Part;

- Physical Address of Signalling Point:

- Date “in-service” of the Signalling Point (month/year):

## Appendix: 8 Transferring rights of use for numbers

A 8.1 The following process applies to proposed transfers of rights of use for numbers:

- a. All proposed transfers of rights of use for numbers must be notified to ComReg for prior approval by completing, signing and submitting the forms below -
  - (i). The transferor must complete, sign and submit the Notification by Transferor form below.
  - (ii). The transferee must complete, sign and submit the Notification by Transferee form below.
  - (iii). Both forms must be sent together to:

Numbering,  
Commission for Communications Regulation  
One Dockland Central, Guild Street,  
Dublin 1, D01 E4X0,  
Ireland.

Or alternatively be emailed to: [numapps@comreg.ie](mailto:numapps@comreg.ie)
- b. All transferees must be authorised under regulation 4 of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011<sup>24</sup> and must be eligible to hold the relevant rights of use for numbers pursuant to the criteria set out in the *Numbering Conditions of Use and Applications Process*.
- c. ComReg will decide whether to approve any proposed transfer within 3 weeks from the date of receipt of the notification.
- d. ComReg will consider an application for the transfer of rights of use for numbers to be complete and valid once all standard information and any additional information, which ComReg considers relevant and which it may request, has been provided.

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<sup>24</sup> S.I. 335/2011

## Notification by Transferor

Name:	
Registered trading name (if applicable):	
Telephone No.:	Email:
Business Address:	
Name of Contact:	Telephone No.:
	Email:
Number(s) to be transferred:	

### Declaration:

I am authorised by \_\_\_\_\_ (“the Transferor”) to hereby notify the Commission for Communications Regulation pursuant to regulation 13 of the *European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011* (S.I. 335/2011) for the purpose seeking the approval of the Commission to the transfer, from the Transferor to \_\_\_\_\_ (“the Transferee”) of the rights of use for number(s) as specified in this notification.

I declare that the information in this notification is, to the best of my knowledge, accurate and complete and that the Transferor shall immediately inform ComReg of any change to any information provided as part of this application.

Signature: \_\_\_\_\_

Name in Block Letters: \_\_\_\_\_

Date: \_\_\_\_\_

## Notification by Transferee

Name:	
Registered trading name (if applicable):	
Telephone No.:	Email:
Business Address:	
Name of Contact:	Telephone No.:
	Email:
Provide a forecast of the Transferee's expected use of the classes of numbers which it seeks to obtain, including planned in-service dates:	

### Declaration:

I am authorised by \_\_\_\_\_ (“the Transferee”) to hereby notify the Commission for Communications Regulation pursuant to regulation 13 of the *European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011* (S.I. 335/2011) for the purpose seeking the approval of the Commission to the transfer, from \_\_\_\_\_ (“the Transferor”) to the Transferee of the rights of use for number(s) as specified in this notification.

I hereby declare the following:

- (i). that the information contained in this application is, to the best of my knowledge, accurate and complete and that the Transferee shall immediately inform ComReg of any change to any information provided as part of this application;
- (ii). that the Transferee is aware that it must comply with all statutory provisions affecting the rights of use for numbers which it seeks to obtain and with all conditions attaching to such rights of use (as set out in the *Numbering Conditions of Use and Application Process* - Doc 15/136R1/136R2, as amended) and that

failure to comply may result in appropriate enforcement action which may include the suspension or withdrawal of such rights of use; and

- (iii). that the Transferee is an authorised undertaking operating in accordance with regulation 4 of the *European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011* (S.I. 335 / 2011)

Signature: \_\_\_\_\_

Name in Block Letters: \_\_\_\_\_

Date: \_\_\_\_\_

DRAFT

## Appendix: 9 Classes of Numbers

A 9.1 The classes of numbers contained within the National Numbering Scheme, which may be used on public electronic communications networks in Ireland to establish and route calls, are listed below in Tables 3 and 4.

A 9.2 Table 3 sets out the access/area codes for the classes of Geographic and Non-Geographic Numbers currently used in the National Numbering Scheme. It also sets out their designation, subscriber number length and any additional notes or Information.

A 9.3 Table 4 sets out the classes of Short Codes currently used in the National Numbering Scheme, their designation and any additional notes or Information.

A 9.4 The National Numbering Scheme also includes the boundaries of the geographic areas, known as minimum numbering areas (MNAs), associated with the area codes for the class of numbers designated as 'geographic numbers'. Maps setting out these boundaries can be viewed on ComReg's website<sup>25</sup>. Operators can request, from ComReg, more detailed maps of the MNAs.

A 9.5 Detailed information about the other elements of the National Numbering Scheme is available on the ComReg website at <http://www.comreg.ie>.

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<sup>25</sup> <https://www.comreg.ie/industry/licensing/numbering/area-code-maps-2/>

<b>Access/Area Code</b>	<b>Designation</b>	<b>Subscriber No. Length</b>	<b>Minimum numbering area (MNA) / Notes</b>
01	Geographic	7	Dublin Central, Dublin North and Dublin South
020	Drama	7	Reserved for Drama purposes
021	Geographic	7	Cork, Coachford, and Kinsale
022	Geographic	5	Mallow
023	Geographic	7	Bandon
024	Geographic	5	Youghal
025	Geographic	5	Fermoy
026	Geographic	5	Macroom
027	Geographic	5	Bantry
028	Geographic	5	Skibbereen
029	Geographic	5	Kanturk
0402	Geographic	5	Arklow
0404	Geographic	5	Wicklow
041	Geographic	7	Drogheda, Ardee
042	Geographic	7	Dundalk, Carrickmacross, Castleblaney
043	Geographic	7	Longford, Granard
044	Geographic	7	Mullingar, Castlepollard, Tyrellspass
045	Geographic	6	Naas, Kildare, The Curragh
046	Geographic	7	Navan, Kells, Trim, Enfield, Edenderry
047	Geographic	5	Monaghan, Clones
048	NI access code	UK defined	Northern Ireland
049	Geographic	7	Cavan, Cootehill, Oldcastle, Belturbet

<b>Access/Area Code</b>	<b>Designation</b>	<b>Subscriber No. Length</b>	<b>Minimum numbering area (MNA) / Notes</b>
0504	Geographic	5	Thurles
0505	Geographic	5	Roscrea
051	Geographic	6	Waterford, Carrick-on-Suir, New Ross, Kilmacthomas
052	Geographic	7	Clonmel, Cahir, Killenaule
053	Geographic	7	Wexford, Enniscorthy, Ferns, Gorey
056	Geographic	7	Kilkenny, Castlecomer, Freshford
057	Geographic	7	Portlaoise, Abbeyleix, Tullamore, Birr
058	Geographic	5	Dungarvan
059	Geographic	7	Carlow, Muine Bheag, Athy, Baltinglass
061	Geographic	6	Limerick, Scarriff
062	Geographic	5	Tipperary, Cashel
063	Geographic	5	Rathluirc
064	Geographic	7	Killarney, Rathmore
065	Geographic	7	Ennis, Ennistymon, Kilrush
066	Geographic	7	Tralee, Dingle, Killorglin, Cahirciveen
067	Geographic	5	Nenagh
068	Geographic	5	Listowel
069	Geographic	5	Newcastle West
071	Geographic	7	Sligo, Manorhamilton, Carrick-on-Shannon
074	Geographic	7	Letterkenny, Donegal, Dungloe, Buncrana



Access/Area Code	Designation	Subscriber No. Length	Minimum numbering area (MNA) / Notes
076	<u>Nomadic Standard Rate</u>	7	<u>As per decision D15/18, ComReg will withdraw the rights of use of 076 numbers from all undertakings, to whom such rights of use were granted, at midnight on 31 December 2021</u>
0818	<u>Universal Access Service Standard Rate</u>	6	
083	Mobile	7 & 8	Customer subscriber numbers are 7 digits and mailbox numbers are 8 digits
085	Mobile	7 & 8	Customer subscriber numbers are 7 digits and mailbox numbers are 8 digits
086	Mobile	7 & 8	Customer subscriber numbers are 7 digits and mailbox numbers are 8 digits
087	Mobile	7 & 8	Customer subscriber numbers are 7 digits and mailbox numbers are 8 digits
<u>088</u>	<u>M2M</u>	<u>10</u>	<u>Maximum permissible E.164 number length of 15 digits (including +353 international access code)</u>
089	Mobile	7 & 8	Customer subscriber numbers are 7 digits and mailbox numbers are 8 digits
090	Geographic	7	Athlone, Roscommon, Ballinasloe, Portumna
091	Geographic	6	Galway, Loughrea, Gort
093	Geographic	5	Tuam
094	Geographic	7	Ballinrobe, Castlebar, Claremorris, Castlereagh

<b>Access/Area Code</b>	<b>Designation</b>	<b>Subscriber No. Length</b>	<b>Minimum numbering area (MNA) / Notes</b>
095	Geographic	5	Clifden
096	Geographic	5	Ballina
097	Geographic	5	Belmullet
098	Geographic	5	Westport
099	Geographic	5	Kilronan
1512	Premium Rate (Per-call Charged services)	6	
1513	Premium Rate (Per-call Charged services)	6	
1514	Premium Rate (Per-call Charged services)	6	
1515	Premium Rate (Per-call Charged services)	6	
1516	Premium Rate (Per-call Charged services)	6	
1517	Premium Rate (Per-call Charged services)	6	
1518	Premium Rate (Per-call Charged services)	6	
1520	Premium Rate (Per-minute charged services)	6	
1530	Premium Rate (Per-minute charged services)		

Access/Area Code	Designation	Subscriber No. Length	Minimum numbering area (MNA) / Notes
1540	Premium Rate (Per-minute charged services)	6	
1550	Premium Rate (Per-minute charged services)	6	
1560	Premium Rate (Per-minute charged services)	6	
1570	Premium Rate (Per-minute charged services)	6	
1580	Premium Rate (Per-minute charged services)	6	
1590	Premium Rate (Per-minute charged services)	6	
1598	Premium Rate (Adult, general nature, variable price services)	6	
1599	Premium Rate (Adult, sexual nature, variable price services)	6	
1800	Freephone	6	
1850	<del>Shared Cost Services – Fixed Cost Calls – Standard Rate</del>	6	<u>As per decision D15/18, ComReg will withdraw the rights of use of 1850 numbers from all undertakings, to whom such rights of use were granted, at midnight on 31 December 2021</u>

Access/Area Code	Designation	Subscriber No. Length	Minimum numbering area (MNA) / Notes
1890	<del>Shared Cost Services - Timed Calls - Standard Rate</del>	6	<u>As per decision D15/18, ComReg will withdraw the rights of use of 1890 numbers from all undertakings, to whom such rights of use were granted, at midnight on 31 December 2021</u>
1891	Internet Dial-up - Local Rate Point of Presence	6	
1892	Internet Dial-up - Pay-As-You-Go Point of Presence	6	
1893	Internet Dial-up - Partial/Full Flat Rate Point of Presence	6	

**Table 3: Classes of Geographic and Non-Geographic Numbers**

Code	Designation	Notes
112	Emergency Services	
116000	Harmonised Code of Social Value	Hotline for missing children
116006	Harmonised Code of Social Value	Helpline for Victims of Crime
116111	Harmonised Code of Social Value	Child helpline
116117	Harmonised Code of Social Value	Non-emergency medical on-call services
116123	Harmonised Code of Social Value	Emotional Support Helpline

<b>Code</b>	<b>Designation</b>	<b>Notes</b>
118XX	Directory Enquiries	XX = 00 to 99
1191	Talking clock	
13XXY	Carrier Access and Carrier Selection	XX = 00 - 89 and Y = 1 to 9
139XX	Carrier Pre-Selection Services,	XX = 00 - 99
141	Calling Line Identification Restrict (CLIR)	
142	Calling Line Identification Present (CLIP)	
1471	Network Use	Internal
171	Network Use	Voicemail (Fixed and mobile)
172	Network Use	Internal
173	Network Use	Internal
174X	Network Use	Internal), X = 0 to 9
1750XXX	Number Portability Routing Prefix – Intra-network	XXX = 000 to 999
1751	Number Portability Routing Prefix – Non-Geographic	XXX = 000 to 999
175XXXX	Number Portability Routing Prefix – Geographic	X = 2 to 9 and XXX = 000 to 999
1759XXX	Number Portability Routing Prefix – Nomadic	XXX = 000 to 999

Code	Designation	Notes
176XX	Number Portability Routing Prefix – Mobile	XX = 00 to 99
1808	Eircom Charge card and VPN	
19XX	Customer Support	XX = 00 to 79
198	CPS operator identification facility.	
199	Network Engineering Tests	
50XXX	Messaging and Payment – Free Rate	XXX = 000 to 998
51XXX	Messaging and Payment – Standard Rate	XXX = 000 to 998
53XXX	Messaging and Payment – Basic Premium Rate	XXX = 000 to 998
57XXX	Messaging and Payment – High Premium Rate	XXX = 000 to 998
58XXX	Messaging and Payment – Adult premium rate (General)	XXX = 000 to 998
59XXX	Messaging and Payment – Adult	XXX = 000 to 998
999	Emergency Services	

**Table 4: Classes of Short Codes**

## Appendix: 10 Number management – legal framework and statutory objectives

A 10.1 ComReg's functions, objectives, duties and powers in relation to management of the national numbering resource are set out in the Communications Regulation Acts 2002-2017 ("2002 Act") and in the Common Regulatory Framework (including the Framework Directive 2002/21/EC and the Authorisation Directive 2002/20/EC, as amended and transposed into Irish law by the corresponding Framework Regulations and Authorisation Regulations).

A 10.2 This section is intended as a general guide to ComReg's role in the area of number management and not as a definitive or exhaustive legal exposition of that role. Further, this section restricts itself to consideration of those powers, functions, duties and objectives of ComReg that appear most relevant to the creation and imposition of numbering conditions and it generally excludes those that are not considered relevant to this issue.

A 10.3 ComReg's overarching function to manage the national numbering resource must be exercised having regard to ComReg's objectives as set out in Section 12 of the 2002 Act and Regulation 16 of the Framework Regulations, and in accordance with any applicable ministerial Policy Directions issued under Section 13 of the 2002 Act.

A 10.4 ComReg's primary objectives in carrying out its statutory functions in the context of electronic communications are to:

- promote competition;
- contribute to the development of the internal market;
- promote the interests of users within the Community;
- ensure the efficient management and use of the radio frequency spectrum and national numbering resource in accordance with any ministerial directions issued under Section 13 of the 2002 Act; and

- unless otherwise provided for in Regulation 17 of the Framework Regulations, take the utmost account of the desirability of technological neutrality in complying with the requirements of the Specific Regulations in particular those designed to ensure effective competition

## Promotion of competition

A 10.5 Section 12(2)(a) of the 2002 Act requires ComReg to take all reasonable measures which are aimed at the promotion of competition, including:

- ensuring that users, including disabled users, derive maximum benefit in terms of choice, price and quality;
- ensuring that there is no distortion or restriction of competition in the electronic communications sector; and
- encouraging efficient use and ensuring the effective management of radio frequencies and numbering resources.

A 10.6 In so far as the promotion of competition is concerned, Regulation 16(1)(b) of the Framework Regulations also requires ComReg to:

- ensure that elderly users and users with special social needs derive maximum benefit in terms of choice, price and quality; and
- ensure that, in the transmission of content, there is no distortion or restriction of competition in the electronic communications sector.

## Contributing to the Development of the Internal Market

A 10.7 Section 12(2)(b) of the 2002 Act requires ComReg to take all reasonable measures which are aimed at contributing to the development of the internal market, including:

- removing remaining obstacles to the provision of electronic communications networks, electronic communications services and associated facilities at Community level;
- encouraging the establishment and development of trans-European networks and the interoperability of transnational services and end to-end connectivity; and



- co-operating with electronic communications national regulatory authorities in other Member States of the Community and with the Commission of the Community in a transparent manner to ensure the development of consistent regulatory practice and the consistent application of Community law in this field.

## Promotion of Interests of Users

A 10.8 Section 12(2)(c) of the 2002 Act requires ComReg, when exercising its functions in relation to the provision of electronic communications networks and services, to take all reasonable measures which are aimed at the promotion of the interests of users within the Community, including:

- ensuring that all users have access to a universal service;
- ensuring a high level of protection for consumers in their dealings with suppliers, in particular by ensuring the availability of simple and inexpensive dispute resolution procedures carried out by a body that is independent of the parties involved;
- contributing to ensuring a high level of protection of personal data and privacy;
- promoting the provision of clear information, in particular requiring transparency of tariffs and conditions for using publicly available electronic communications services;
- encouraging access to the internet at reasonable cost to users;
- addressing the needs of specific social groups, in particular disabled users; and
- ensuring that the integrity and security of public communications networks are maintained.

A 10.9 In so far as promotion of the interests of users within the EU is concerned, Regulation 16(1)(d) of the Framework Regulations also requires ComReg to:

- address the needs of specific social groups, in particular, elderly users and users with special social needs, and
- promote the ability of end-users to access and distribute information or use applications and services of their choice.

## Regulatory Principles

A 10.10 In pursuit of its objectives under Regulation 16(1) of the Framework Regulations and Section 12 of the 2002 Act, ComReg must apply objective, transparent, non-discriminatory and proportionate regulatory principles by, amongst other things:

- promoting regulatory predictability by ensuring a consistent regulatory approach over appropriate review periods;
- ensuring that, in similar circumstances, there is no discrimination in the treatment of undertakings providing electronic communications networks and services;
- safeguarding competition to the benefit of consumers and promoting, where appropriate, infrastructure-based competition;
- promoting efficient investment and innovation in new and enhanced infrastructures, including by ensuring that any access obligation takes appropriate account of the risk incurred by the investing undertakings and by permitting various cooperative arrangements between investors and parties seeking access to diversify the risk of investment, while ensuring that competition in the market and the principle of non-discrimination are preserved;
- taking due account of the variety of conditions relating to competition and consumers that exist in the various geographic areas within the State; and
- imposing ex-ante regulatory obligations only where there is no effective and sustainable competition and relaxing or lifting such obligations as soon as that condition is fulfilled.

## BEREC

A 10.11 Under Regulation 16(1)(3) of the Framework Regulations, ComReg must:

- having regard to its objectives under Section 12 of the 2002 Act and its functions under the Specific Regulations, actively support the goals of BEREC of promoting greater regulatory co-ordination and coherence; and
- take the utmost account of opinions and common positions adopted by BEREC when adopting decisions for the national market.

## Other Obligations under the 2002 Act

A 10.12 In carrying out its functions, ComReg is required amongst other things to:

- seek to ensure that any measures taken by it are proportionate having regard to the objectives set out in Section 12 of the 2002 Act;
- have regard to international developments with regard to electronic communications networks and electronic communications services, associated facilities, postal services, the radio frequency spectrum and numbering; and
- take the utmost account of the desirability that the exercise of its functions aimed at achieving its radio frequency management objectives does not result in discrimination in favour of or against particular types of technology for the provision of ECS.

## Policy Directions

A 10.13 Section 12(4) of the 2002 Act provides that, in carrying out its functions, ComReg must have appropriate regard to policy statements, published by or on behalf of the Government or a Minister of the Government and notified to the Commission, in relation to the economic and social development of the State. Section 13(1) of the 2002 Act requires ComReg to comply with any policy direction given to ComReg by the Minister for Communications, Energy and Natural Resources (“the Minister”) as he or she considers appropriate, in the interests of the proper and effective regulation of the electronic communications market and the formulation of policy applicable to such proper and effective regulation and management, to be followed by ComReg in the exercise of its functions. Section 10(1)(b) of the 2002 Act also requires ComReg, in managing the national numbering resource, to do so in accordance with a direction of the Minister under Section 13 of the 2002 Act, while Section 12(1)(b) requires ComReg to ensure the efficient management and use of the national numbering resource in accordance with a direction under Section 13.

A 10.14 The Policy Directions which are most relevant in regard to this consultation include the following:

- *Policy Direction No.4* - ComReg shall ensure that in making regulatory decisions in relation to the electronic communications market, it takes account of the state of the industry and in particular the industry’s position in the business cycle and the impact of such decisions on the sustainability of the business of undertakings affected.

- *Policy Direction No.5* - Where ComReg has discretion as to whether to impose regulatory obligations, it shall, before deciding to impose such regulatory obligations on undertakings, examine whether the objectives of such regulatory obligations would be better achieved by forbearance from imposition of such obligations and reliance instead on market forces.
- *Policy Direction No.6* - ComReg, before deciding to impose regulatory obligations on undertakings in the market for electronic communications, shall conduct a Regulatory Impact Assessment in accordance with European and International best practice and otherwise in accordance with measures that may be adopted under the Government's Better Regulation programme.
- *Policy Direction No.7* - ComReg shall ensure that, where market circumstances are equivalent, the regulatory obligations imposed on undertakings in the electronic communications market in Ireland should be equivalent to those imposed on undertakings in equivalent positions in other Member States of the European Community.
- *General Policy Direction No.1 on Competition* - ComReg shall focus on the promotion of competition as a key objective. Where necessary, ComReg shall implement remedies which counteract or remove barriers to market entry and shall support entry by new players to the market and entry into new sectors by existing players. ComReg shall have a particular focus on:
  - market share of new entrants;
  - ensuring that the applicable margin attributable to a product at the wholesale level is sufficient to promote and sustain competition;
  - price level to the end user;
  - competition in the fixed and mobile markets;
  - the potential of alternative technology delivery platforms to support competition.

## The Common Regulatory Framework

A 10.15 There is a distinction between (a) statutory obligations relating to numbers which exist under primary or secondary legislation and (b) conditions attached to numbers which are imposed by ComReg pursuant to regulation 8 or 14 of the Authorisation Regulations.

A 10.16 The numbering conditions set out in sections 4 and 5 fall into two broad categories in that they are either “GA Conditions” or “Rights of Use Conditions”.

### ***GA Conditions***

A 10.17 Most of the numbering conditions are attached to the General Authorisation. These conditions are created and imposed pursuant to Regulation 8 and Part A of the Schedule to the Authorisation Regulations. This category of condition has universal effect in that it applies equally to all authorised undertakings or to such categories of authorised undertaking as may be specified. An authorised undertaking which uses a number, to which one or more conditions under the General Authorisation have been attached, is required to comply with those conditions.

### ***Rights of Use Conditions***

A 10.18 Some of the numbering conditions are attached to “rights of use for numbers” which ComReg has granted to individual undertakings. These conditions are created and imposed pursuant to Regulations 13 and 14 and Part C of the Schedule to the Authorisation Regulations. This category of condition does not have universal effect in that it applies only to the individual authorised undertaking which applied for and was granted the right of use to which the condition is attached. Only the individual authorised undertaking which applied for and was granted the right of use for a number is required to comply with the conditions attached to that right of use.

A 10.19 The key statutory provisions relevant to the above two categories of conditions are outlined in more detail below:

## **Regulation 20 of the Framework Regulations**

A 10.20 Regulation 20 of the Framework Regulations provides that ComReg:

- shall grant rights of use for numbers for all publicly available ECS in a manner that gives fair and equitable treatment to all undertakings and by application of procedures which are open, objective, transparent, non-discriminatory and proportionate;
- may attach conditions to rights of use for numbers, to ensure their efficient and effective management and use and to ensure that undertakings do not discriminate against one another as regards the number sequences used to give access to their respective services; and

- shall, from time to time, publish details of the “National Numbering Scheme” and that ComReg shall publish details of any significant additions or amendments to the scheme and, in so far as is practicable, support the harmonisation of specific numbers or numbering ranges within the European Union.

A 10.21 Regulation 20(4) of the Framework Regulations states that an “undertaking commits an offence if the undertaking assigns to locations, terminals, persons or functions on public communications networks numbers from the National Numbering Scheme that the regulator has not specifically allocated to the undertaking in connection with the provision of publicly available electronic communications services”.

## **GA Conditions - regulations 4 and 8 of the Authorisation Regulations**

A 10.22 Regulation 4 of the Authorisation Regulations requires that any undertaking that intends to provide an electronic communications network or service shall notify ComReg, before doing so. The notification shall be in such form as ComReg may determine and shall contain the information specified in regulation 4. Upon receipt by ComReg of such a notification, the undertaking concerned is deemed to be authorised to provide an electronic communications network or service or, as appropriate, both, subject to such conditions as may be specified by ComReg under Regulation 8.

A 10.23 Regulation 8 of the Authorisation Regulations mandates ComReg “*shall ... specify conditions to be attached to a general authorisation only as are listed in Part A of the Schedule.*” Such conditions must be non-discriminatory, proportionate and transparent.

## **RoU Conditions - regulations 13, 14 and 15 of the Authorisation Regulations**

A 10.24 Regulations 13(1) and (2) of the Authorisation Regulations together provide that ComReg may, on receipt of an application in such form as it may from time to time determine, grant a right of use for any class or description of number to any undertaking as ComReg considers appropriate and that ComReg shall establish open, objective, transparent, non-discriminatory and proportionate procedures for granting rights of use for numbers and make such procedures publicly available.

A 10.25 Regulations 13(3) and (4) of the Authorisation Regulations together provide that ComReg shall make any decision on the grant of a right to use a class or description of number as soon as possible after it has received a complete application and in the case of a number that has been allocated for a specific purpose within the National Numbering Scheme, within 3 weeks after such receipt. ComReg shall communicate its decision to the applicant as soon as is reasonably practicable and, subject to any restrictions which ComReg considers appropriate in order to protect the confidentiality of any information, ComReg shall make such a decision public as soon as is reasonably practicable, after it has informed the applicant.

A 10.26 Regulation 13(6) of the Authorisation Regulations provides that ComReg shall specify whether rights of use for numbers may be transferred by the holder and under what conditions such a transfer may take place.

A 10.27 Only “undertakings” as defined may be granted rights of use for numbers, meaning any undertaking that has made a valid notification to ComReg pursuant to regulation 4(1) of the Authorisation Regulations and is thereby deemed to be authorised to provide the electronic communications network(s) (ECN) and/or service(s) (ECS) described in the notification, subject to compliance with the General Authorisation (ComReg Doc 03/81R6).

A 10.28 Regulations 14(1)-(3) of the Authorisation Regulations together provide that ComReg shall specify conditions to be attached to rights of use for numbers though only as are listed in Part C of the Schedule to the Authorisation Regulations. Such conditions must also be non-discriminatory, proportionate and transparent while ComReg may decide that certain conditions shall not apply to certain classes or types of undertakings. In addition, a condition attaching to a right of use for a number may not also be a condition of the General Authorisation, or vice versa.

A 10.29 Regulations 14(4) and (5) of the Authorisation Regulations provide that an undertaking commits an offence if it fails to comply with a condition of its right of use for numbers. In proceedings for such an offence it is a defence to establish that (a) reasonable steps were taken to comply with the relevant condition, or (b) it was not possible to comply with the relevant condition. The specific provisions relating to prosecutions of offences, including procedures and penalties, are set out in Regulations (23) – (25) incl. of the Authorisation Regulations.

A 10.30 Conditions attaching to rights of use for numbers fall into two categories - the general conditions in Section 3 apply to all classes of numbers and the specific conditions in Section 4 apply to particular classes of numbers.

A 10.31 Regulation 15 of the Authorisation Regulations provides that ComReg may amend the rights, conditions and procedures concerning rights of use for numbers, in an objectively justified and proportionate manner. Except where such an amendment is minor in nature and agreed to, ComReg shall give notice of its intention to make any amendment and shall invite interested parties to make representation.

### ***Enforcement – compliance with GA Conditions and RoU Conditions***

A 10.32 The statutory provisions for enforcing the GA Conditions and the RoU Conditions are the same.

A 10.33 Regulation 16(1) of the Authorisation Regulations provides that ComReg shall monitor and supervise compliance with conditions of the general authorisation and of rights of use for numbers, in accordance with Regulation 18. Regulation 16(2) provides that ComReg may require an undertaking covered by the general authorisation or enjoying rights of use for numbers to provide all information that ComReg considers necessary to verify compliance with those conditions.

A 10.34 Regulation 16(3) provides that where ComReg finds that an undertaking has not complied with a condition of the general authorisation or of a right of use for numbers, ComReg shall notify the undertaking of its findings and give the undertaking an opportunity to state its views or, if the non-compliance can be remedied, to remedy the non-compliance within a reasonable time limit as specified by ComReg. Regulation 16(4) provides that where at the end of such a specified period ComReg is of the opinion that the undertaking has not complied with one or more condition, ComReg may apply to the High Court for such order as it considers appropriate. Such orders may include — (i) a declaration of non-compliance, (ii) an order directing compliance, (iii) an order directing the remedy of any non-compliance, or (iv) an order to pay a financial penalty pursuant to Regulation 16(10).

A 10.35 Regulation 17 of the Authorisation Regulations provides that where ComReg considers that there is or has been serious or repeated breaches by an undertaking of the conditions attached to its general authorisation, or its rights of use for numbers, ComReg shall first notify the undertaking and allow the undertaking 28 days to make representations. ComReg, having considered such representations, may decide that the undertaking is no longer authorised under Regulation 4 and ComReg may suspend or withdraw any rights of use for numbers granted to the undertaking. In making any such decision, ComReg may also apply to the High Court for an order to pay a financial penalty to ComReg, in such amount as ComReg proposes as appropriate.



A 10.36 Regulation 18 of the Authorisation Regulations provides that ComReg may require an undertaking to provide information to it in respect of the general authorisation or of a right of use for numbers, where such a requirement is proportionate and objectively justified and only for the specific purposes set out therein.<sup>26</sup>

A 10.37 Regulation 19 of the Authorisation Regulations provides that ComReg may impose fees for rights of use for numbers which reflect the need to ensure the optimal use of the National Numbering Scheme. No such fees are imposed at present though ComReg reserves the right to review and amend this policy as it sees fit.

## The Universal Service Regulations

A 10.38 Regulation 20 of the Universal Service Regulations requires that an undertaking providing end-users with an electronic communications service for originating national calls to a number or numbers in the National Numbering Scheme (including public pay telephones) shall ensure that such end-users are able to call the emergency services free of charge and without having to use any means of payment by using the single European emergency call number “112” and any national emergency call number that may be specified by ComReg (i.e. the “999” number).

A 10.39 Regulation 21(3) of the Universal Service Regulations requires that an undertaking providing publicly available telephone services (PATS) allowing International calls shall handle all calls to and from the European Telephony Numbering Space<sup>27</sup> at rates similar to those applied for calls to and from other Member States.

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<sup>26</sup> Information provided to ComReg may be published, normally in summary form and after it has been aggregated with similar and/or related information from other sources. Undertakings may identify any confidential or commercially sensitive information and ComReg shall treat all such information in accordance with its published *Guidelines on treatment of confidential information* (Doc 05/24).

<sup>27</sup> ComReg notes that ETNS is suspended and the ITU has withdrawn the shared code for Europe that was due to be used.

A 10.40 Regulation 23(1) of the Universal Service Regulation provides that ComReg may, where technically and economically feasible and except where a called subscriber has chosen for commercial reasons to limit access by calling parties located in specific geographical areas, specify requirements for compliance by an undertaking operating a public telephone network or providing publicly available telephone services for the purpose of ensuring that end-users are able to—

- (a) access and use services using Non-Geographic Numbers within the European Union; and
- (b) access all numbers provided in the European Union, regardless of the technology and devices used by the operator, including those in the national numbering plans of Member States, those from the European Telephony Numbering Space (ETNS) and Universal International Freephone Numbers (UFIN).

A 10.41 Regulation 23(2) of the Universal Service Regulation provides that ComReg may require undertakings providing public communications networks or publicly available networks or publicly available electronic communications services to block, on a case by case basis, access to numbers or services where this is justified by reason of fraud or misuse and to require undertakings to withhold relevant interconnection or other service revenues.

A 10.42 Regulation 25 of the Universal Service Regulations requires that undertakings shall ensure that a subscriber with a number from the National Numbering Scheme can, upon request, retain his or her number independently of the undertaking providing the service— (a) in the case of Geographic Numbers, at a specific location, and (b) in the case of Non-Geographic Numbers, at any location.

A 10.43 Consumer protection rules specific to the electronic communications sector including conditions in conformity with the Universal Service Regulations and conditions on accessibility for users with disabilities in accordance with Regulation 6 of those Regulations.

## Appendix: 11 Definitions

In this National Numbering Scheme, except where the context otherwise requires -

**“access code”** means the 3 – 4 digits associated with a Non-Geographic Number. The access code is 3 – 4 digits in length and is placed before the subscriber number;

**“activated”** means the status of a number which is fully operational such that it is able to support the telecommunications service for which it is designated. Therefore ‘activation’ implies bringing the number into service so that a PSTN/ISDN/Mobile Network connection can be made to that number;

**“2002 Act”** means the Communications Regulation Act, 2002 – 2017 (No. 20 of 2002);

**“Act of 2007”** means the Communications Regulation (Amendment) Act, 2007 (No. 22 of 2007);

**“Authorisation Regulations”** means the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations 2011 (S.I. No. 335 of 2011);

**“authorised undertaking”** means an undertaking deemed to be authorised under Regulation 4 of the Authorisation Regulations;

**“area code”** means the 2 – 4 digits, comprised of the trunk prefix ‘0’ followed by the national destination code (NDC), which provides the geographic significance to a Geographic Number;

~~**“Bursty Traffic Number”** means a Non-Geographic Number that is used for services that are likely to generate very large call volumes over a short period of time.;~~

**“call”** means a connection established by means of a publicly available electronic communications service allowing two-way voice communication;

**“called party”** means any party in a call other than the caller;

**“caller”** means the party that initiates the call establishment;

**“calling line identification” (CLI)** means a service within telecommunications networks that provide users with capabilities of sending, receiving and displaying International ITU-T E.164 numbers;

**“Carrier Short Code”** means a short code that allows end-users to access their preferred electronic communications service and/or network provider;

**“ComReg”** means the Commission for Communications Regulation;

**“country code”** means a combination of one, 2 or 3 digits identifying a specific country, countries in an integrated numbering plan, or a specific geographic area;

**“customer”** means any natural person or legal entity who or which is party to a contract with the provider of publicly available electronic communication services or publicly available electronic communications networks for the supply of such services or network facilities;

**“Customer Support Short Code”** means a short code that is used by network operators for the purpose of providing non-commercial support services to existing Customers;

**“direct dialling inwards” (DDI)** means a supplementary service that enables an end-user to directly call another end-user on a ISPBX or other private system without attendant intervention;

**“directory enquiry service”** means a service which involves the provision of a requested telephone number or numbers to a calling party, based on information provided by the calling party and utilising one or more number databases or any other sources of information;

**“E.164 number”** means a string of decimal digits that satisfies the three characteristics of structure, number length and uniqueness specified in Annex A of ITU-T Recommendation E.164. The number contains the information necessary to route the call to a specific termination point associated with this number;

**“electronic communications network” (ECN)** means transmission systems and, where applicable, switching or routing equipment and other resources, including network elements which are not active, which permit the conveyance of signals by wire, by radio, by optical or by other electromagnetic means, including satellite networks, fixed (circuit- and packet-switched, including Internet) and mobile terrestrial networks, electricity cable systems, to the extent that they are used for the purpose of transmitting signals, networks used for radio and television broadcasting, and cable television networks, irrespective of the type of information conveyed;

**“electronic communications service” (ECS)** means a service normally provided for remuneration which consists wholly or mainly in the conveyance of signals on electronic communications networks, including telecommunications services and transmission services in networks used for broadcasting, but excludes—

- (i). services providing, or exercising editorial control over, content transmitted using electronic communications networks and services; and
- (ii). information society services, as defined in Article 1 of Directive 98/34/EC of the European Parliament and of the Council of 22 June 1998, which do not consist wholly or mainly in the conveyance of signals on electronic communications networks.

**“emergency call”** means a call that is forwarded from an undertaking to the operator of the “emergency call answering service” for onward transmission to an “emergency service” and includes a call that may not be a genuine one (see defined terms in section 58A of the 2002 Act as inserted by the Act of 2007);

**“end-user”** means a user not providing public communications networks or publicly available electronic communications services;

**“Extraterritorial use”** means the use of Irish numbering resources in other countries on a permanent basis by way of (i) activation of the Irish numbering resources in a telecommunications network in another country; or (ii) by way of permanent international roaming. The use of Irish numbering resources for temporary roaming is not considered as Extraterritorial use;

**“Framework Regulations”** means the European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011 (S.I. No. 333 of 2011);

**“fixed-mobile convergence” (FMC)** means that in a given network configuration, the capabilities that provide services and application to the end-user regardless of the fixed or mobile access technologies being used and independent of the end-user's location. In the next generation network (NGN) environment, it means provide NGN services to end-users regardless of the fixed or mobile access technologies being used;

**“Freephone Number”** means a Non-Geographic Number where the charge for the call is paid by the called party and not the caller;

**“General Authorisation”** means an authorisation for an undertaking to provide an electronic communications network or service under and in accordance with regulation 4 of the Authorisation Regulations;

**“Geographic Number”** means a number from the National Numbering Scheme where part of its digit structure contains geographic significance used for routing calls to the physical location of the network termination point (NTP);

**“geographic number portability” (GNP)** means a facility which enables end-users to retain their Geographic Number independently of the operator providing the service;

**“Harmonised Codes of Social Value”** means any short code that is reserved for the provision of harmonised services of social value as defined in Article 2 of Decision 2007/116/EC, as amended by Decision 2009/884/EC;

**“holder”** means an undertaking which has been granted a right of use for any class or description of number by ComReg, or to which such a right of use has been transferred or ported by another undertaking;

**“integrated services digital network” (ISDN)** means an integrated services network that provides digital connections between user-network interfaces;

**“international mobile subscriber identity” (IMSI)** means a string of decimal digits, up to a maximum length of 15 digits, which identifies a unique subscription. The IMSI consists of three fields: the mobile country code (MCC), the mobile network code (MNC), and the mobile subscription identification number (MSIN);

**“International Signalling Point Code” (ISPC)** means a code with a unique 14-bit format used at the international level for signalling message routing and identification of signalling points involved;

**“Internet Access Number”** means a Non-Geographic Number that is used by internet service providers to route traffic from the PSTN, ISDN or mobile network to the point-of-presence (PoP) of the internet service provider;

**“local call”** means a call within a local calling area as defined by the undertaking that originates the call. In the case of Eircom, a local call means a call within an NDC geographic area and to locations in adjacent NDC geographic areas between which calls are charged at the local rate, as defined in Section 2.1.1 of the published ‘Eircom Price List 2014’, or any subsequently amended price list;

**“M2M service”** means a service consisting of the exchange of data between devices, over a public electronic communications network, with limited or no human intervention;

**“message”** means the content sent between numbers and codes, that is composed of alphabetical or numerical characters, or multimedia content;

**“Messaging and Payment Short Code”** means a short code that is used for messaging, transmission of short video messages and mobile payments;

**“Mobile Country Code” (MCC)** means the first field of the IMSI and is 3 digits in length and identifies a country;

**“mobile network”** means a 2nd, 3rd or 4th Generation digital wireless network, or any intermediate evolution of those, using Mobile Numbers, in which seamless handover and roaming features are provided;

**“Mobile Network Code” (MNC)** means the second field of the IMSI, it is 2 or 3 digits in length and provides sufficient information to identify the home network of the mobile terminal or mobile end-user;

**“mobile network operator” (MNO)** means an authorised undertaking that owns and operates a 2nd, 3rd or 4th Generation digital wireless mobile network, or any intermediate evolution of those, using radio frequency spectrum in any of the 800 MHz, 900 MHz, 1800 MHz and/or 2100 MHz bands or other radio frequency spectrum bands as assigned by ComReg from time to time;

**“mobile virtual network operator” (MVNO)** means an authorised undertaking that, through a contractual agreement with an Irish MNO, has access to a mobile network to provide a mobile service;

**“Mobile Number”** means a Non-Geographic Number that is used as part of a mobile service;

**“mobile number portability” (MNP)** means a facility which enables end-users to retain their Mobile Number independently of the mobile Operator providing the service;

**“minimum numbering area” (MNA)** means one of the 106 geographic areas associated with Geographic Numbers, as defined in the “the National Numbering Plan”;

**“mobile service”** means a land based terrestrial publicly available mobile voice telephony, messaging and/or data service provided by means of a mobile network;

**“mobile subscription identification number” (MSIN)** means the third field of the IMSI, it is up to 10 digits in length, and is administered by the relevant operator to identify individual subscriptions;

**“national call”** means a call that originates and terminates on Geographic Numbers within the state;

**“National Numbering Scheme”** means the scheme administered by ComReg which sets out the sequence of numbers or other characters which must be used to route communications to specific locations, terminals, persons or functions on public electronic communications networks, and consisting of:

- (i). the numbering plan databases containing details for all rights of use for numbers granted;
- (ii). the national numbering plan, listing the 106 geographic areas associated with Geographic Numbers and the designations for all classes of numbers; and
- (iii). the numbering conditions of use and application process document.

**“National Signalling Point Code” (NSPC)** means a code with a unique 14-bit format used at the national level for signalling message routing and identification of signalling points involved;

**“network CLI”** means a line identity that comprises a unique E.164 number (or from which that number may be reconstructed) that unambiguously identifies:

- (i). the Network Termination Point (NTP); or
- (ii). the line identity that has been provided to an individual end-user or terminal/telephone with non-fixed access to the public telephone network.

**“network operator”** means an operator that manages a telecommunications network;

**“network-to-network-interface” (NNI)** means an interface at a network node which is used to interconnect with another network node;

**“Network-Use Short Code” (NUSC)** means a short code dedicated to offering services that are restricted to use within a network, and which is not normally transmitted across network-to-network interfaces;

**“network termination point” (NTP)** means the physical point at which a subscriber is provided with access to a public communications network; in the case of networks involving switching or routing, the NTP is identified by means of a specific network address, which may be linked to a subscriber number or name;



~~“**Nomadic Number**” means a Non-Geographic Number that is used for services where the termination point is not always associated with a particular physical address but where an E.164 Number is required for call termination or to reach a gateway between the PSTN/ISDN/mobile network and other networks;~~

**“Non-Geographic Number”** means a number from the National Numbering Scheme that is not a Geographic Number in that its geographic network termination point (NTP) is not identifiable from its digit structure;

**“non-geographic number portability” (NGNP)** means a facility which enables end-users to retain their Non-Geographic Number independently of the operator providing the service;

**“number”** means a character and a combination of numbers or characters or both;

**“number change”** means a change by ComReg to the digit structure of an access code, short code or subscriber number;

**“number portability”** means a facility which enables end-users to retain their E.164 number independently of the operator providing the service;

**“Number Portability Routing Prefix”** means a short code used for the purpose of routing calls to ported numbers;

**“operator”** means an undertaking providing or authorised to provide a public communications network or associated facility;

**“OTT Service Provider”** means a service provider of content, a service or an application that is provided to the end user over the public Internet;

**“premium rate service”** means a service having all of the following characteristics:

- (i). it consists in the provision of the contents of communications (other than a broadcasting service) through an electronic communications network or by using an electronic communications service, which may include or allow the use of a facility made available to the users of the service;
- (ii). there is a charge for the provision of the service which exceeds the cost attributable to communications carriage alone; and

- (iii). the charge referred to in paragraph (ii) is paid by the end-user of the service directly or indirectly to the provider of the electronic communications network or electronic communications service used in connection with the provision of the service by means of a billing or other agreed payment mechanism.

**“Premium Rate Service Number”** means a Non-Geographic Number that is used to provide Premium Rate Services;

**“Premium Rate Service Short Code”** means a short code within the ranges 53XXX to 59XXX that are used by Premium Rate Service providers to provide Premium Rate Services;

**“premium rate service provider”** means a person who does any or all of the following, for gain:

- (i). provides the contents of a Premium Rate Service;
- (ii). exercises editorial control over the contents of a Premium Rate Service;
- (iii). packages together the contents of a Premium Rate Service for the purpose of facilitating its provision;
- (iv). makes available a facility as part of a Premium Rate Service;
- (v). transfers a Premium Rate Service from a content provider to one or more electronic communications networks; or
- (vi). provides the electronic communications service over which a Premium Rate Service is provided, or provides the electronic communications network over which a Premium Rate Service is transmitted.

**“presentation CLI”** means number that can identify a caller or be used to make a return call. The presentation CLI must be a number assigned to the caller and is supported by an underlying network CLI;

**“public switched telephone network” (PSTN)** means any network providing transmission and switching functions as well as features which are available to the general public, not restricted to a specific user group. The PSTN provides access points to other networks or terminals only within a specific geographical area. From the point of view of an end-to-end connection, a public network can function either as a "Transit Network" (a link between two other networks) or as a combination of "Transit and Terminating Network" in cases where the public network provides connections to terminal equipment such as telephone sets, or private branch exchanges (PBXs);

**“publicly available telephone service” (PATS)** means a service made available to the public for originating and receiving, directly or indirectly, national or national and International calls through a number or numbers in a national or international telephone numbering plan;

**“quarantined number”** means a number which should not be reassigned to an end-user for a certain period of time, typically following de-activation of the number;

**“right of use for a number”** (or **“number right of use”**) means a right granted by ComReg directly or indirectly to an undertaking pursuant to regulation 13(1) of the Authorisation Regulations;

**“service”** means a “Publicly Available Telephone Service”, unless otherwise indicated;

**“service provider”** means an authorised undertaking providing publicly available electronic communications services and which has provided a notification to ComReg in accordance with Regulation 4(1) of the Authorisation Regulations;

~~**“Shared Cost Number”** means a Non-Geographic Number which is used for shared cost services which allow the caller to be charged for only part of the cost of the call, with the called party being charged for the remainder;~~

**“short code”** means a number that is 2 - 6 digits long and is used to access frequently used services or key public interest services;

**“signalling point”** means a node in a signalling network that originates and receives signalling messages, or transfers signalling messages from one signalling link to another, or both;

~~**“standard rate”** means the rate charged to the customer during regular working hours (e.g. Mon-Friday; 8am to 6pm). If individual package effects or other factors cause the calculation of standard rate to be unduly complex or impractical, the undertaking may estimate its value by reference to its average charges for calling Geographic Numbers, such variations must however be notified to ComReg;~~

**“1850/1890 Standard Rate Number”** means a Non-Geographic Number that allows the called party to receive calls at a single or several different locations;

**“076 Standard Rate Number”** means a Non-Geographic Number that is used for services where the termination point is not always associated with a particular physical address but where an E.164 Number is required for call termination or to reach a gateway between the PSTN/ISDN/mobile network and other networks;

**“subscriber”** means any natural person or legal entity who or which is party to a contract with a provider of publicly available electronic communications services for the supply of such services;

**“transfer”** means the handover of a number right of use from one undertaking to another, with the recipient undertaking becoming the holder of the number right of use;

**“undertaking”** means a person engaged or intending to engage in the provision of electronic communications networks or services or associated facilities;

~~**“Universal Access Number”** means a Non-Geographic Number that allows the called party to receive calls at a single or several different locations;~~

**“universal service regulations”** means the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011 (S.I. No. 337/2011);

**“voice over internet protocol” (VoIP)** means a technology that allows end-users to make and receive calls over an Internet Protocol (IP) transmission network (including the Internet) rather than the public switched telephone network.