

Office of the Director of  
**Telecommunications  
Regulation**

## **NATIONAL NUMBERING CONVENTIONS**

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## 1. Scope of the Conventions

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

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

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

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

***To achieve the above aims the Conventions must:***

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

*Note: This document sets out the Director's current position on the regulatory regime to be adopted with regard to numbering conventions; the Director is not bound by it and may amend it from time to time. This document is without prejudice to the legal position of the Director and to her rights and duties to regulate the market generally.*

*This document does not constitute legal, commercial or technical advice and the Director shall not be liable for any loss or damages, whether direct, indirect or consequential, sustained from reliance on the information or from the use to which the information or any part of it is put.*

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## 2. Definition Of Terms

### Activated

Activated is the status of a number which is fully operational such that it is able to support the telecommunications service for which it is designated.

### Allocation

An allocation is:

1. the granting of rights of use over numbers from designated number ranges to individual network operators, service providers or end-users.

*Note: Allocation does not imply the granting of any proprietary rights to the number.*

But is also

2. b) an allocated set of numbers, as described in (1), including its attached conditions.

### Assignee

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

### Bursty Traffic

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

### Convention

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

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

### Designation

Designation is the process of assigning functions and structures to specific number ranges and to special codes. Thus numbers or codes issued by the NPM from any designated range or code may only be used by the recipient or its customers for fulfilling the designated function<sup>1</sup>.

### Director

Means the Director of Telecommunications Regulation.

### Licensee

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

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<sup>1</sup> For example, 1800 has been designated for Freephone services.

**Management of the Plan**

This activity consists of:

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

**National Numbering Conventions**

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

**National Numbering Scheme**

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

**Network Unique Short Code (NUSC)**

A NUSC is one of a strictly limited number of short codes dedicated to offering services which are restricted to use within the network concerned. The NUSCs are therefore never normally transmitted across network to network interfaces. The use of each code must be notified to and agreed beforehand between the network operator concerned and the ODTR (See 11.3.7 below).

*Note: Twelve NUSCs have been defined, within the 172-174 ranges, in Ireland.*

**Network Operator**

An entity that operates a telecommunications network in order to provide telecommunication services.

**Numbering Advisory Panel (NAP)**

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

*Note: The Director will form the NAP in the near future.*

**Numbering Plan Management (NPM)**

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

**ODTR**

Means the Office of the Director of Telecommunications Regulation.

**Operator**

For the purposes of these Numbering Conventions the term ‘operator’ includes both network operators and telecommunications service providers, as appropriate to the context.

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

**Primary Allocation/Reservation**

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

**PSTN**

The public switched telephone network, including the integrated services digital network (ISDN).

**Quarantined Numbers**

These are numbers which will not be allocated during the period of quarantine. Quarantine typically occurs following de-activation of the number, but other examples may occur.

**Secondary Allocation/Reservation**

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

**Service Provider**

An entity that offers telecommunications services to subscribers and/or other service providers, involving the use of telecommunication facilities provided by network operators.

**Subscriber/Customer**

A person or organisation that receives telecommunications services from an operator, usually against payment. The subscriber / customer is normally also an end-user of the relevant service.

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## **3. Responsibilities**

### **3.1 Responsibilities of the Director**

In accordance with the terms of Regulation 13 of S.I. No.15 of 1998 (European Communities (Interconnection in Telecommunications) Regulations, 1998), the Director is vested with responsibility for administering the national telecommunications numbering resource. In particular, the Director has a statutory obligation to put in place procedures to ensure that the allocation of numbers is carried out in an objective, transparent, non-discriminatory and timely manner.

In performing this function of controlling the Irish national numbering scheme (through the NPM function), the Director is conscious that:

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

The Director would intend to hold consultative processes on Numbering Convention issues that she considers to be of importance and on large-scale withdrawal of allocated numbers, subject always to her obligation to regulate the market.



## 3.2 Operators Responsibilities

**Under Section 10 of the General Telecommunications Licence, all operators are required to conform to these Numbering Conventions. As part of this obligation, all licensed operators should:**

- 1 promptly inform their customers of any number changes or imminent number changes which may affect those customers;  
*[Note: it is left to operators themselves to decide the most appropriate way to provide this advice to their customers.]*
- 2 open access from their networks to all geographic country codes<sup>2</sup> except 353<sup>2a</sup> listed by the ITU (i.e. in its Recommendation E.164), as early as possible and subject only to restrictions imposed by practical limitations on implementation;
- 3 if designated as having significant market power in access networks should open access from those networks to all relevant numbers allocated by the NPM;
- 4 all other network operators shall open access from their networks to all relevant numbers allocated by the NPM, subject only to commercial negotiations between operators;
- 5 publicise in all relevant literature supplied to their equipment suppliers that all terminal equipment to be connected to their networks should be capable of routing emergency calls dialled using codes 112 or 999, free of charge to the caller;  
*[Note: This is an awareness creation convention. It is not intended that operators should be required to actively police implementation by suppliers of the requirement.]*
- 6 ensure that the following measures are in place wherever possible<sup>3</sup> and appropriate, when number changes are introduced:
  - i a period of parallel running, at no extra charge to the number holder, during which both old and new numbers are available for use (typically for 12 months);
  - ii changed number announcements are made to callers to the old number, free of charge to the caller, after completion of the change (typically for 6 months after end of parallel running period).

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<sup>2</sup> ITU-T Recommendation E.164 country codes for global services and networks (as opposed to those for geographic countries) are not included in this requirement and are for commercial decision by those concerned.

<sup>2a</sup> 353 is the country code for Ireland.

<sup>3</sup> The basic obligation to provide parallel running and recorded announcements may not be appropriate in all cases and variations on this Convention may be necessary, subject to ODTR approval.

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## **4. Allocation of Numbers**

*Telephone number allocation from within the Irish numbering scheme occurs in two stages; Primary Allocation and Secondary Allocation. Primary allocation means the allocation of blocks of numbers by the Director to Network Operators or relevant Telecommunications Service Providers. Secondary and subsequent allocation (both hereafter covered by 'Secondary' allocation) is the subsequent allocation of individual numbers by those primary assignees to their own customers or users<sup>4</sup>. There is no arrangement for direct transfer of allocated numbers between operators; such transfer can only occur by withdrawal and re-issue of numbers by the Director.*

### **4.1 The application process**

#### **4.1.1 Applications for primary allocation**

**The following Conventions apply:**

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

#### **4.1.2 Applications for secondary allocation**

**The following Conventions apply:**

- 1 secondary number allocation shall be made in compliance with these Numbering Conventions and the National Numbering Scheme;
- 2 the principle of 'first come, first served' shall be applied in respect of choice of numbers, except when starting allocation from newly allocated number blocks. In either case, allocation shall be carried out in an open, transparent and non-discriminatory manner;
- 3 applicants shall be informed as soon as possible of the receipt of their applications by the operator concerned.

### **4.2 Information required when making an application**

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

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<sup>4</sup> The Director may directly allocate numbers to subscribers in certain cases.

- 3 applications should be sent to the following address:

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

### **4.3 Refusal of primary or secondary allocation**

- 1 The Director may refuse an application for an allocation of primary numbering capacity. Grounds for rejecting an application include, but are not limited to, those listed in Annex 2. The Director may alternatively not grant the application in full, or may attach specific conditions to the allocation;
- 2 operators may also refuse applications for secondary allocations which they consider are not justified, or may attach special conditions to the allocations. In this case authority to refuse or alter the allocation is through delegation from the Director and in cases of doubt the operator should first check with the ODTR;
- 3 the reasons for refusal shall be consistent with these Numbering Conventions and relate to the use and management of the numbering capacity allocated, having considered the application as set out in Conventions 4.1 and having taken into account the criteria for eligibility (which is defined in Annex 1);
- 4 when the Director or an operator refuses an application for numbering capacity, or does not grant the application in full, or attaches specific conditions to the allocation (on allocation or subsequently) then:
  - i she/it shall inform the applicant, in writing, of the reasons for this;
  - ii the applicant may follow the appeals procedure described in Section 4.6 below.

### **4.4 Confidentiality**

- 1 If an applicant considers that certain specified information included in the application contains trade secrets which could be damaging if publicly revealed, it shall clearly state this;
- 2 The Director will not disclose information covered by the obligation of professional secrecy, in particular information about undertakings, their business relations or their cost components.

It should however be noted that, in accordance with the relevant statutory provisions, such non-disclosure shall be without prejudice to the Director's right to undertake disclosure where it is essential for the purpose of fulfilment by the Director of her duties. However, in such circumstances, the Director will ensure that the disclosure will be proportionate and will have regard to the interests of undertakings in the protection of their business secrets.

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## **4.5 Timescales for applications**

- 1 Applications for numbering allocations shall not normally be made more than 6 calendar months prior to the planned activation date;
- 2 the time limit between receipt of a properly completed application for primary allocation and notification of the subsequent decision should normally not exceed 1 calendar month. Exceptions to this period may be:
  - i where additional information is required from the applicant;
  - ii where a period of consultation is required to be initiated by the Director;
  - iii where, in the opinion of the Director, there are significant issues relating to the application that cannot be reasonably handled within that period;
  - iv where use of the requested numbers is dependent upon the issue to the applicant the applicant of a licence, pursuant to the Postal & Telecommunications Services Act of 1983, as amended; or
  - v where the Director is of the opinion that an alternative period of time is justified. In this case the Director shall inform the applicant in writing of the reasons for the exception and of the revised period, which shall generally not exceed 90 calendar days from receipt of all application information;
- 3 the time limit for start of activation<sup>5</sup> of primarily allocated numbers/codes shall not exceed 1 year;
- 4 the time limit for activation<sup>5</sup> of secondarily allocated numbers shall normally not exceed 3 calendar months.

## **4.6 Appeals**

1. Refusal by an operator to make a secondary allocation may be appealed to the Director by the applicant for that allocation;
2. the applicant may then write to the Director, making representations with regard to the refusal or limitation or attachment of conditions to an allocation or giving further information for consideration regarding the application;
3. the Director will consider the matter and respond within 28 calendar days;
4. the Director may reject the request or, following consultation with the applicant and (if necessary) the operator, make or require the operator to make the original requested allocation;
5. the Director might instead require the operator to make an alternative allocation that in the opinion of the Director meets the applicant's requirements – if the latter does not conflict with the criteria which first caused the application to be refused.

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<sup>5</sup> A number is active when a call from the PSTN can be made to that number.

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## 5. Reservation of numbers

### 5.1 Primary Reservations to Operators

As well as making allocations of numbering capacity, the Director shall also make reservations of numbering capacity, where applicable. Reservation means setting the relevant capacity aside for future allocation to the reservation holder; it is thus unavailable for allocation to others during the period of reservation.

- 1 Reservations may be used where either:
  - i the applicant does not wish to be identified; or
  - ii the reason for the reservation should not be publicly divulged prior to application for allocation; or
  - iii a customer order has not been finalised; or
  - iv a route for migrating numbers from another block or code needs to be identified;
- 2 a reservation may be made:
  - i in anticipation of an application for numbering capacity, in accordance with a three-year rolling forecast provided by licensees entitled to apply for allocation; or
  - ii against a specific request submitted by any organisation eligible to receive allocations (for example for the expansion or growth of existing services or for the introduction of new services);
- 3 an application for reservation should be made to the ODTR. The applicant shall provide to the ODTR all relevant information required by Convention 4.2;
- 4 applications for the reservation of numbering capacity shall be treated in confidence by the ODTR where the applicant requests this, and shall be subject to the normal consultation procedure, where commercial confidentiality permits;
- 5 in evaluating applications for the reservation of numbering capacity, the Director will take into account:
  - i these Conventions;
  - ii the provisions of relevant licence conditions;
  - iii the views of the applicant and other interested parties;
  - iv the reasonableness of the quantities of numbers being requested; and
  - v any other matters the Director regards as relevant.
- 6 a reservation does **not** entitle operators to activate the capacity. Where numbering capacity is reserved, this does not guarantee that a corresponding allocation will subsequently be made. A subsequent request for allocation of the capacity will be considered by the Director on the basis of the criteria set out in Annex 1: Eligibility criteria for applicants;
- 7 the time period for the Director to respond to a reservation application shall be the same as for responding to a corresponding application for allocation (see Section 4.5 above);
- 8 reservations will be time-limited. Unless a longer reservation is needed for the effective management of the Scheme, the limit for reservations will be 3 calendar months. Reservations may be renewable on request to the ODTR;

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- 9 once a reservation exists then that numbering capacity is unavailable for allocation except for the purpose and/or to the organisation for whom the reservation was made. However, the reservation may be cancelled or changed by the Director if, taking into account the same conditions considered when evaluating the application for reservation (see above), either:
    - i the time-limit has expired; or
    - ii the applicant withdraws the reservation; or
    - iii the Director and the applicant agree a substitution;
  - 10 the Director may withdraw any reservation made to an organisation that fails to obtain a suitable licence under relevant legislation within a time period that the ODTR considers reasonable;
  - 11 eligibility conditions for reservation of numbers are given in Annex 1.

## **5.2 Reservation to end-users**

Operators shall be entitled to make reservations of numbering capacity for their customers, from within blocks of numbers or codes allocated or reserved to themselves, where this is relevant. The Director may also make reservations for end-users<sup>6</sup>, where this is appropriate.

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

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<sup>6</sup> An end-user is the ultimate user or potential future user of the number or code.

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## 6. Allocation of short codes

Short codes are a scarce national resource and not all applicants who could use short codes can be allocated one. Because of this it is necessary to have an assessment process before short codes are designated or allocated.

- 1 Adjacent short codes will not normally be issued for use by dissimilar services.
- 2 The following criteria will be taken into account by the Director in assessing the merit of applications for short codes:
  - i allocation of a short code is clearly in the national interest for social, economic, and/or other reasons (e.g. emergency calls);
  - ii use of a short code is necessary to enable completion of a call.  
*Note: This would be the case with Carrier Selection, but not necessarily with Carrier Access. It would also be a consideration for operator and directory services;*
  - iii the service is expected to generate a large volume of “hits” (i.e. high frequency of calls);
  - iv a short code is required for technical reasons.  
*Note: Generally this means that an alternative technical solution is not feasible. It does not imply that short codes will be used as a cheap alternative to proper technical solutions;*
  - v no alternative numbering solutions are feasible;
  - vi a code is needed to allow/facilitate harmonisation with European and/or international numbering approaches;
  - vii no competitive imbalances should be created by the allocation.

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## **7. Responsibilities for notification of number activation**

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

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

Operators and others to whom number allocations have been made shall advise the ODTR of the contact points in their organisations who are to receive notification of the dates for activation<sup>7</sup> of allocated codes and number blocks. The ODTR shall maintain a list of such contacts and shall make it available upon request.

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

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<sup>7</sup> 'Activation' means bringing into service



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## **8. Right to use numbers, number blocks and codes**

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

### **8.1 The rights of operators to numbers/number blocks**

- 1 Numbers are a public resource to be administered for the common good, initially in the form of a primary allocation or reservation by the Director;
- 2 operators shall have a right to use numbers allocated to or reserved for them, but only in accordance with directions set by the Director.  
*Note: in practice, this means in accordance with their Licence conditions, including use of these Conventions.*
- 3 no operator shall be entitled to ownership of, or to any other interest in, any number or numbers allocated to that operator, or to any customer thereof.

### **8.2 The rights of end users to numbers**

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

## **9. Audit information required from operators**

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

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

## **10. Charging Fees for Numbering Allocations**

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

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## **11. Conditions of use for numbers and short codes**

### **11.1 General conditions**

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

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

## **11.2 Subscriber numbers usage**

### **11.2.1 Usage conditions after primary allocation**

- 1 Allocation only implies the granting of rights of use; no proprietary rights are granted;
- 2 the legitimate purpose of usage of allocated numbers is as defined in section 11, above;
- 3 the assignee shall provide information on usage to the NPM;
- 4 the assignee shall not use network-specific telephone numbers that may cause interference with the national telephone numbering scheme;
- 5 any relevant conditions of usage, above, shall be applied in turn to subscribers when making secondary assignments.

### **11.2.2 Usage conditions after secondary allocation**

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

### **11.2.3 Usage of “bursty” numbers**

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

## **11.3 Conditions of Use for Specific Number Types**

### **11.3.1 Short codes usage**

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

### **11.3.2 Freephone Usage**

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

### **11.3.3 Shared Cost numbers Usage**

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

### 11.3.4 Universal Access number Usage

Network operators shall not charge originating callers to 0818 numbers more than the cost of making the call if calculated at the standard national tariff rate of the network operator concerned.

*Note: 'Standard' in this case takes no account of weekend offers or other special prices.*

### 11.3.5 Personal Number Usage

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

### 11.3.6 Directory Access number Usage

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

### 11.3.7 Use of Network-Unique Short Codes (NUSC)

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

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

## 11.4 Use of Premium Rate Numbers

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

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## **11.5 Geographic number usage - Definition of areas**

- 1 The boundaries of geographic NDC areas and minimum numbering areas shall be as specified by the Director from time to time<sup>8</sup>;
- 2 geographic numbers may only be used within their designated geographic numbering areas.  
*Note: Call forwarding is not considered to be a violation of this Convention.*

## **11.6 Portability of numbers**

- 1 All operators with Non-geographic number allocations are obliged to offer Non-geographic Number Portability to their customers;
- 2 from 1 July 2000, eircom, and all operators requesting Number Portability from eircom for current eircom customers which wish to transfer to them, shall be capable of also offering Geographic Number Portability to their own customers;
- 3 from 1 November 2000, all operators with Geographic number allocations are obliged to offer Geographic Number Portability to their customers.

## **11.7 Withdrawal, quarantine and change of numbers**

### **11.7.1 Withdrawal or change of primary number allocations**

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

### **11.7.2 Withdrawal or change of secondary number allocations**

The conditions for withdrawal of secondary allocations shall correspond (as appropriate) to those in 11.7.1 above, relating to withdrawal of numbers from assignees of primary allocations.

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<sup>8</sup> these boundaries will be defined by the then current versions of maps which are shown in document ODTR 98/42, - or its replacement.

### 11.7.3 Quarantine of numbers

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

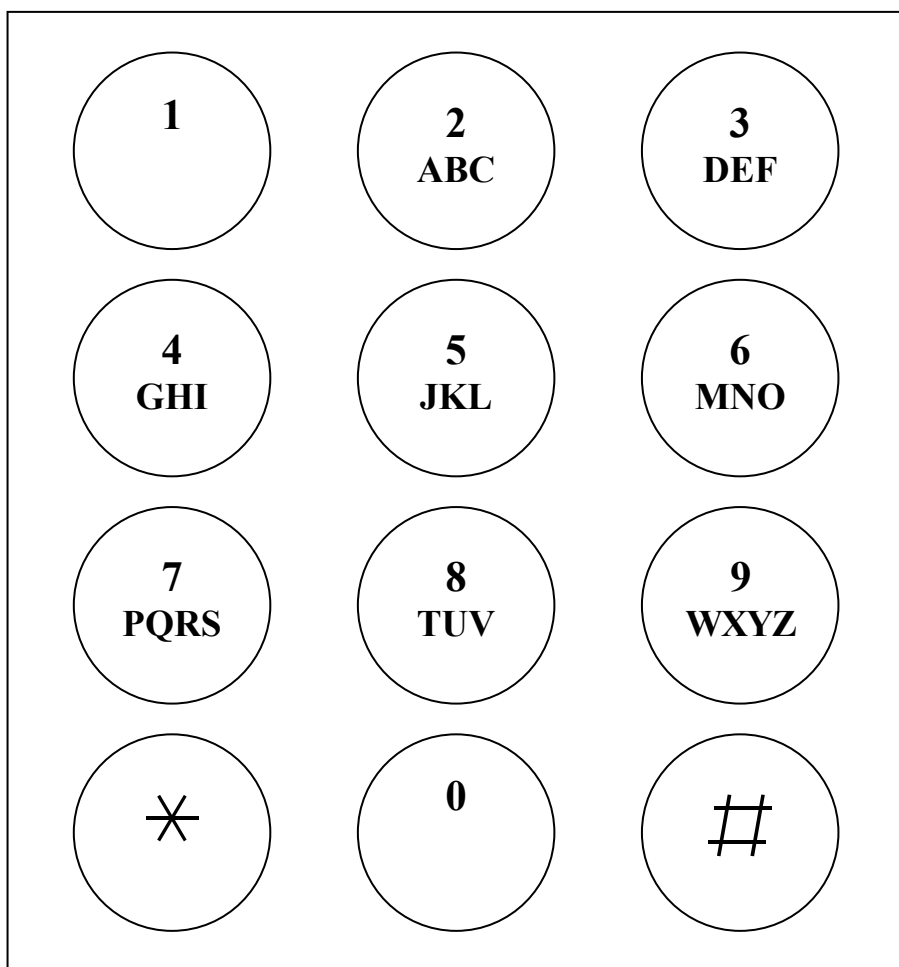
- 1 when a number allocation that has been in use is cancelled by the assignee, or is recovered or replaced by the allocator, then the assignee shall have the right to have that number placed in quarantine;
- 2 while a number is in quarantine, it can not be re-allocated to anyone but the previous assignee;
- 3 an assignee may waive its right to have a number quarantined;
- 4 the normal quarantine period shall be one year;
- 5 The Director may override any of the above Conventions where she deems that the needs of the National Numbering Scheme require this.



## 12. Use of Numbers and alpha-numeric characters

### 12.1 Standards for alpha-numeric keypads

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



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

## 12.2 Presentation of Numbers

Consistent presentation of telephone numbers helps to avoid dialling errors. The following presentation of telephone numbers is recommended for use on stationery, directories and other documentation, in respect of PSTN, ISDN and Mobile numbers<sup>9</sup>:

**Table 1: Presentation of geographic or mobile numbers**

Subscriber number length	National numbers	International numbers
5 digits	(0+NDC <sup>9</sup> ) 12345	+353 NDC 12345
6 digits	(0+NDC <sup>9</sup> ) 123 456	+353 NDC 123 456
7 digits	(0+NDC <sup>9</sup> ) 123 4567	+353 NDC 123 4567

*Note: Periods (full stops) may be used in place of spaces in informal documents (e.g. advertising), though the latter is preferred (in accordance with ITU Recommendation E.123). Usage should not be mixed.*

**Table 2: Presentation of service numbers**

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

<sup>9</sup> NDC is the National Destination Code. The corresponding service access code (e.g. 86 or 87) replaces the NDC for mobile numbers

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## **13. Mandatory dialling procedures**

### **13.1 Local, national and international calls**

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

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

Network operators shall engineer their systems to accept local calls made using national dialling (i.e. prefixed by 0 and the local NDC<sup>10</sup>), or local dialling (i.e. using only the subscriber number). The existing numbering arrangements are summarised in Annex 5.

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

### **13.2 Calls to Northern Ireland**

#### **13.2.1 use of the NI access code**

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

#### **13.2.2 use of the UK country code**

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

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<sup>10</sup> National Destination Code (See Annex 5 for explanation)

## **14. Publication of dialling and numbering scheme Usage**

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

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## **15. Revision of the National Numbering Conventions**

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

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## **Annex 1: Eligibility Criteria for Applicants**

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

### **A1.1 Geographic Numbering Criteria**

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

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

### **A1.2 Non-Geographic Numbering Criteria**

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

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

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### **A1.3 Carrier Access / Carrier Selection Code Criteria**

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

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

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

*Note: The Director may request such additional information as she, from time to time, deems appropriate.*

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

### **A1.4 Directory Information Access Code Criteria**

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

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

- 5 plans, preparations or completed actions for accessing / accumulating comprehensive database information from any Irish network operators;
- 6 availability of or definite plans for access to a call centre suitably equipped to handle directory information services;
- 7 quality of service targets;
- 8 timescales for commencement of service following the allocation/reservation of code(s);
- 9 any other information deemed by the applicant to be relevant to it's application and/or which shows the allocation/reservation will be used for the purposes stated in the application;
- 10 any other information that the Director may, from time to time, deem appropriate.

### **A1.5 Internet Access Number Criteria**

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

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



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## **Annex 2: Grounds for rejecting an application**

### **A2.1 Refusal of Primary Allocation / Reservation**

**Applications for allocation or reservation of number blocks and/or short codes may be refused by the Director on the following grounds:**

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

### **A2.2 Refusal of Secondary Allocation / Reservation**

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

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

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## **Annex 3: Information required from Applicants for Primary Allocation**

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

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

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## **Annex 4: Grounds for withdrawal of Numbers**

*The ODTR may request telecommunications operators to submit reports from time to time on how allocated number series are used, so it may maintain an overview of their utilisation. Number series which are not in use nor likely to be used in the short term may be recalled, thereby making them available to other telecommunications operators. However, grounds for the withdrawal of primary level allocations/reservations should be limited in number and be as specific as possible to ensure a reasonable level of certainty to the allocated party or parties. The following are the grounds foreseen at present; they are listed without prejudice to the Director's right to regulate the market generally.*

*The same situation occurs, as appropriate, at secondary level between operators and end users of numbers.*

### **A4.1 Withdrawing primary level allocations /reservations**

**The following shall, without limitation, be considered grounds for withdrawal of number allocations or reservations:**

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

***The following considerations and actions shall be addressed before withdrawal:***

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

## **A4.2 *Withdrawing secondary level allocations/reservations***

**The following shall, without limitation, be considered grounds for withdrawal of number allocations or reservations:**

- 1 failure of the allocated party or parties to meet one or more of the usage conditions;
- 2 an allocated number has not been brought into service by the party or parties within a reasonable period from issue e.g. six-months;
- 3 all numbers of an allocated range have become deactivated;
- 4 the need for additional numbering capacity elsewhere mandates it;
- 5 withdrawal is necessary to ensure that fair and open competition is maintained;
- 6 international harmonisation mandates it;
- 7 withdrawal is deemed to be in the overall national interest;
- 8 it is necessary as part of a change to the National Numbering Scheme.

***The following considerations and actions shall be addressed before withdrawal:***

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

## Annex 5: Existing numbering arrangements<sup>11</sup>

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

<b>For Example Only</b>		
<b>Figure 2: The Irish dialling and numbering scheme</b>		
<b>Digits dialled</b>	<b>Action performed by the network</b>	<b>Example</b>
00 + International number (country code + NDC + subscriber number)	Call to another country	00 33 1 3456 7890
01 + 7 digit subscriber number	Call to Dublin subscriber (NDC = 1)	01 323 4567
021 + 7 digit subscriber number	Call to Cork subscriber (NDC = 21)	021 234 5678
0402 + 5 digit subscriber number	Call to subscriber in Arklow (NDC = 402)	0402 22345
080 + UK number	Call to subscriber in N. Ireland	048/080 1334 423 456
086 + 7 digit subscriber number	Call to Digifone GSM subscriber (NDC = 86)	086 841 2345
087 + 7 digit subscriber number	Call to Eircell GSM subscriber (NDC = 87)	087 291 2345
10	Reach operator for operator-assisted call	
112 or 999	Call to emergency services	
1800 + 6 digits	Call to freephone subscriber	1800 223 223
YXX XXXX <sup>(1)</sup>	Local call to subscriber in Dublin	323 4567
YXXXXX or YXXXX <sup>(1)</sup>	Local call to subscriber in other parts of Ireland	234567 or 23456
<sup>(1)</sup> Y = 2 to 9, X = 0 to 9		

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

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<sup>11</sup> From ODTR 98/09; Numbering in Ireland: Proposals for the 21<sup>st</sup> Century (A consultative Document).

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

