

CONTENTS

1	PU	RPOSE AND SCOPE OF THE REGULATION4		
1	1.1	BACKGROUND		
1	1.2	LEGAL BASIS		
1	1.3	INTERPRETATION		
1	1.4	DEFINITIONS		
1	1.5	PURPOSE OF THE REGULATION		
1	1.6	SCOPE OF THE REGULATION		
2	TH	E NATIONAL NUMBERING PLAN AND DATABASE7		
4	2.1	PUBLISHING THE NATIONAL NUMBERING PLAN		
2	2.2	MODIFYING THE NATIONAL NUMBERING PLAN		
4	2.3	PUBLISHING THE NATIONAL NUMBERING DATABASE		
4	2.4	REVIEWING DEMAND FOR NUMBERS (BLOCKS)		
3	AS\$ 10	SIGNING, RESERVING, RETURNING AND WITHDRAWING NUMBERS (BLOCKS)		
	3.1	Assigning and reserving numbers (Blocks)		
	3.2	RETURNING NUMBERS (BLOCKS)		
	3.3	WITHDRAWING NUMBERS (BLOCKS)		
4	SU	B-ASSIGNING, AND TRANSFERRING NUMBERS (BLOCKS)13		
2	4.1	SUB-ASSIGNING NUMBERS (BLOCKS)		
2	4.2	TRANSFERRING NUMBERS (BLOCKS)		
5	RO	UTING TRAFFIC		
4	5.1	BRINGING NUMBERS INTO SERVICE		
4	5.2	BARRING NUMBERS		
6	SEI	RVING CUSTOMERS		
e	5.1	SUPPLYING NUMBERS		
6	5.2	CHANGING CUSTOMER NUMBERS		
e	5.3	AVOIDING NUISANCES WITH NUMBERS		
6	5.4	STOPPING PROVIDING SERVICES THROUGH NUMBERS		
7	СН	ARGING FOR NUMBERS		
7	7.1	CHARGING BY THE AUTHORITY		
	7.2	CHARGING BY SERVICE PROVIDERS		
ANNEX A: FORM TO BE SUBMITTED BY SERVICE PROVIDER FOR NUMBERING DEMAND REVIEW				
	ANNEX B: INFORMATION REQUESTED IN THE APPLICATION FOR ASSIGNMENT OR RESERVATION OF NUMBER BLOCKS (FIXED, MOBILE, 82, 87, 92, 97)			

ANNEX B: INFORMATION REQUESTED IN THE APPLICATION FOR A	SSIGNMENT OR
RESERVATION OF NUMBER BLOCKS (SHORT ACCESS CODE, 800 XXX	XX, 900 XXXXX)
ANNEX C: STATEMENT OF THE RETURN OF BLOCKS	22
ANNEX D: INFORMATION REQUESTED IN THE APPLICATION FOR	
CHANGE CUSTOMER NUMBERS	23

1 Purpose and Scope of the Regulation

1.1 Background

- This numbering Regulation (the Regulation) is issued by the Telecommunications Regulatory Authority (the Authority) under the Telecommunications Law No. 431 of 2002 (the Telecommunications Law) specially article 5 (Duties and power of the TRA) and article 31(Numbering management)
- 2. This is a binding regulation that states the official numbering policies and procedures of the Authority. It is subject to review and amendment following consultation and promulgation processes required by the law. Such review and amendment may be undertaken periodically as deemed necessary by the Authority in light of the development of telecommunications markets, changes to Lebanese national laws affecting the telecommunications sector, or other factors.
- 3. This Regulation will be posted on the Authority's website and shall enter into effect on the date of its publication in the Official Gazette.

1.2 Legal basis

- 4. The Telecommunications Law aims for an open, competitive market, leading to increased penetration of telecommunications services, lower prices, improved efficiency, and enhanced quality and choice of services. It provides the Authority with wide-ranging powers to oversee the orderly and fair development of this market.
- 5. To that end, Article 31 of the Telecommunications Law provides that:
 - 1) The Authority shall be responsible for managing the numbering needed for Customers and Users of Public Telecommunications Services.
 - 2) The Authority shall manage the numbering plan in a non-discriminatory manner, making the details of the numbering plan available to the public. The Authority shall ensure that Service Providers obtain numbers without any unjustified delay; that changes in numbering do not cause unusual disturbance to Customers, Users and Service Providers; and that the assignment of numbers does not result in competitive advantage or any obstruction to the activities of Service Providers.

1.3 Interpretation

- 6. In this Regulation:
 - 1) Individual clause containing the word 'shall' are mandatory requirements and are binding on Service Providers.
 - 2) Individual clauses containing the word 'should' are recommendations to Service Providers but are not mandatory.
 - 3) Individual clauses containing the word 'may' are permissions to Service Providers.

1.4 Definitions

- 7. Terms defined in the Telecommunications Law shall have the same meaning when used in this Regulation. In the event of conflict or ambiguity between the terms defined herein and the terms defined in a license or in the Telecommunications Law then the following order of precedence shall apply:
 - a- Telecommunications Law.
 - b- Numbering Regulation and National Numbering Plan

c- Service Provider license.

8. In this Regulation, the following terms shall have the meanings shown:

National Numbering Plan – a companion document issued by the Authority and defines the range codes, number lengths, block size, and condition of use of all numbers (Fixed, Mobile, Short codes, Toll free and Premium & Pay numbers)

Number – a sequence of digits that might be used to identify to customers the Network Termination Points that are associated with a particular service.

Code – a sequence of initial digits of numbers identified in the National Numbering such that all numbers that have the same code have the same conditions of use and all blocks that have the same code have the same size. It has to be clear that in the National Numbering Plan ('NNP'), the code is a part of the number. For instance, the code corresponding with the numbers between 23000000 and 23999999 (inclusive) is 23.

Conditions of use – the conditions described in the National Numbering Plan that are to be satisfied when numbers are used, typically relating to the charges for calls or messages, the contents supplied in services, the geographic areas for receiving calls or messages and the networks through which traffic is routed.

Block – a set of consecutive numbers such that all its numbers are in the same range, its least number is a multiple of its size and its greatest number is one (1) less than the result of adding its size to its least number. For instance, a block might contain the numbers 23456000, 23456001, 23456002 and so on up to 23456999; its block size would be 10000.

Block size – the quantity of numbers in a block defined in the National Numbering Plan. For instance, there is a block containing the number 112 on its own; its block size is 1.

Status – the status of a block for recording in the National Numbering Database. This is Assigned, Reserved, Free, Unusable or Protected.

Utilisation – the proportion of numbers in a set of assigned numbers that are unavailable for supplying to customers and sub-assigning to Service Providers, because they have already been supplied to customers (even if they have then been ported), sub-assigned to Service Providers or set aside.

Supply (of a number by a Service Provider to a customer) – contracting to allow a customer to take service through the number.

Sub-assigning (of a number by a Service Provider to another Service Provider) – contracting to allow another Service Provider to provide service through the number.

Setting aside (of a number by a Service Provider) – making a number unavailable for supplying to a customer and sub-assigning to a Service Provider by keeping it for other purposes (such as service testing and international roaming, where the number is used within the network, programming into as yet unsold terminal devices, quarantine after stopping service on a number to prevent a future customer receiving calls intended for the previous customer, or preventing incorrect or mischievous dialling).

Porting (of a number by a customer) – changing location, service or Service Provider while keeping the number.

Barring (of a number by a Service Provider) – preventing traffic from being routed to the number.

Numbering Database – Contains records of all type of numbers and used to publish the status of numbers according to the National Numbering Plan.

1.5 Purpose of the Regulation

9. This Regulation is intended to establish the arrangements of the Authority for assigning, changing for, and ensuring sufficient supplies of numbers .

1.6 Scope of the Regulation

- 10. This Regulation applies to all Service Providers who are entitled to or obliged to provide Public Telecommunications Services through numbers in Lebanon.
- 11. This Regulation does not apply to users or to providers of Private Telecommunications services.
- 12. Any mention of number portability in this Regulation does not imply that number portability exists.
- 13. This Regulation is concerned only with the numbers that are:
 - 1) Needed by customers when using Public Telecommunications Services to make calls or send messages; and
 - 2) Structured in conformance with ITU-T Recommendation E.164 ("The international public telecommunication numbering plan").
- 14. This Regulation does not specify the structure and use of numbers, which are specified in the National Numbering Plan.

2 The National Numbering Plan and Database

2.1 Publishing the National Numbering Plan

15. The Authority shall publish in the Official Gazette the National Numbering Plan, which defines the range codes, number lengths, block sizes and conditions of use of all the defined numbers.

2.2 Modifying the National Numbering Plan

- 16. The Authority shall review, and if necessary propose to modify, the National Numbering Plan at intervals of at most three (3) years. In doing so the Authority shall take into account factors including but not limited to:
 - 1) Demand for both existing and unknown services and in both near and long terms;
 - 2) The capabilities of the networks (for, in particular, digit analysis and number portability);
 - 3) Compatibility with agreements, standards and recommendations by the International Telecommunication Union and other relevant organizations;
 - 4) The expected benefits and costs of possible modifications to the National Numbering Plan; and
 - 5) The views expressed in response to consultation on the proposed modifications.
- 17. When needs arise, the Authority is able to review and modify the National Numbering Plan at a period of time less than three (3) years.
- 18. In modifying the National Numbering Plan the Authority may change:
 - 1) The conditions of use for numbers;
 - 2) The size of blocks;
 - 3) Which blocks have Unusable or Protected as their statuses; and
 - 4) The digits in numbers by replacing, inserting or deleting digits.

For the avoidance of doubt, the assignment, reservation, return and withdrawal of blocks are not modifications to the National Numbering Plan but are changes in the statuses of blocks that are maintained and published in the National Numbering Database.

- 19. If the Authority modifies the National Numbering Plan by changing the digits in numbers:
 - The Authority shall inform Service Providers about the modification at least twelve (12) months before it occurs;
 - The Authority shall ensure that there is publicity to help customers understand the implications of the modification for at least six (6) months before it occurs for business customers and for at least three (3) months before it occurs for residential customers;
 - 3) The Authority shall inform the International Telecommunication Union about the modification at least three (3) months before it occurs;
 - 4) Every Service Provider shall implement the modification at the time and in the manner that the Authority determines;
 - 5) As an optional measure, every Service Provider shall arrange that at no extra charge to customers there shall be a period of parallel running, (typically 6 to 12 months) during which both the old and the new numbers can be used, to the extent compatible with the modification.

6) Every Service Provider shall arrange that at no extra charge to customers there shall be a period (typically 3 to 6 months) after the old numbers are taken out of use, during which calls or messages to the old numbers receive helpful responses indicating that the numbers have changed, to the extent compatible with the modification.

2.3 Publishing the National Numbering Database

- 20. The Authority shall publish at intervals of at most one (1) month following the publication of the initial National Numbering Database, lists giving for each block:
 - 1) The status of the block;
 - 2) If the status of the block is Assigned, the name of the Service Provider to which the block is assigned; and
 - 3) Any date when the block would stop being assigned or reserved.
- 21. The status of a block shall be:
 - 1) "Assigned";
 - 2) "Reserved";
 - 3) "Free" if the block is available to be assigned or reserved;
 - 4) "Unusable" if the block is not available to be assigned or reserved, to avoid possible human errors or system constraints; or
 - 5) "Protected" if the block is not available to be assigned or reserved, to keep resources for future developments.

2.4 Reviewing demand for numbers (Blocks)

- 22. Every Service Provider that has numbers assigned by the Authority shall at intervals of one (1) year submit to the Authority information about those numbers. In doing so the Service Provider shall use the form provided in Annex A of this Regulation to state, for each relevant range:
 - 1) The quantity of the assigned numbers that have been supplied to customers;
 - 2) The quantity of the assigned numbers that have been sub-assigned to other Service Providers;
 - 3) The quantity of the assigned numbers that have been ported to other Service Providers;
 - 4) The quantity of the assigned numbers that have been set aside;
 - 5) The quantities of the assigned numbers that the Authority assigned to the Service Provider in each of the three (3) years preceding the review;
 - 6) The quantities of numbers in this range that the Authority is likely to need to assign to the Service Provider in each of the three (3) years following the review; and
 - 7) Any other information that the Service Provider considers relevant.

For the avoidance of doubt, a statement by a Service Provider about the quantity of numbers that the Authority is likely to need to assign to the Service Provider is for the purpose of forecasting the overall demand for numbers, and does not commit the Service Provider to applying for any particular quantity of numbers.

- 23. A Service Provider and the Authority shall try to rectify any discrepancies identified by the Authority between the information submitted by the Service Provider and the National Numbering Database.
- 24. For the avoidance of doubt, a number that is set aside by a Service Provider for any purpose must have been assigned to the Service Provider and contributes to the utilisation reported by the Service Provider in reviews of demand for numbers.

3 Assigning, reserving, returning and withdrawing numbers (Blocks)

This chapter relates to transactions between the Authority and a Service Provider.

3.1 Assigning and reserving numbers (Blocks)

- 25. A Service Provider may apply to the Authority for blocks to be assigned or reserved. In doing so the Service Provider shall use the form provided in Annex B of this Regulation to state:
 - 1) The name and contact details of the Service Provider;
 - 2) Whether the blocks requested would be assigned or reserved;
 - 3) The licence under which the application is made;
 - 4) The service for which the blocks are requested (in enough detail to let the conditions of use be determined);
 - 5) The geographic areas for receiving calls or messages to the numbers requested;
 - 6) The quantity of blocks requested;
 - 7) Any particular numbers requested;
 - 8) Any overlap between the blocks requested and blocks reserved already for the same Service Provider;
 - 9) The likely utilisation of the blocks requested for each of the next three (3) years;
 - 10) The current utilisations of blocks assigned already to the Service Provider for services like that for which the blocks are requested;
 - 11) Any limit on the time for which the blocks requested would be assigned or reserved; and
 - 12) Any other information that the Service Provider considers relevant.

For the avoidance of doubt, a statement by a Service Provider about the likely utilisation of blocks does not commit the Service Provider to using the blocks.

- Any person / public entity who fulfils the conditions to have a Short Access Code / 800 xxxxx / 900 xxxxx may apply to the Authority for single numbers to be assigned or reserved.
- 27. The use of any assigned Short Access Codes and numbers within the 8 and 9 ranges by any Service Provider, person or public entity shall comply with the Code of Deontology as published by the Authority from time to time.
- 28. A Service Provider and the Authority shall try to rectify any deficiency identified by the Authority in an application for blocks.
- 29. The Authority shall refuse or grant an application for blocks. Granting may be subject to the following variations:
 - 1) The quantity of blocks assigned or reserved;
 - 2) The particular numbers assigned or reserved; and
 - 3) Any limit on the time for which the blocks are assigned or reserved (with typically, for blocks that are assigned, a maximum acceptable time bounded by the duration of a relevant licence and, for blocks that are reserved, a maximum acceptable time of six (6) months).
- 30. In deciding about an application for blocks the Authority shall take into account factors including but not limited to:
 - 1) Any earlier decisions about applications for blocks;

- 2) Any statements in the licence of the Service Provider about eligibility for providing services or being assigned numbers;
- 3) The National Numbering Plan;
- Any overlap between the blocks requested and blocks reserved already for the same Service Provider (with a presumption that blocks reserved already would become assigned, subject to unchanged conditions of use);
- 5) The likely utilisation of the blocks requested for each of the next three (3) years;
- 6) The current utilisations of blocks assigned already to the Service Provider for numbers that have the conditions of use identified in the application (with typically a minimum acceptable utilisation of fifty (50) per cent);
- 7) Any unfair obstruction to other Service Providers that would be caused by granting the application;
- 8) Any charges to be paid before the application is granted; and
- 9) Any infringements of the Telecommunications Law or associated Regulations by the Service Provider.
- 31. The Authority shall consider applications for blocks in the order in which it receives them (first in first served).
- 32. The Authority shall inform a Service Provider or person / public entity about the content of, and the reasons for, its decision about an application for blocks, or about any delay in making that decision, at most one (1) month after receiving the application.
- 33. In granting an application for blocks, the Authority shall ensure that for each block assigned or reserved thereby:
 - 1) Immediately before the granting of the application the status of the block is Free or Reserved (with a reservation for the Service Provider that made the application);
 - 2) The numbers in the block have the conditions of use implied by the application; and
 - 3) The block adjoins another assigned or reserved block containing numbers that have the same conditions of use, unless there is no such other block or particular blocks are justifiably requested in the application.

For the avoidance of doubt, in granting an application for blocks the Authority may assign or reserve multiple blocks but shall not assign or reserve incomplete blocks.

3.2 Returning numbers (Blocks)

- 34. A Service Provider or person / public entity may return to the Authority a block of numbers that has been assigned or reserved. In doing so the Service Provider shall use the form provided in Annex C of this Regulation to state:
 - 1) The name of the assignee (Service Provider, person, public entity) and his contact details;
 - 2) The particular block being returned and the reason for returning the block; and
 - 3) An affirmation that no service is provided through any number in the block.

3.3 Withdrawing numbers (Blocks)

- 35. The Authority may withdraw a block if:
 - 1) The status of the block is Assigned and no service is provided through any number in the block though three (3) years have elapsed since the block was assigned; or

- 2) The status of the block is Reserved and a limit on the time for which the block is reserved has been reached.
- 36. A Service Provider and the Authority shall try to resolve any potential problems identified by the Authority in how the Service Provider is using a block.
- 37. Following failure of its best endeavours to resolve a problem in how a Service Provider is using a block, the Authority may withdraw the block if:
 - 1) The status of the block is Assigned and a number in the block is used in a way that does not satisfy the conditions of use that hold at the time of use;
 - 2) The status of the block is Assigned and a limit on the time for which the block is assigned has been reached;
 - 3) The occupation of the block obstructs another Service Provider unfairly; or
 - 4) The block is needed for advancing a clearly identified National interest.
- 38. The service does not generate a large volume of traffic for short access code services.
- 39. The Authority shall withdraw a block only in the circumstances of Article 35, Article 37 or Article 38 of this Regulation.
- 40. The Authority shall inform a Service Provider or person / public entity about the reasons for, and the date of, the withdrawal of a block or individual numbers, at least three (3) months before the date of the withdrawal for an assigned block and at least one (1) month before the date of the withdrawal for a reserved block.
- 41. If the Authority informs a Service Provider or person / public entity about the withdrawal of an assigned block or individual numbers:
 - 1) The Service Provider shall not thereafter supply to customers or sub-assign to other Service Providers any numbers in the block;
 - 2) The Service Provider shall inform any affected customers or Service Providers about the reasons for, and the date of, the withdrawal and about replacements for the numbers in the block at least two (2) months before the date of the withdrawal; and
 - 3) The Service Provider shall stop providing service to all of the numbers in the block or individual numbers at least one (1) month before the date of the withdrawal.

For the avoidance of doubt, a Service Provider or person / public entity may apply for blocks to be assigned or reserved even if the Authority has notified the Service Provider about the withdrawal of a block assigned or reserved to the Service Provider.

4 Sub-assigning, and transferring numbers (Blocks)

This chapter relates to transactions between one Service Provider and another Service Provider.

4.1 Sub-assigning numbers (Blocks)

- 42. A Service Provider may sub-assign a number only if:
 - 1) The Authority has assigned the number to the Service Provider; or
 - 2) Another Service Provider has sub-assigned the number to the Service Provider.
- 43. Every Service Provider shall state in the contracts by which it sub-assigns numbers that numbers must be used only in ways that satisfy their conditions of use, that customers and Service Providers do not possess exclusive or perpetual rights to the use of particular ranges, blocks or numbers and that the Authority has powers to withdraw numbers and require the barring of numbers.
- 44. For the avoidance of doubt, a number that is assigned to a Service Provider and that is then sub-assigned remains assigned to the Service Provider and contributes to the relevant utilisation reported by the Service Provider in reviews of demand for numbers.

4.2 Transferring numbers (Blocks)

45. A Service Provider shall transfer a block that has been assigned or reserved if and only if the Service Provider transfers to the same party the licence under which the block was assigned or reserved.

5 Routing traffic

5.1 Bringing numbers into service

- 46. A Service Provider may notify another Service Provider that traffic is to be routed to and from a number only if :
 - 1) The Authority has assigned the number to the Service Provider; or
 - 2) Another Service Provider has sub-assigned the number to the Service Provider;
- 47. Every Service Provider shall identify to the Authority and to other Service Providers contact points intended to receive notifications about the routing of traffic.
- 48. Every Service Provider shall notify any relevant Service Providers and the Authority shall notify any relevant foreign telecommunication administrations that traffic is to be routed to or from a block at least one (1) month before the Service Provider supplies any number in the block to a customer. For the avoidance of doubt, the Authority shall be responsible for notifying Service Providers about traffic routing only if it is cancelling a requirement to bar a number.
- 49. A Service Provider shall route traffic to or from a number if:
 - 1) The Service Provider has been notified by another Service Provider that it should do so;
 - 2) The conditions of use for the number do not explicitly permit the Service Provider to do otherwise; and
 - 3) The Authority is not currently requiring the barring of the number.
- 50. A Service Provider shall route traffic to a response indicating that a number is inaccessible through the Service Provider if:
 - 1) The conditions of use for the number explicitly permit the Service Provider to choose not to route traffic to the number; and
 - 2) The authority has asked the Service Provider to bar the number.

5.2 Barring numbers

- 51. The Authority may require the barring of a number only if:
 - 1) The status of the block containing the number is not Assigned; or
 - 2) The number is used in a way that does not satisfy the conditions of use that hold at the time of use.
- 52. If the Authority requires a Service Provider to bar a number, the Service Provider shall do so within one (1) day.

6 Serving customers

This chapter relates to transactions between a Service Provider and a customer.

6.1 Supplying numbers

53. A Service Provider may supply a number to a customer only if:

- 1) The Service Provider notifies other Service Providers that traffic is to be routed to and from the number and
- 2) The number is to be used in a way that satisfies its conditions of use.

For the avoidance of doubt, a number must be used only in ways that satisfy the conditions of use that exist when the number is used, not the conditions of use that existed when the number was assigned.

- 54. In every communication with the customers related to new numbers, a Service Provider shall not claim or insinuate that it has exclusive or permanent rights to use certain codes or numbers including (but not limited to) rights in names that depend on such codes or numbers.
- 55. In the process of supplying numbers, whether through an auction or any other mean, Service Providers have an obligation to inform the public clearly and unequivocally in any advertised, broadcasted, printed, or communicated material as well as in any related contract (or contract template) and on their Website, that supplied numbers may be changed as per the provisions of this numbering regulation, notably sections 2.2 and 6.2, without any ramifications or liability whatsoever on either the Service Provider or the authority's part.
- 56. In the terms and conditions for its services, every Service Provider shall:
 - 1) State that numbers must be used only in ways that satisfy their conditions of use, that customers and Service Providers do not possess perpetual rights to the use of particular numbers and that the Authority has powers to change or withdraw numbers and require the barring of numbers.
 - Inform customers of any number changes under consideration at the time of supplying new numbers in case the TRA has initiated consultations or discussions, whether public or private, with Service Providers regarding such changes.

6.2 Changing customer numbers

- 57. A Service Provider shall change the numbers supplied to a customer only if:
 - 1) The customer has requested the change;
 - 2) The Authority has granted approval to change the numbers; or
 - 3) The Authority has withdrawn a block that contains some customers.
- 58. A Service Provider may apply to the Authority for approval to change customer numbers. In doing so the Service Provider shall use the form provided in Annex D of this Regulation to state:
 - 1) The name and contact details of the Service Provider;
 - 2) The particular numbers for which the change is proposed, before and after the change.
 - 3) The reasons for the change;
 - 4) The utilisation of the numbers; and
 - 5) Any other information that the Service Provider considers relevant.

- 59. A Service Provider and the Authority shall try to remove any problems identified by the Authority in an application for approval to change customer numbers.
- 60. The Authority shall refuse or grant an application for approval to change customer numbers, with the granting possibly subject to conditions on:
 - 1) The publicity given to the change;
 - 2) Any period during which both the old and the new numbers can be used; and
 - Any period after the old numbers are taken out of use, during which calls or messages to the old numbers receive helpful responses indicating that the numbers have changed.
- 61. In deciding about an application for approval to change customer numbers, the Authority shall take into account factors including but not limited to:
 - 1) The National Numbering Plan;
 - 2) The implications for users of granting the application; and
 - 3) Any unfair obstruction to other Service Providers that would be caused by granting the application.
- 62. The Authority shall inform a Service Provider about the content of, and the reasons for, its decision about an application for approval to change customer numbers, or about any delay in making that decision, at most one (1) month after receiving the application.

6.3 Avoiding nuisances with numbers

- 63. A Service Provider shall make public information about the customer supplied with a number only if:
 - 1) The Authority has requested this;
 - 2) The Service Provider has stated in the terms and conditions for the service that the information may be made available; and
 - 3) The customer has not requested that the information be withheld.
- 64. A Service Provider shall change the information made public about the customer supplied with a number if the customer has requested the change after noticing errors in the information.
- 65. A Service Provider shall not supply a Calling Line Identity for presentation if the calling customer has requested its suppression.
- 66. A Service Provider shall change a number supplied to a customer if the customer has requested the change after receiving incorrectly or mischievously calls or messages.
- 67. A Service Provider shall not provide service through a previously supplied number for at least three (3) months after service stopped being provided through the number.
- 68. Every Service Provider shall act on a request made by a customer pursuant to Articles 62-65 and 66 of this Regulation without making any charge to the customer for fulfilling the request.

6.4 Stopping providing services through numbers

- 69. A Service Provider may stop providing a service to a customer through a number only if:
 - 1) The customer has requested that service no longer be provided through the number;
 - 2) The customer has broken the contract with the Service Provider; or
 - 3) The Authority has required the Service Provider to bar the number.

7 Charging for numbers

7.1 Charging by the Authority

- 70. The Authority shall from time to time determine and publish in the Official Gazette and its website a schedule of its charges for numbers. In doing so the Authority shall take into account factors including but not limited to:
 - 1) Recovering the costs of maintaining the National Numbering Plan and the National Numbering Database;
 - Recovering the costs of supervising and enforcing adherence to the conditions of use;
 - 3) Raising utilisations (by, in particular, discouraging applications for unnecessary blocks, encouraging the use of adjacent blocks and encouraging the return of unused blocks); and
 - Being fair to new Service Providers (by, in particular, introducing charges for granting applications for blocks only if there are corresponding charges for blocks that have been assigned or reserved already);
 - 5) The inherent value of memorable1 numbers within blocks allocated to Service Providers
- 71. Every Service Provider shall pay the relevant charges for numbers to the Authority at the time and in the manner that the Authority determines.

7.2 Charging by Service Providers

- 72. A Service Provider shall not vary the charge to a customer for a service according to the number through which the service can be provided.
- 73. A Service Provider may charge a customer or another Service Provider for a number
- 74. The Authority may from time to time determine and publish in the Official Gazette and its website upper limits on the charges that Service Providers may make for numbers
- 75. Customer services and billing enquiries must be free of charge to customers.
- 76. The Service Provider must notify the Authority of any arrangement to auction or sell memorable numbers at least one (1) month ahead of the auction or sale date.

¹ These may be known as "golden" or other precious metal numbers.

Annex A: Form to be submitted by Service Provider for numbering demand review.

Company's profile and contact name ²	
Telephone number	
Email address	
Date	
code for the numbers ³	
Quantity of numbers in this range assigned to the Service Provider	
Quantity of numbers supplied to customers	
Quantity of numbers sub-assigned to other Service Providers	
Quantity of numbers ported by customers	
Quantity of numbers set aside	
Quantities of numbers in this range assigned in each of the past	
three years	
Quantities of numbers in this range expected to be requested in	
each of the next three years	
Any other relevant information	

A file can be attached and supplied for any particular field

- Legal form, current official certificate from the Commercial Registry showing the current shareholders/partners and/or an official copy of the registration document (if it is a company)
- Nomination of the authorized representative of the applicant

³ This table may be duplicated for each assigned block

² If applicable, the following information must be included:

Annex B: Information requested in the application for assignment or reservation of number blocks (Fixed, Mobile, 82, 87, 92, 97)

Company's profile and contact name ²	
Telephone number	
Email address	
Date	
Type of application (assignment or reservation)	
Any relevant licence	
Service intended (in enough detail to let conditions of use be determined)	
Geographic areas identified by the numbers requested	
Code	
Quantity of blocks requested	
Any preferred numbers	
Any overlap with blocks that are already reserved	
Quantities of the numbers requested that are expected to be	
used in each of the next three years	
Quantity of numbers already assigned that have the same conditions of use and that are currently used	
Any limit on the time for which the numbers are requested	
Any other relevant information	

"Used" means supplied to customers, sub-assigned to Service Providers or set aside.

Annex B: Information requested in the application for assignment or reservation of number blocks (Short Access Code, 800 xxxxx, 900 xxxxx)

Company's profile and contact name ²	
Telephone number	
Email address	
Date	
Type of application (assignment or reservation)	
Service intended (in enough detail to let conditions of use be determined)	
Number(s) requested	
Quantity of numbers already assigned that have the same conditions of use and that are currently used	
Any limit on the time for which the numbers are requested	
Any other relevant information	

Annex C: Statement of the return of blocks

Company's profile and contact name ²	
Telephone number	
Email address	
Date	
Block	
Affirmation that no service is provided through a number in the block	

Annex D: Information requested in the application for approval to change customer numbers

Company's profile and contact name ²	
Telephone number	
Email address	
Date	
The numbers to be changed	
The numbers to act as replacements	
Reasons for the change	
Quantity of numbers to be changed that are currently supplied to customers or sub- assigned to Service Providers	
Any other relevant information	

- End of Numbering Regulation -