



# **Qatar National Number Plan Review**

## **Consultation Document**

ICTRA 2013/06/27  
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**Appendix A Draft Version (7) National Numbering Plan (NNP)**

# 1 Background

In October 2009 the Supreme Council for Information and Communications Technology (**ictQATAR**) implemented a revised National Numbering Plan (**NNP**), Version 6, for the State of Qatar.

Since the NNP was introduced, the Number Management System (NMS) and Mobile Number Portability has been put in place in QATAR. As a result, ictQATAR believes that NNP should be revised to take into account these key developments.

In addition, ictQATAR has identified a number of potentially substantive changes considered necessary to give effect to the requirements set out in the current Plan. Some minor changes/editorial changes have also been included in the draft Version 7 of the NNP

Based on Section 7 of the current NNP, ictQATAR has had regard to the following factors when considering review of the current plan:

- The Guiding Principles of the NNP ;
- The relevant provisions of use on allocated numbers;
- Seeking the views of interested parties;
- International developments; and
- Any other matter regarded as relevant

Accordingly, this public consultation seeks the views of interested parties on the proposed draft Version 7 of the NNP.

The next section of this document describes the key changes proposed by ictQATAR consider are substantive these include:

- Short Access Codes
- Freefone/value added services Allocation block size
- Level 9 designation and allocation block size
- Quarantine Period
- Regulatory Fees on Numbers

## 1.1. Legal Basis for the NNP Review

The following legal provisions provides the basis for the review of the NNP, but not exhaustively:

Article 4 of the Telecommunications Law of 2006 (the **Telecommunications Law**) empowers the Supreme Council for Information and Communications Technology (**ictQATAR**) to set and manage the NNP and allocate numbers to service providers.

Article 34 of the Executive By-Law for the Telecommunications Law (the Executive By-Law) states that NNP must be in line with international rules

Article 35 of the Executive By-Law empowers ictQATAR to issue orders, rules, decisions and notices to regulate the assignment, allocation of numbers, their re-assignment or re-allocation, including the rules regulating the collection of any fees or consideration or obtaining these numbers.

Section 7 of the NNP provides that ictQATAR will undertake reviews of the NNP from time to time as appropriate.

## 2 Policy Changes and Clarifications

This section describes the changes that ictQATAR propose to make to the NNP.

To assist interested parties and stakeholders ictQATAR has published a draft of the revised NNP Plan as a separate document with this consultation.

### 2.1 Consistent Short Access Codes and SMS codes

Page 7 Section 2.2 of NNP policy: There are instances where services accessed using a E.164 Short Codes can or are accessed by use of a SMS Code, e.g. Directory Enquiries. Although the detailed means of delivering the service varies between the access method used, the underlying purpose of the service is identical.

Currently the Plan requires that different Short codes and SMS codes are used because E.164 Short Codes begin with the digit 1 whilst SMS codes begin with the digit 9. ictQATAR believes that there is an obvious and clear customer benefit in using the same E.164 and SMS codes for these services.

Although ictQATAR will not require changes to codes that are currently in use, ictQATAR believe that the customer benefit is to encourage the common use of E.164 and SMS codes whenever ictQATAR judge the services to be the same.

To help customers understand the cost of calls and texts, ictQATAR is limiting the cost of any call or text using level 1 codes, where a charge is made, to the standard call and text costs of the customers tariff package. If a higher cost is to be charged to the customer then level 9 codes must be used.

All numbering resources must be managed as a scarce resource; this is particularly true of the limited number of Short Codes. To ensure the maximum use of these codes ictQATAR will amend the National Numbering Plan (NNP) so that all operators must use the same code for the same, or similar, services.

### 2.2 Public Service Codes

Section 2.2 of NNP: Historically, these codes used the final digit '0' to aid customer understanding. ictQATAR continue to support this objective, however the continued use of final digit '0' for any new public services will constrain our use of the level 1 codes, for other purposes included in the Policy. Whilst ictQATAR do anticipate future demand for these codes, in order to support the objective and provide future flexibility for the overall Level 1 range, future allocations of codes for this purpose will start with the digits 10. The table on page 6 has been amended to reflect this revised approach

### 2.3 Service Provider Service Codes

Section 2.2 of NNP: The current Policy permits Service Providers to route calls to these codes to other Service Providers or third parties. The codes that have been allocated are all used for Service Provider's own services. To conserve these codes ictQATAR propose to restrict their use and exclude routing the calls to other Service Provider's services. ictQATAR is continuing to permit the codes to be used to route a call to third parties providing the service(s) on behalf of the service provider.

The current Policy also states that up to 10 codes will be set aside by ictQATAR, for individual operators to use at their discretion. There has been no demand for such codes and ictQATAR now consider that this is unnecessary and that the established allocation processes should be used by operators when they wish to use these codes. Consequently, ictQATAR intend to amend this policy by deleting the code 'set aside'.

### 2.4 Commercial Service Codes

The current policy states that these codes will be migrated to Level 8. Whilst recognizing that there is a very limited supply of Short Codes, ictQATAR is unaware of any requirement from Service Providers to make the change. Further, ictQATAR has not identified any Commercial Service Codes in Level 1 and believe that

there are sufficient Level 9 codes to satisfy foreseeable demand. Therefore, ictQATAR will remove this requirement and will remove the Commercial Service Codes designation from Level 1.

Given that Level 9 codes are available for these services, ictQATAR will preserve the available capacity within Level 1 by allocating Level 9 codes for SMS based commercial services in preference to level 1 codes.

## **2.5 Level 1 Short Code Migration**

The current policy includes the migration of 133 to another code. ictQATAR has not identified a significant benefit arising from such a migration to justify any costs that might arise. Therefore, ictQATAR is removing this obligation from the Plan.

However, ictQATAR will re-designate 133 as a commercial service code as it does not offer the same service as the other public service codes.

## **2.6 Level 2 Short Codes**

There are a limited number of four digit short codes commencing with the digits 20. These result from historical allocation policies and constrain our ability to create unused capacity within the National Numbering Plan for future flexibility. The current National Numbering Plan states that these will be migrated to Level 1 or level 2 short codes. The majority of the Short Codes have been migrated and just only a few remain. ictQATAR will check the services offered on these codes and will make a plan with the operators to complete this migration process

## **2.7 FreeFone / Value Added Numbers Allocation Block Sizes**

Many third party providers of FreeFone and value added services seek to promote their service by using numbers having some meaning to the service being provided or are easy for the calling customer to remember. The current policy of allocating these numbers in blocks of 10 numbers does not prevent this, but it can lead to very low utilization of the available capacity as a block of ten numbers may be allocated in order for a third party service provider to use just one of the numbers, i.e. 10% utilization.

Further, third party providers' choice of service provider network can be constrained if the number they would like to use is available but in a block already allocated to a Service Provider.

ictQATAR will address this situation by changing the allocation block size to single numbers and withdrawing unused allocations as soon as the revised Plan is adopted.

Currently, ictQATAR do not believe that the allocation block size for SMS Value Added numbers is limiting the network choice of third party service providers. If ictQATAR identify that choice is being constrained then ictQATAR will consider modifying the allocation block size to single numbers and withdrawing the allocation of unused numbers.

## **2.8 Level 9 Designation and Allocation Block Sizes**

Historically, audio text services have been the only value 'voice' added service using level 9 numbers, along with value added SMS services.

Although ictQATAR has not received allocation requests for numbers to be used for other voice value added services, ictQATAR wish to have numbers available for any valid request in the future. Therefore, ictQATAR will extend the designation of the ten thousand numbers starting from 900 to Values Added numbers .

ictQATAR will also change the allocation block size to single numbers, for the reasons stated for changing the FreeFone allocation block size, and withdraw the allocations of any unused numbers.

## 2.9 Quarantine Period

Since the current version of the Plan was published, ictQATAR have become aware that VFQ and Ooredoo adopt different approaches to the quarantine period and the timing of its start. ictQATAR intend to clarify the requirement by defining the start of the quarantine period as the end of any ‘grace’ and suspension periods, i.e. the customer service has been ceased.

With this clarification ictQATAR intend to reduce the quarantine period to 6 months, as we have not received any complaints from customers when this shorter period has been implemented.

Further, to encourage re-use of numbers, ictQATAR is restricting the total time allowed for the ‘recharge’, ‘grace’ and ‘suspension’ periods to ten months. Subject to other ictQATAR non-numbering regulations, Service Providers may use their commercial judgment to set the time periods for the individual elements of this total time.

The net effect of these changes will be to create a minimum 6 month period and a maximum 16 month period from when a customer last uses their number to the number being available for reuse by another customer.

## 2.10 Regulatory Fees for Managing Numbering Resources

ictQATAR has been reviewing its policy on charging fees for numbering resources and undertaken a review of the policies both within the region and more widely. ictQATAR has observed a clear trend for regulators to apply charges that seek to (partially) recover the costs of allocating numbering resources (application fees) and charges annual fees for the use of numbering resources. ictQATAR already make charges to administer domain names.

ictQATAR has concluded to amend National Numbering Plan (NNP) policy and charge for number applications and number use.

ictQATAR will introduce a non-refundable application fee of QAR 2,000 per application. Where the application is for a non-sequential block of numbers, i.e. some block other than the next available block, ictQATAR will charge a non-refundable fee of QAR 100,000. The application fee must be paid at the time the application for an allocation is entered into the Number Management System.

ictQATAR review of fees charged by other regulators globally shows that the majority set a reference value and then vary the fee according to either the number of digits in the number or the type of number. The Qatar National Numbering Plan is designed around number types and that this should form the basis for the charges in Qatar.

Based on benchmarking, ictQATAR will set a reference value of QAR 1 per number for the annual charge. ictQATAR will then using the following multipliers:

Number Types	Multiplier
3-digit short codes used for Public Service and Emergency Services	Nil
3-digit short codes used for Service Provider services	100,000
4-digit short codes	10,000
5-digit short codes	1,000
Geographic / Fixed-Line, Mobile, Paging services	1
Freefone, Premium Rate, Valued Added SMS Codes and Audio text (and other ‘special services’, e.g. Shared Revenue, as they are introduced within Qatar)	10

Number resources allocated to service providers for part of a year will be charged a pro-rata fee.

ictQATAR will review both the reference value and the multipliers not more frequently than 24 months.

## **2.11 Audit of Use of Numbering Resources**

It has been a requirement that service providers provide ictQATAR with a monthly report on their utilization of the numbering resources allocated to them.

ictQATAR has received various comments and queries from service providers on how to account for numbers ported from their network to another service provider. ictQATAR has explicitly included ported numbers in the definition of assigned numbers.

Therefore, ictQATAR is amending the definition of utilization which is given in the Annex A of NNP version 7.

### 3 Consultation Questions

In-keeping with an open, transparent process ictQATAR invites stakeholders to express their views on the issue and/or to respond to the questions raised below:

1. Given the differences in the way that networks use E.164 and SMS Short Codes are we correct in describing these in the National Numbering Plan? If not why?
2. Do you agree that any future Public Service codes should be made from the range 10X? If not. Why?
3. Do you agree that Service Provider Service Codes should be allocated individually when a valid application is submitted to ictQATAR?
4. Do you have any concerns with proposed change to the allocation of Commercial Service Codes?
5. Are there any reasons why should ictQATAR migrate the code 133 to another code?
6. Are there any reasons why ictQATAR should continue to allocate FreeFone, Value Added and Level 9 codes and numbers in blocks greater than single numbers?
7. Are clarifications to the quarantine period appropriate for the situation in Qatar?
8. What will be the impact on your procedures with proposed fees for numbering resources?
9. Does ictQATAR set the appropriate level of fees for numbering resources?
10. Does inclusion of the utilization reports accurately reflect the current calculations?
11. Are there any other changes that you believe should be made to the National Numbering Plan at this time? If so what are they and why should they be included?



## **4 Instructions for Responding to this Consultation**

### **4.1 Consultation Procedures**

All interested parties are invited to submit responses to the questions specifically identified in this document and to provide their views on any other relevant aspects. Comments should reference the number of the question being addressed or the specific section of this document if not responding to a particular question.

ictQATAR asks that, to the extent possible, submissions be supported by examples or relevant evidence. Any submissions received in response to this consultation will be carefully considered by ictQATAR when progressing to revised NNP. Nothing included in this consultation document is final or binding. However, ictQATAR is under no obligation to adopt or implement any comments or proposals submitted.

Responses should be submitted by email to [numbering@ict.gov.qa](mailto:numbering@ict.gov.qa) and the deadline for receipt is close of business on 3<sup>rd</sup> of November 2013.

Any submissions received in response to this consultation will be carefully considered by ictQATAR when preparing the Order. Nothing included in this consultation document is final or binding. However, ictQATAR is under no obligation to adopt or implement any comments or proposals submitted.

### **4.2 Publication of Comments**

In the interests of transparency and public accountability, ictQATAR intends to publish the submissions to this consultation on its website at [www.ictqatar.qa](http://www.ictqatar.qa). All submissions will be processed and treated as non-confidential unless confidential treatment of all or parts of a response has been requested.

In order to claim confidentiality for information in submissions that stakeholders regard as business secrets or otherwise confidential, stakeholders must provide a non-confidential version of such documents in which the information considered confidential is blacked out. This “blacked out” text should be contained in square brackets. From the non-confidential version it has to be clear where information has been deleted. To understand where redactions have been made, stakeholders must add indications such as “business secret”, “confidential” or “confidential information”.

A comprehensive justification must be provided for each and every part of the submission required to be treated as confidential. Furthermore, confidentiality cannot be claimed for the entire document or whole sections of the document as it is normally possible to protect confidential information with limited redactions.

While ictQATAR will endeavor to respect the wishes of respondents, in all instances the decision to publish responses in full, in part or not at all, remains at the sole discretion of ictQATAR. By making submissions to ictQATAR in this consultation, respondents will be deemed to have waived all copyright that may apply to intellectual property contained therein.

If you have any questions or concerns, please contact [numbering@ict.gov.qa](mailto:numbering@ict.gov.qa)

## Appendix-A

Draft Version 7 National Numbering Plan (NNP)



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## **QATAR National Numbering Plan**

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**Version 7 Draft**

**Issue Date: September, 2013**

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## 1. Introduction

The National Numbering Plan is a national resource and the design, adoption and management of the plan affects the national interest. At all times the resource remains the property of the State of Qatar.

The National Numbering Plan is approved by the Board of ictQATAR in accordance with the provisions of Articles (3) and (4) of the Telecommunications Law No. (34) of 2006 and Articles (61) to (69) of the Telecommunications By-law No. (1) of 2009. The Supreme Council for Information and Communications Technology (ictQATAR) manages the resource on behalf of the nation. ictQATAR makes allocations and withdrawals of numbering resources from the plan to Service Providers, who then assign individual or groups of numbers to end-users, including end-users that own and / or use a private network.

Only ictQATAR may allocate numbers to Service Providers regardless of whether they use their own network or deliver service using the network of another Service Provider and Service Providers shall not sub allocate number resources to other Service Providers (who would then assign individual numbers to end-users).

Internet names and addresses (such as IP addresses, URIs etc.) are not part of the National Numbering Plan and are therefore not governed by this Policy.

Signalling Point Codes are a numbering resource that are critical to the successful transmission of telecommunications signalling messages within and between national and international networks. They form a distinct resource within the National Numbering Plan.

This National Numbering Plan follows the ITU-T Recommendation E.164 and only includes the use of digits. Recommendations on the use of the '\*' and '#' keys are included in the standards GSM 02.90 Unstructured Supplementary Service Data – Stage 1 (Customer Initiated USSD) and GSM 03.90 Unstructured Supplementary Service Data – Stage 2 (Network Initiated USSD). Use of these characters for initiating calls or within calls within Qatar must follow these standards.

This Policy is intended to provide a long-term framework within which the Qatari telephone National Numbering Plan may continue to be developed, by agreement, for the benefit of all Qatari public telecommunications users.

The annexes to this Policy form a fully integral part of the Policy. 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.

The Policy:

1. ensures transparent and non-discriminatory access to national numbering resources;

2. ensures that changes to end-users' numbers are minimised;
3. aligns with international recommendations
4. supports the principle of multiple public telecommunications Service Providers and services;
5. caters for individual or new requirements;
6. leaves solutions to market mechanisms wherever possible and reasonable;
7. is forward-looking, allowing for future extension of the National Numbering Plan Policy to cover additional types of numbers, names and addresses.

This document contains a number of references to Interconnection and Interconnection Agreements. Any such agreements will be the subject to the regulatory policies determined by ictQATAR, in particular in regard to any Reference Interconnection Offers, which may apply in respect of Designated Dominant Service Providers.

This Policy may be revised from time to time by ictQATAR. Revisions will be notified to licensed service providers and will appear on the ictQATAR website. Major or comprehensive revisions may be the subject of consultations.

## 2. Structure of the National Numbering Plan

To achieve the numbering policy aims, ictQATAR has structured the numbering resource based on the initial dialled digit. The following are the relevant levels commencing with the digits from '0' to '9'. The Qatar National Numbering Plan Matrix is attached in Annex-B with detail of each level from 0 to 9 is briefly described below:

Levels (0-9)	Brief Description	Notes
<b>Level 0</b>	00 – International Access 01-09 Protected for future number plan expansion	
<b>Level 1</b>	3-digit and 4-digit Short Codes	<ul style="list-style-type: none"> <li>Emergency Services (3 digits)</li> <li>Public Service (3 digits starting with the digits 10 for future allocations)</li> <li>Service Provider services (3 digits)</li> <li>Network Access (4 digits starting with the digits 17)</li> </ul>
<b>Level 2</b>	20 – protected for future number plan expansion 21 - Paging services 22 – Paging services 23 – MOI services 261 – Military paging 24 to 29 – Protected for future number plan expansion	20 – 4 digit short Codes remaining codes will be withdrawn 21 and 22 – These will be withdrawn once the paging service is ceased and then protected for future number plan expansion 261 - These will be withdrawn once the paging service is ceased and then protected for future number plan expansion
<b>Level 3</b>	Mobile	
<b>Level 4</b>	Fixed Line	
<b>Level 5</b>	Mobile	
<b>Level 6</b>	Mobile	
<b>Level 7</b>	Mobile	



<b>Level 8</b>	800– Freefone 801-809 Protected for future number plan extension 81 to 89 – Protected for future number plan extension	
<b>Level 9</b>	900 – Value Added Services / Premium Rate 901 to 909 – Protected for future number plan expansion 91 – 3 digit short codes 92 – Value Added SMS services 93 to 96 – Protected for future number plan expansion 97 – Value Added SMS services 98 – Protected for Special Services 99 – 3-digit short codes	Value Added services include Audiotext) 92 – SMS codes 97 – SMS codes 910-----Qtel call centre for VIP enquiries 911-----MOI 912 – 918 Protected for future number plan expansion 919-----Qatar establishment for women & child protection 991-Emergency for Electricity & Water 992-MOI emergency service for disable community 993-997 Protected for future number plan expansion 998-Environment & Natural Reserves 999 – Emergency Services

To maximise the use of the limited capacity available the standard unit of allocation and management of the resource by ictQATAR is in blocks of numbers. ictQATAR will vary the block size to suit the needs and market dynamics of specific services as stated below.

### 2.1. Level 0

In this level “00” is used as an escape code for international dialling. All subscribers have to dial “00” for international outgoing calls<sup>1</sup>.

### 2.2. Level 1

This level is used for numbers consisting of three and four digits referred to as Short Codes. Although networks use the information entered as E.164<sup>2</sup> Short Codes and SMS Codes differently there is a potential for call misrouting if the same leading digits are used for E.164 numbers and SMS Codes. To avoid this situation, both are included within this Policy.

<sup>1</sup> Customers using mobile services may replace the 00 with the + symbol in accordance with the GSM standards.

<sup>2</sup> ITU Recommendation E.164 defines the structure and use of numbers used for call routing.

Whenever a service (or similar service) is provided to customers by the use of both E.164 and SMS codes then the same code should be used for both access methods.

Where a customer is charged for the use of the level 1 codes, the charge must not exceed the normal call or text charge applying to the customers tariff package.

When an service provider applies for a new code for a service already provide by another service provider, or a similar service to that provided by another service provider, then they must apply for the use of the code already in service. There is no obligation for service providers to change codes in service at the date that this policy is promulgated.

### **2.2.1. Allocation Block Sizes**

These numbers will be allocated and withdrawn to Service Providers on an individual number basis.

### **2.2.2. Service Categories**

The services using these numbers will be categorized into one of the following five categories:

1. Emergency Services (3 digit numbers)

All Service Providers are required to route calls using these numbers either to a service provided by themselves or a service provided by another Service Provider or agency. There will be no charge made to the calling customer for these calls.

The numbers 112, 992 and 999 have been designated for this category of service and all Service Providers must enable numbers to be used free of charge in all their networks. No interconnect charges should arise in respect of such calls.

2. Public Service (3 digit numbers):

All licensed Service Providers are required to route calls using these numbers either to a service provided by themselves or a service provided by another licensed Service Provider or agency. Inter-Service Provider commercial terms may apply when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement.<sup>3</sup> Short Codes commencing with the digits 10 will be used for all other public services in future.

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<sup>3</sup> Any charges to calling customers for these types of services will be subject to specific regulatory policy for each number or service concerned.

3. Network Access (4 digit numbers) (Carrier Selection and Carrier Pre-Selection Override):

All Service Providers are required to route calls directly or indirectly to the appropriate network(s). Depending on the service provided by the accessed network, the level 1 number may be immediately followed by a number from Levels 2 to 9 of this plan. When this occurs, the additional number shall be forwarded to the accessed network without any validation being undertaken by the original network

Inter-Service Provider commercial terms will apply to calls made using these numbers as part of the Interconnection Agreement.

The initial numbers for these services will be of the form 17XX.

4. Service Provider Services (3 digit numbers)

These codes are used by customers to access service providers' support services. Calls to these numbers must be 'on-net' calls, i.e. the terminating number will be on the same network as the network that originates the call, although the actual service may be provided by a third party on behalf of the service provider.

5. Commercial Service (4 digits):

Commercial services accessed by using the Short Access Codes. The Short Codes in Level 9 are also used for commercial services and ictQATAR will allocate those codes in preference to Level 1 codes.

Inter-Service Provider commercial terms may be negotiated when the service is provided by another licensed Service Provider or agency, as part of the Interconnection Agreement. The originating network may charge the calling customer no more than the published tariff of the terminating network Service Provider for calls made to these numbers.

IctQATAR will consult with Service Providers in assigning categories to existing services.

### **2.3. Level 2**

Level 2 is designated for paging and the Ministry of the Interior (MOI) as follows:

20XX	4-digit short codes – to be withdrawn
21X XXXX	Paging
22X XXXX	Paging
23X XXXX	MOI services
24X XXXX	Protected for future
25X XXXX	Protected for future
26X XXXX	261 XXX military paging; the remaining ranges are protected for future
27X XXXX	Protected for future
28X XXXX	Protected for future
29X XXXX	Protected for future

All Service Providers must route calls made using these numbers to the network that is providing the service. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement.

### **2.3.1. Allocation Block Sizes**

Numbers designated for paging will be allocated and withdrawn to Service Providers in blocks of 1,000 numbers.

### **2.3.2. Number Withdrawal and Migration**

It is expected that that the demand for numbers for paging services (21X & 22X ranges) will continue to decline over time. As the paging service declines and numbers are ceased from customer service, ictQATAR will withdraw the allocations of blocks that have no numbers in service. Once withdrawn, the blocks will be designated as protected for future expansion. This process should be complete within three years of the publication of this policy and the overall situation will be reviewed at that time.

As individual short codes commencing 20 are migrated, the allocations will be withdrawn.

## **2.4. Level 3**

Level 3 is designated for mobile services. The format of the numbers in these levels is 3XXX XXXX

All Service Providers must route calls made using these numbers to the network that is providing the service. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider

or agency, as part of the Interconnection Agreement. The originating network Service Provider will charge the calling customer their published tariff for calls made to these numbers.

#### **2.4.1. Allocation Block Sizes**

Allocations will be made in blocks of 100,000 numbers. The blocks will be allocated sequentially.

#### **2.5. Level 4**

Level 4 is designated for fixed-line services. The format of the number in this level is 4XXX XXXX.

All number ranges, except 44XX XXXX will be initially designated as protected for the future expansion of fixed-line services.

To the calling customer, there is no geographic significance that can be inferred from any of the digits. For network routing purposes, Service Providers may choose to vest the first four or three digits (4XX X) of these ranges with significance, identifying individual exchanges and other switching nodes.

Service Providers offering IP based calls from public networks may apply for allocations for Level 4 numbers to be used as numbers for customers of their services. ictQATAR will monitor the development of location independent services and make further adjustments to this National Numbering Plan if they are necessary for any reason, including call tariff transparency (the inclusion of a broad indication of call costs within the initial digits of a number).

All Service Providers must route calls made using these numbers to the network that is providing the service. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement. The originating network Service Provider will charge the calling customer their published tariff for calls made to these numbers and shall not discriminate unfairly between different networks.

#### **2.5.1. Allocation Block Sizes**

Numbers designated for fixed line services will be allocated and withdrawn to Service Providers in blocks of 1,000, & 10,000 numbers. Levels 5 and 6

Levels 5 and 6 are designated for mobile services. The format of the numbers in these levels is 5XXX XXXX and 6XXX XXXX

All Service Providers must route calls made using these numbers to the network that is providing the service. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement. The originating network

Service Provider will charge the calling customer their published tariff for calls made to these numbers.

### **2.5.2. Allocation Block Sizes**

Numbers designated for mobile services will be allocated and withdrawn to Service Providers in block of 100,000.

The blocks will be allocated sequentially commencing with blocks from the range 50 once the available capacity in level 3 has been exhausted. All blocks are available for all eligible Service Providers.

## **2.6. Level 7**

Level 7 is designated for mobile services. The format of the numbers in these levels is 7XXX XXXX.

All Service Providers must route calls made using these numbers to the network that is providing the service. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement. The originating network Service Provider will charge the calling customer their published tariff for calls made to these numbers.

### **2.6.1. Allocation Block Sizes**

Numbers within Level 7 will be allocated and withdrawn to Service Providers in blocks of 100,000 numbers.

Following the introduction of the new structure allocations will be made in blocks of 100,000 numbers. The blocks will be allocated sequentially commencing with blocks from the range 71 once the available capacity in levels 3, 5 and 6 has been exhausted. All blocks are available for all eligible Service Providers.

## **2.7. Level 8**

In anticipation that the telecommunications market within Qatar develops in a similar manner to that experienced by other countries the following designations will apply:

800 XXXX	FreeFone / Toll Free calls
801 XXXX- 809 XXXX	Protected for future expansion
81X XXXX	Protected for future expansion
82X XXXX	Protected for future expansion
83X XXXX	Protected for future expansion
84X XXXX	Protected for future expansion

85X XXXX	Protected for future expansion
86X XXXX	Protected for future expansion
87X XXXX	Protected for future expansion
88X XXXX	Protected for future expansion
89X XXXX	Protected for future expansion

All Service Providers must route calls made using these numbers to the network that is providing the end-user service for that particular number. Inter-Service Provider commercial terms may be negotiated when the service is provided by another Service Provider or agency, as part of the Interconnection Agreement. The originating network Service Provider will charge the calling customer their published tariff for calls made to these numbers.

In the case of calls to 800 XXXX the cost to the caller will always be zero.

### 2.7.1. Allocation Block Sizes

Numbers for FreeFone will be allocated and withdrawn to Service Providers in blocks of single numbers. Allocations of unused FreeFone numbers, from previously allocated blocks of 10 numbers, will be withdrawn when this version of the National Numbering Plan is adopted.

### 2.8. Level 9

Numbers in series 900 XXXX are designated for audio text premium services. 999 is designated as a Short Access Code for emergency services. The remaining sub-levels are designated as follows:

900 XXXX	Value Added services / Premium Rate
901 XXXX to 909 XXXX	Protected for future expansion
91XX	Protected for future expansion
92X XX	Value Added SMS services
93X XXXX	Protected for future expansion
94X XXXX	Protected for future expansion
95X XXXX	Protected for future expansion
96X XXXX	Protected for future expansion
97X XX	Value Added SMS services
98X XXXX	Protected for future expansion
99X XXXX	Protected except, 999, 998, 991, 992

- Call / message charges for value added services may exceed the standard call / message charge in a customer's tariff package.
- Service Providers must include in their terms and conditions a requirement for the providers of such services to include in all advertisements and other invitations to call the numbers, a clear statement of the cost of the call and or SMS message (on a fixed fee or variable fee based on the call duration);
- Service Providers must offer their customers an option to bar outgoing calls / SMS messages to these services both in their entirety and/or to individual service types
- Service Providers must permit their content service providers to nominate termination number(s) on any network without discriminating (including on price) between networks based in Qatar. Where the ultimate terminating network is a foreign network the price may reflect the likely cost of the international part of the call.
- Service Providers must route SMS messages to level 9 SMS numbers irrespective of the Service Provider contracted to provide service to the third party content provider.

### **2.8.1. Allocation Block Sizes**

Numbers within Level 900 will be allocated and withdrawn to Service Providers in blocks of single numbers. .

Numbers designated for SMS services starting 92 and 97 will be allocated and withdrawn to Service Providers in blocks of 1000 numbers. Should other numbers within level 9 be made available for SMS services the numbers will be allocated in blocks of single numbers.

### **2.9. Format for the Presentation of Numbers**

Consistent presentation of telephone numbers helps to avoid dialling errors and allows compact presentation in telephone directories. The following presentation of telephone numbers is recommended for use on stationery, directories and other documentation:



<b>Number Length</b>	<b>Presentation as a National Number</b>	<b>Presentation as an International Number</b>
3 Digits	XXX	+974 XXX <sup>4</sup>
4 digits	XXXX	+974 XXXX <sup>4</sup>
7 digits	XXX XXXX	+974 XXX XXXX
8 digits	XXXX XXXX	+974 XXXX XXXX

**Table 1: Presentation Formats for Numbers**

Where technically feasible, economic, and subject to any relevant laws or regulatory provisions, presentation of CLI numbers on end-users equipment should follow these formats.

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<sup>4</sup> Where the service is available from other countries following bi-lateral international Service Provider agreements.

### 3. Signalling Point Codes

ictQATAR recognises that it has specific responsibilities under International Obligations with regard to International Signalling Point Codes and National Signalling Point codes.

As the designated authority within QATAR, ictQATAR will manage the International Signalling Point Codes (ISPCs) utilising the Signalling Area/Network Codes (SANCS) assigned to QATAR by the Telecommunication Standardization Bureau of the International Telecommunications Union (ITU / TSB). They will adopt the procedures specified by the ITU / TSB from time to time in Recommendation Q.708 or its successor recommendation(s).

ictQATAR recognises that Service Providers must have access to Signalling Point Codes (SPCs). Without these SPCs the Service Providers are unable to use the signalling within and between Telecommunications Networks that is essential for the establishment and management of calls.

Equally ictQATAR recognises that a lack of capacity for SPCs or discriminatory access to the SPCs will affect competition in the provision of Telecommunications Services within QATAR.

A Signalling Point must have a SPC from each signalling network to which it is connected, i.e. an international gateway will have both an ISPC and a NSPC.

No Signalling Point may have more than one SPC from the signalling network to which it is a member, i.e. only one ISPC and / or one NSPC per Signalling Point.

#### 3.1. The Structure of the Signalling Point Codes (SPCs)

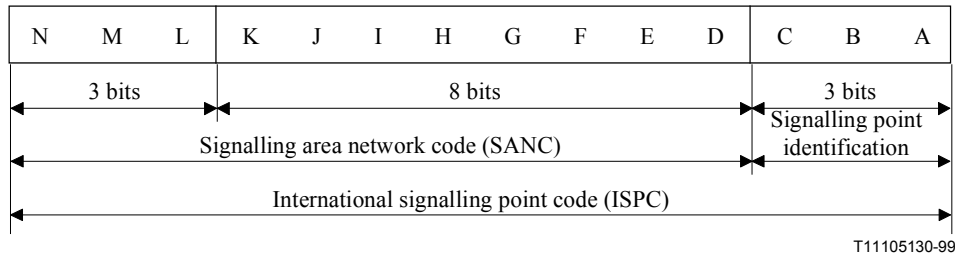
A 14-bit code shall be used for the identification of signalling points in conformance with the ITU Recommendations.

To achieve these objectives ictQATAR has adopted an SPC scheme. In designing this scheme ictQATAR has taken account of:

- the need to include sufficient capacity for future growth of telecommunications services (both foreseeable and unknown),
- the need to comply with known International standards, recommendations and conventions;
- the routing and administration needs of Service Providers;
- the disruptive impact on the efficient operation of Telecommunications Networks through changes to SPCs.

##### 3.1.1. International Signalling Point Code (ISPC) Format

The format of the 14-bit binary code used for the identification of international signalling points is illustrated below.



The binary code is represented by three (3) decimal numbers as follows:

- The first indicating the three (3) most significant bits (NML), with a value of 0 to 7;
- The second indicating the following eight (8) bits (K-D), with a value of 0 to 255;

and.

- The third consisting of the three (3) least significant bits (CBA), with a value of 0 to 7.

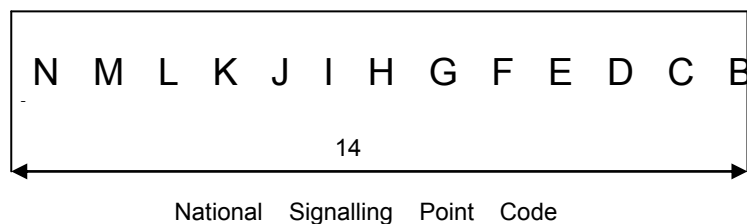
The combination of the fields containing bits NML and bits K-D is regarded as the Signalling Area/Network Code (SANC). The three (3) bits (CBA) identify a specific signalling point which when combined with the SANC forms the 14-bit ISPC (e.g. 2-068-1).

At the time of preparing this version of the National Numbering Plan, ITU / TSB has assigned 2-SANC to QATAR. These are 4-054-X, 4-055-X:

ISPCs will be allocated to Service Providers using the next available code using the CBA bits, on a 'first-come first-served' basis.

### 3.1.2. National Signalling Point Codes (NSPC) Format

The format of the 14-bit binary code used for the identification of national signalling points is illustrated below.



A single decimal number represents the binary code, which always consist of the 4- digits, 1000 to 9999.

ictQATAR will confirm and allocate NSPCs that are already in service within Service Providers' network(s) when this Policy is adopted by ictQATAR regardless of the codes' conformance with this scheme

ictQATAR will seek to support Service Providers that assign significance to the digits, for their internal convenience, by considering any preferences

expressed when an application is made for a NSPC. However, efficient use of the available codes will be an overriding consideration.

### **3.2. Managing the Signalling Point Code Scheme**

The Service Provider is required to apply in writing<sup>5</sup> to ictQATAR for allocation of ISPC and NSPC. The prescribed application forms are attached at Annex-C.

ictQATAR will normally send an acknowledgement receipt in respect of the application within five working days of receiving the application.

When a Service Provider is undertaking significant new build or re-arrangements to its signalling network(s), one application may be submitted requesting all the required NSPCs and one application for all the required ISPCs. Each application must clearly state how many SPCs are being included in the application. Once a valid, complete application for SPC(s) has been received, ictQATAR will normally make its decision and send a written notification of the SPC(s) allocated within four weeks of receiving the application.

Where the application is for an ISPC, ictQATAR will inform the Director of the ITU / TSB within four weeks of making the allocation.

In making the allocation, ictQATAR will take account of any preference specified in the application. The overriding considerations will be the efficient use of the limited number of SPCs and conformance with the SPC scheme.

Exceptional circumstances that may extend these time periods include:

- i) additional information is required from the Service Provider.
- ii) any significant issues relating to the application that cannot be reasonably handled within that period.
- iii) any unforeseen delay in the application / assignment process of an additional SANC between ictQATAR and the ITU / TSB.

When the allocation of an ISPC causes the proportion of allocated ISPCs to exceed of 75 percent of the available ISPCs in all SANCs previously assigned to Qatar by the ITU / TSB, ictQATAR will make an application to the ITU / TSB for an additional SANC in accordance with ITU Recommendation Q.708.

ictQATAR will modify the 75 percent threshold in response to any changes in ITU Recommendation Q.708

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<sup>5</sup> For the purposes of this Policy 'apply in writing' shall be deemed to include the use of email or any other electronic application process that ictQATAR introduces.

It is the responsibility of the Service Provider receiving the allocation to ensure that all other Service Providers wishing to access, or that may wish to access, the Signalling Point associated with the code are informed of the allocation.

ictQATAR will not publish information relating to SPCs that are allocated, available to be allocated or that have been applied for.

ictQATAR will seek to assist Service Providers, and other parties that ictQATAR considers have a reasonable interest, that make occasional, reasonable requests for information by supplying details of allocated SPCs, the unique name of the related Signalling Point and the identity of the Service Provider that owns the Signalling Point.

SPCs are not transferable between Service Providers, except in the case of a merger, acquisition, divestiture, or joint venture, subject to regulatory approval. SPCs may not be sold, licensed or traded by the Service Providers.

Service Providers must notify ictQATAR of any transfer or change in use of a SPC, within four weeks of the transfer or change of use. Change of use includes circumstances where the SPC is no longer in service for any reason, other than a temporary failure or a temporary planned removal from service of the Signalling Point.

When a SPC is transferred notification to ictQATAR by the Service Provider shall include the information specified in Article 5 and:

- The nature of the proposed change of use;
- The effective date of the change (month/year);
- Name of Service Provider who will use the code in their network (if different for the current arrangements);
- Contact person and their contact information (if different for the current arrangements);
- The unique name of the new signalling point which may include its location (city/town);

ictQATAR will normally send an acknowledgement receipt of the notification within five working days of receiving the application.

ictQATAR will withdraw the allocation of an SPC if:

- it is being used in a different way from that for which it was allocated.
- it is being used by a Service Provider other than the one to whom it was allocated and ictQATAR has not been formally notified of the change.
- it is no longer in use or required by the Service Provider to whom it was allocated.

or

- there is an overriding national interest that requires changes to or withdrawal of SPCs, e.g. a need to change the scheme to ensure an adequate supply of the codes

When ictQATAR withdraws an allocation of an SPC it will inform all Service Providers in Qatar within four weeks of taking the decision.

When the withdrawn code is an ISPC, ictQATAR will notify the Director of the ITU / TSB within four weeks of making the decision.

To minimise the risk of incorrect routing of signalling messages, ictQATAR will not normally re-allocate a withdrawn code for a period of 12 months after withdrawal.

## 4. Network Codes

A Service Provider may use any other scheme of network codes within their individual networks providing such codes are not used to identify a signalling point between networks. Various network codes in accordance with ITU Recommendations, enable identifying the network providing services to its subscribers. These codes are used internally within the network for exchange of information and are not allocated for public use.

ictQATAR will monitor the use of Network codes as per ITU-T and international telecommunication standards. It shall be the Service Providers sole responsibility to ensure that there is no conflict between Network codes and SPCs. Currently the following codes are specified under the category of network codes which are:

### 4.1. Mobile Network Code

#### Mobile Network Code [MNC], ITU standard E.212

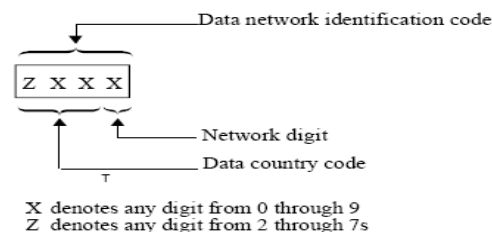
MCC	MNC	MSIN
427	2-digit	10 digits

← IMSI 15-digit →

The first field in the IMSI format is allocated by ITU which is 427 for Qatar. MNC is associated as network identification code is allocated by ictQatar to Service Provider providing wireless services. MSIN assignment is made by the Service Provider to whom MNC was assigned.

### 4.2. Data Network Identification code

A DNIC consists of Data Country Code (DCC) and a network digit as per ITU-T standard X.121. Each network digit identifies a data network in a country. The assignment of DCC is made by ITU to all member countries. DNIC identifies a public data network in a specific country or geographic region.



### 4.3. System identification code

The SID is a 15 bit identifier (0-32767) transmitted from a base station over a radio interface, that identifies a mobile system conforming to one of several

TIA wireless standards (e.g. IS-2000 'cdma2000'). The SID is used by Mobile Stations to identify systems that they are monitoring.

#### **4.4. Allocation Block sizes**

Network codes will be assigned on individual basis. The Service Provider is required to provide a brief description of its service for which the network code is required. The prescribed application form for network codes is attached at Annex-C.



## **5. Management and Administration of the National Numbering Plan**

### **5.1. Responsibilities of ictQATAR**

ictQATAR has put in place procedures to ensure fair and equitable treatment of all Service Providers, subject to the need to ensure efficient use and effective management of numbering resources. These procedures and conditions attached to number allocations are open, transparent and non-discriminatory. ictQATAR meets these obligations through the media of the publicly available Numbering Policy; Numbering Status Reports and, the numbering plan databases published on its web site or through access to the Number Management System and the numbering applications procedures.

Where ictQATAR finds that an Service Provider has not complied with one or more conditions for the rights of use of numbers allocated to it, or with a related direction or decision by ictQATAR, it will take measures to remedy any such non-compliance, including the withdrawal of some or all of the rights of use of numbers allocated to that Service Provider.

Where ictQATAR wishes to specify further compliance requirements relating to a right of use of numbers, it may issue directions to a Service Provider to take or refrain from certain actions specified by ictQATAR.

In performing its function of administering the national telecommunications numbering resource, ictQATAR will follow the following conventions or principles, which provide that:

1. the National Numbering Plan should provide sufficient capacity and flexibility to meet future demands, including the provision of reasonable capacity as a contingency for new services and for ease of future expansion of the scheme;
2. numbering arrangements should result in efficient utilisation of the limited numbering capacity;
3. the plan should support fair and effective competition by ensuring equal treatment with respect to access to numbers and allocation policy;
4. the plan should be in line with ITU-T Recommendations and other relevant International standards as far as possible;
5. conditions attached to the rights of use of numbers should include designation of the service(s) for which the number may be used, including requirements linked to the provision of that service;
6. the long term interests of users should be promoted, in particular requiring transparency of tariffs and conditions of use of the numbering resource;

7. numbering plan management should be carried out in an objective, non-discriminatory, equitable, proportionate, timely and transparent manner;
8. where changes to the numbering scheme or rights of use are necessary, the aim should be to implement them in a way that minimises disruption, cost and inconvenience for customers and service providers. Changes to rights of use for allocated numbers or their conditions of allocation or procedures should be limited to objectively justified cases and should be carried out in a proportionate manner;
9. where new services are introduced that require a review of the National Number Plan designations, temporary allocations of numbering resource are likely to be appropriate to permit the service launch and adequate time for the necessary review.
10. publicity for changes in any substantial part of the active national telephone number space should be well co-ordinated and should commence well in advance of the change taking place;
11. information should be available regarding the national numbering policy, numbering resource allocations and the status of each number block. This information will be made available on the ictQATAR web site and or the ictQATAR Number Management System (NMS).

The general conditions of use relating to number allocations are defined by this Policy. In addition, to further the objectives set out in this Policy, ictQATAR may attach specific conditions to individual allocations of the rights to use numbers. ictQATAR will hold consultative processes on Numbering Policy issues that it considers to be of importance and on any large-scale withdrawal of allocated numbers, subject always to its obligation to regulate the market.

At the time of number allocation or at any time thereafter ictQATAR may, at its discretion, apply additional specific conditions of use to an allocation if it 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 resources.

## **5.2. Service Providers' Responsibilities**

To achieve the objectives of this Policy, Service Providers must:

1. accept that allocation of numbers only implies the granting of rights of use; no proprietary rights are granted;
2. advise ictQATAR of their intention to apply for allocations and register with ictQATAR and maintain current and correct details of the primary person responsible for all numbering matters within their organisation;

3. only assign numbers from the National Numbering Plan to end-users, terminals, locations or functions in accordance with this Numbering Policy and any specific allocation conditions attached by ictQATAR from numbering resources allocated to the Service Provider by ictQATAR.
4. assign only contiguous numbers to customers with their own PBXs, private networks, virtual PBXs and private networks hosted on another network or equivalent telecommunications facilities.
5. ensure that such end-users are able to call the emergency services free of charge;
6. as soon as practicable, make caller location information available to authorities handling emergencies, to the extent technically feasible, for all calls made using either the '112', 992 or '999' access numbers;
7. 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, 992 or 999, free of charge to the caller;
8. be aware that where ictQATAR considers there is or has been serious or repeated non-compliance by an Service Provider with the conditions attached to a right of use of numbers granted to it, it may suspend or withdraw the right of use for numbers granted to the person or entity.
9. ensure that their customer service terms and conditions of use include the right of the Service Provider and ictQATAR to withdraw the assigned number;
10. accept that where temporary allocations have been made for any reason, including the need to review National Numbering Plan designations, that the numbers will be withdrawn at the end of the temporary period and that for the service to continue they will need to undertake a number change;
11. ensure that the numbers allocated to them are not used for the provision of Shared Revenue services unless they are designated Shared Revenue Numbers;
12. adhere to any additional specific conditions set down by ictQATAR, including any classifications by type or maximum tariff;
13. activate in their networks numbers, codes and/or blocks of numbers within six months of ictQATAR making the allocation. Otherwise the allocation may be withdrawn by ictQATAR;

14. maintain, and provide to ictQATAR as required, an up to date record of the percentages of numbers in use (including those 'in quarantine' and 'reserved numbers' for identified customers<sup>6</sup>);
15. maintain, and provide to ictQATAR as required, a record of numbers that have been ported to other Service Providers;
16. maintain, and provide to ictQATAR as required, records of the numbers assigned to individual large customers, the utilisation achieved by those customers and a forecast of the future demand for numbers from those customers;
17. not directly transfer allocated numbers, number blocks or codes between Service Providers other than through the Number Portability processes without the specific approval of ictQATAR; such transfer can normally only occur by withdrawal and re-allocation;
18. permit numbers assigned to an end-user involved in subsequent change of ownership (e.g. through merger, take-over or acquisition) to be retained; this is not deemed to be number trading or number transfer
19. route calls on the number of dialled digits defined in the National Number Plan Policy and suppress any additional digits dialled by a customer before the call is answered by the called customer;
20. not use network-specific (ISPC, NSPC, network codes) / private network telephone numbers that may cause interference with the national telephone numbering scheme or prevent evolution of the scheme in any way;
21. place a number in quarantine when a number that has been in use is cancelled by the assignee, or is recovered or replaced by the Service Provider and during this period the number shall not be re-assigned to anyone but the previous assignee;
22. comply with the six months normal quarantine period except with the agreement of ictQATAR or unless directed by ictQATAR to vary this period.
23. promptly inform their customers of any number changes or impending agreed number changes that may affect those customers. Wherever relevant or appropriate<sup>7</sup>, Service Providers shall, as part of this advice, highlight the impact on Calling Line Identification (CLI) numbers sent prior to and following the switch over to the new numbers;

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<sup>6</sup> See Annex A for the definition to be used in these utilisation records

<sup>7</sup> Users may need specific information on the changeover of presented CLI if the date of this is not coincident with the date notified for the subscriber number change, in order to prepare equipment dependent on the CLI.

24. open access from their networks to all geographic country codes<sup>8</sup>, including 974<sup>9</sup>, listed by the ITU (i.e. in its Recommendation E.164 and related Operational Bulletins), as early as possible and subject only to restrictions imposed by practical limitations on implementation;
25. open access from an Service Provider's network(s) to all numbers allocated by ictQATAR to Service Providers, except those numbers designated as 'on-net'. Where the access is provided before concluding an Interconnection or commercial agreement, the terms of that agreement shall be applied retrospectively from the date when the access was provided;
26. ensure that the measures are in place that have been agreed by all Service Providers and the ictQATAR to inform and support customers during and after the implementation of any change to this National Numbering Plan, including the changes in this version of the National Numbering Plan. Where agreement is not reached, Service Providers must implement a minimum level of customer support mandated by ictQATAR.
27. recognise that ictQATAR may override any of the above conditions where it deems that the needs of the National Numbering Plan require this.
28. SIM cards sold at points of sale must not be activated before sale. Activation should only take place after all the application procedures are fulfilled and all the required attachments of the application are submitted
29. Re procedures to terminate a phone service in some particular cases as shown below, the Ministry of Interior will directly inform service providers with the personal numbers of persons that fall under these cases:
  - a) Those that used to live in Qatar, left it permanently and their residency permits have been cancelled.
  - b) Those whose stay outside of Qatar exceeded 6 months.
  - c) Those with end of residency and are outside the country.
  - d) Those registered as a runaway.
  - e) Deceased

There should be e-connecting between the Ministry of Interior and the service providers in order to enable the Ministry to send this

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<sup>8</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>9</sup> 974, the international country code for QATAR is explicitly included to assist those citizens that travel abroad and include the country code in their electronic address books, or mobile handset directories.

information (electronically) to the service providers in order to have the phone services registered under the names of the above mentioned persons terminated. The numbers assigned to these services shall be immediately placed in quarantine without any recharge or grace period.

### **5.3. Eligibility to Apply for Numbering Resource**

All Service Providers licensed by ictQATAR shall have the right to apply in writing<sup>10</sup> to ictQATAR for the allocations of numbering resource, with the reasonable expectation that their request will be granted. Initially only Service Providers holding Public Telecommunications Networks and Services licences have the right to apply for allocations.

Service Providers must register with ictQATAR the contact details of the person with the primary responsibility for numbering matters before making their first application. Subsequently they must maintain the registration details to reflect changes in their organisation. ictQATAR will treat applications from persons that are not registered as invalid.

### **5.4. Application Process for an Allocation of Numbering Resources**

The information required from applicants is listed below; ictQATAR reserves the right to request additional information where necessary:

- Service Provider's internal reference number (if any);
- The formal company name of the Service Provider;
- The trading name of the Service Provider;
- The name of the contact person within the Service Provider, who has authority to make commitments on behalf of the Service Provider with respect to the applications and any related issues;
- The job title of the contact person
- The address for communications regarding the application;
- The phone, fax number and email address of the contact person;
- The Numbering Plan Level or resources that are required to be allocated from;
- Planned in-service date for the numbers;
- Brief description of the service to be offered using the numbers and, in the case of applications for a number from Level 1 of the plan, the service category that the Service Provider believes applies to the service;

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<sup>10</sup> For the purposes of this Policy 'apply in writing' shall be deemed to include the use of email or any other electronic application process that ictQATAR introduces.

- For Service Providers that have been offering the described service for more than twelve months, confirmation of the percentage utilisation<sup>11</sup> achieved with existing allocations;
- For Service Providers that have been offering the service for less than twelve months the anticipated customer base for the numbers twelve months after the date of the application, or twelve months from launch of service, whichever is sooner;
- The anticipated utilisation of existing allocations and the numbers applied for twelve months after the date of the application;
- If either of the utilisation figures are less than 70-80%, the justification for an (additional) allocation of numbers at this time;
- Declaration of compliance with the obligations and general conditions of use described in this Policy, along with an agreement to comply with any specific or additional conditions ictQATAR specify when allocating the numbering resource

The prescribed application forms for each National Numbering Plan resources are attached at Annex-C.

Electronic submission of allocation applications using ictQATAR's Number Management System (NMS) is the preferred method for Service Providers to apply for number allocations. The data entry screens supersede the information requirements specified above and the forms at Annex-C.

Where a Service Provider is unable to use the NMS, applications. using the format in Annex C, should be submitted by:

Post to: The Numbering Unit  
The Supreme Council for Information and Communications  
Technology  
P.O. Box 23264  
Doha  
Qatar

Email to: [numbering@ict.gov.qa](mailto:numbering@ict.gov.qa)

When a Service Provider anticipates significant demand for the service during the following 6 to 12 months that will require more than one block of numbering resource, ictQATAR will welcome a single application for more than one block of numbering resource. A Service Provider making such an application must accept that not all the requested blocks may be allocated and that ictQATAR may withdraw or transfer to another Service Provider any allocated numbers that have not been assigned to a customer, if the planned utilisation is not achieved

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<sup>11</sup> For clarity, when applying for numbers for mobile service, Service Providers should separately state the quantity of numbers included in the utilisation figures that are set aside to provide roaming service for international visitors to Qatar and also those that are programmed into SIMs but not yet in customer service.

ictQATAR may request additional information in respect of any numbering application it may receive. Applications will be deemed to have been withdrawn by the applicant if the requested additional information is not received within two weeks of such request being made. The time taken by the Service Provider to supply the required information shall not be included in the calculations of ictQATAR response times to applications.

The NMS will provide a unique sequential reference number for applications. Where applications are submitted by other methods, on receipt of the application ictQATAR will assign a reference number and notify the Service Provider's contact in writing<sup>12</sup> of the reference number within five working days.

Applications will be processed strictly in the order in which they are received and acknowledged by the NMS or numbering unit within ictQATAR.

### **5.5. Application Process for an Allocation of Numbering Resources**

Applications will be assessed using the following criteria:

- The applicants status as an eligible Service Provider;
- The availability of requested number blocks or codes for allocation;
- The planned activation date is within six months of the application date;
- Conformance with relevant national and international standards;
- The conformance of the planned services as described on the application with the designations of the requested number blocks in the National Numbering Plan;
- Achievement by the Service Provider of 70-80% utilisation with numbers previously allocated for this service, paying due regard to the market demand for the service, the time to activate allocated numbers in all networks, the time to implement new applications in networks and the length of time that the Service Provider has offered the service;
- The Service Provider's compliance with:
  - o the general conditions of use described throughout this Policy;
  - o the specific conditions attached by ictQATAR to previous applications;and
  - o the Service Provider's compliance with their stated plans on previous applications;
- ictQATAR's assessment of the impact of the allocation on competition in the telecommunications market, if any

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<sup>12</sup> For the purposes of this Policy 'notify in writing' shall be deemed to include the use email or any electronic process that ictQATAR introduces.



- ictQATAR's assessment of the application's merit in the national interest.

Where ictQATAR judges that one or more of these criteria is not achieved they may reject the application. In the case that ictQATAR judges that the application does not align with the designations of the National Numbering Plan they may either consult with the applicant to identify the appropriate number level or, for a new service, consult more widely on any new designation required within the plan. In this eventuality ictQATAR may offer an allocation for a period that shall not exceed six months to permit the new service to be launched, on condition that all numbers in use at the end of the period are changed to the final allocation numbers within two months of the designation decision. Such consultations shall be treated as requests for further information. In all cases, ictQATAR's assessment of conformance with the designations shall be final and conclusive.

ictQATAR shall normally notify the applicant of its allocation decision within 7 working days of receiving the full set of information required (including any fees due from the Service Provider to ictQATAR in relation to the application), including any additional information.

In making applications for numbering resources, Service Providers should be aware that in the interest of transparency and competitive neutrality, ictQATAR will normally allocate the next available number block suitable for the service, on a 'first-come first-served' basis, using the reference number assigned by ictQATAR on receipt of a valid application, as defining the order in which applications were received. ictQATAR reserves the right to change the process outlined here, as circumstances require. Any such changes will be notified to all licensed Service Providers and will be fully transparent.

### **5.6. Reservation of Numbering Resources**

ictQATAR may, at its sole discretion reserve one or more number blocks in anticipation of future applications from Service Providers.

### **5.7. Confidentiality of Service Provider's information**

Information provided in application to ictQATAR will be treated as public unless otherwise specified by the applicant. It is preferred that where industry participants wish to submit confidential information, including information they consider to be commercially sensitive, they should provide confidential and non-confidential versions of their submissions. In these circumstances, the confidential version will need to highlight any such information.

### **5.8. Withdrawal of Reservations and Allocations**

To manage the National Number Plan in an effective manner ictQATAR shall have the right to withdraw allocations. Such an action will only be undertaken in circumstances that shall be limited to situations where there are instances of:

- Serious or repeated failures of a Service Provider to meet one or more of the usage conditions;
- All numbers of an allocated range having become deactivated.
- Sustained insufficient or inappropriate usage of one or more allocated numbers.
- The need for additional numbering capacity elsewhere mandates such withdrawal or International harmonisation mandating such withdrawal;
- Withdrawal being deemed to be in the overall national interest;
- It being necessary as part of a change to the National Numbering Plan.

When ictQATAR considers it necessary to make a withdrawal it shall give three months' notice to all affected Service Providers in writing stating the reasons for the proposed withdrawal. During that period it will discuss any implementation procedures and how customers should be informed with relevant Service Providers. The period from the end of the notice period and the final withdrawal of the number allocations will vary depending on the circumstances, the customer impact and the magnitude of the technical and operational changes required to make the withdrawal.

### **5.9. Notification of Number Activation**

ictQATAR shall provide notification in writing<sup>13</sup>, to the Service Provider involved, of its decision regarding any application for the allocation of numbers. Where an application is refused a brief summary of the reasons will be provided with the notification. This is provided by electronic notifications when the decision on-line application is taken.

It shall be the responsibility of the recipient of each allocation to negotiate with and to notify all relevant Qatari Service Providers and, where appropriate, overseas authorities or Service Providers of the implementation of these allocations, within time-scales that are acceptable to the holder and to the Service Providers concerned. ictQATAR anticipate that such periods will be stated in Interconnection Agreements between Service Providers and that a maximum activation period will be specified in Service Provider's licences. ictQATAR requires Service Providers notified by the recipient of the allocation to activate the numbers in their network(s) within the terms of the Interconnection Agreement between the Service Providers, and in any case no longer than four weeks after receiving the notification.

Service Providers to whom number allocations have been made shall advise ictQATAR of the contact points in their organisations who are to receive notification of the dates for activation of allocated codes and number blocks. ictQATAR shall maintain a list of such contacts and shall make it available to other licensed Service Providers upon request.

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<sup>13</sup> For the purposes of this Policy 'notify in writing' shall be deemed to include the use email or any electronic process that ictQATAR introduces.

*Note: while ictQATAR will maintain data on allocations and on its web site, this does not relieve Service Providers of their own duty to inform other concerned parties of the status of their allocated numbers.*

#### **5.10. Duration of Allocations**

All allocations will last until the end of the licence period of the Service Provider, and will be automatically extended if the licence is renewed or extended, unless ictQATAR specifies a shorter period when notifying an Service Provider of the allocation, and subject to ictQATAR's rights to withdraw numbers described earlier.

#### **5.11. Appeals against Allocation and Withdrawal Decisions**

Service Providers that believe a numbering management decision by ictQATAR is unreasonable and counter to the objectives in this Policy, may raise their concerns directly with the head of the numbering unit within ictQATAR.

In the event that the matter is not resolved, the Service Provider should invoke the general ictQATAR complaints procedure existing at the time of the decision.

During the period that the complaint is being considered, the decision of ictQATAR, which is causing the concern, shall stand.

#### **5.12. Regulatory Fees for Managing Numbering Resources**

Service provider must pay an application fee at the time that they make an application for the allocation of numbering resources. Where the application is for a number block other than the next available block then an additional special application fee shall be paid. These fees are non-refundable and ictQATAR will not process an application until the fee(s) had been received.

The value of the application fee is QAR 2,000.

The value of the special application fee is QAR 100,000.

Service providers shall pay a usage fee per number within 30 days of the end of each calendar year for the numbers that they have been able to use during the year. The fee payable shall be a reference value multiplied by a factor dependent on the type of number: For numbers that have been allocated to service providers for only part of a year, a pro rata fee shall apply.

The value of the reference value is QAR 1.

The number type multipliers are:

Number Types	Multiplier
3-digit short codes used for Public Service and Emergency Services	Nil
3-digit short codes used for Service Provider services	100,000
4-digit short codes	10,000
5-digit short codes	1,000
Geographic / Fixed-Line, Mobile, Paging services	1
Freefone, Premium Rate, Valued Added SMS Codes and Audiotext (and other 'special services', e.g. Shared Revenue, as they are introduced within Qatar)	10

Changes to the value of the application fee, special application fee reference value and the multipliers will be published as a separate Decision and this National Numbering Plan will not be reissued. ictQATAR will not review the value of the reference value or the multipliers at less than 24 month intervals.

ictQATAR may withdraw some or all numbers allocated to a service provider if they do not pay the usage fee in full within 30 days at the end of each calendar year.

### 5.13. Audit of the Use of Numbering Resources

It is necessary that Service Providers assist ictQATAR in carrying out its regulatory functions by providing information relating to their services and networks, on an on-going basis.

This information will be provided by recipients of allocations within four weeks following a request from ictQATAR, or otherwise when significant changes occur in the services or networks. ictQATAR may also request such information to verify compliance with conditions attached to rights of use for numbers. The format and content of presentation, which may be amended from time to time, will be specified by ictQATAR.

ictQATAR requires a report on the utilisation of allocated number blocks.. The format of this report is provided in Annex D.

Normally ictQATAR will not request more detailed audit information more frequently than annually and it will limit its requests to those aspects of the National Number Plan that are of concern to ictQATAR in some way.

In particular, Service Providers shall provide the following information to ictQATAR upon request, as appropriate to their network(s) and/or service(s):

- i) numbers of connected customers, for each category defined by ictQATAR in the audit request;
- ii) total of unused and available numbers for each such category, including capacity designated for or assigned to a customer but not yet in service;
- iii) numbers or internal use (e.g. as service numbers or test numbers);
- iv) identification of any 'quarantined' numbers, with comments where relevant;
- v) planned utilisation figures for the next 12 months;
- vi) the total quantity of numbers ported-in and the total quantity of numbers ported-out;
- vii) 3 year forward projections of the numbering resource required.

This information shall be presented as an up to date 'snapshot' of the network or service (i.e. all information from the various Service Providers is to be broadly synchronised in time).

ictQATAR will respect the commercially sensitive nature of this information in accordance with its commercial sensitivity, while it remains in a form where the data and/or its source may be identifiable, unless the audit request expressly specifies that it will be published.

The information collected may be published (normally in summary format) after aggregation with similar and/or related data from other sources, depending on the purposes of the audit.

#### **5.14. Usage of Numbers for ENUM Purposes**

The ENUM protocol described in IETF RFC 2916bis (and similar IP / telephony converge directory protocols) relies on the use of E.164 numbers that are part of the National Numbering Plan for its operation. ictQATAR considers that the user specific part of the Internet domain name that issues from the ENUM algorithm is simply a manipulation of the corresponding E.164 telephone number.

In recognition of the international uncertainty surrounding the implementation and deployment of services utilising the ENUM protocol, ictQATAR will monitor international developments and implement an appropriate policy for Qatar, once service demand has been identified.

## **6. Number Portability**

Any and all Number Portability Policy Statement(s) or Order(s) published by ictQATAR shall form part of this National Numbering Plan in accordance with Article (68) of Telecommunications By-law No. (1) of 2009.

## 7. Revision of the National Numbering Plan Policy

Reviews of this Policy will be undertaken from time to time as appropriate. The intention is for reviews to occur not more frequently than at 12-monthly intervals. ictQATAR will allow a reasonable period, normally being not less than 28 days, for interested parties to make representations during the review process.

ictQATAR may from time to time amend or withdraw a condition or application process already published or publish additional conditions within the scope of or outside a formal review, as appropriate. This will usually occur after consultation with interested parties. ictQATAR shall give reasonable notice, typically being three months but in any case not less than one month, to Service Providers to comply with any such amendment or withdrawal of a condition.

Requests to undertake a review or amend this Policy may be submitted at any time by any licensed Service Provider, user or other interested party, and these requests shall be considered by ictQATAR.

In deciding on any change to this Policy, ictQATAR shall have regard, as appropriate, to:

- i) the Guiding Principles of this Policy;
- ii) the provisions of relevant general and specific conditions of use on allocated numbers;
- iii) the views of the applicant and other interested parties;
- iv) International developments, including Standards; any other matters that ictQATAR regards as relevant.

As experience grows within Qatar on the implementation of this Policy, it is ictQATAR's intention to establish a forum of Service Providers (the national Numbering Committee) and other interested parties to identify and consider issues arising from the implementation of this Policy. Such a forum will permit ictQATAR to understand issues and potential solutions in advance of formal reviews of this Policy.

## ANNEX A. DEFINITION OF TERMS

<b>Allocated number block</b>	A number block that has been requested by a Service Provider and the rights to use have been allocated to them by ictQATAR
<b>Assigned Number(s)</b>	Number(s) that a Service Provider has identified in their allocated number blocks for use by a named customer and in service with that customer.
<b>E.164 Short Codes</b>	Short Codes used by a switching network to route a call or translated by a switching network to a destination number that is used to route the call
<b>End-User</b>	The person initiating or receiving a call
<b>Escape Digits</b>	Digits inserted at the beginning of a call to indicate to the network that the following digits are to be interpreted in a particular manner. Escape digits do not form part of the subscriber's number.
<b>Freefone</b>	A service that all calling customers within Qatar can use without being charged for the call, sometimes known as toll free calls
<b>International Rules</b>	any rules, instructions, orders, regulations, recommendations, guidelines, provisions, specifications, terminologies, definitions or agreements ratified by the State of Qatar.
<b>International Signalling Point Codes (ISPC)</b>	A signalling point code with a unique 14-bit format used at the international level for signalling message routing and identification of signalling points involved. The ISPC is used in signalling messages containing the Network Indicator NI=00
<b>Large customers</b>	Customers of a licensed Service Provider that runs a private network connected to the Service Provider's network using numbering resource from the National Numbering Plan or that has more than 1,000 numbers assigned by the Service Provider from the National Numbering Plan.
<b>Number</b>	Means a string of decimal digits that identifies termination points in the telecommunications network and includes the information necessary to route telecommunications to a termination point.
<b>Number Portability</b>	Subscribers retain their number when they change their Service Provider.
<b>'off-net'</b>	Calls which terminate on a network other than the network where they originate.
<b>'on-net' calls</b>	Calls which originate and terminate on the same network



<b>Originating network</b>	The telecommunications network that provides service to a subscriber who is placing a call or first handling an incoming international call within Qatar.
<b>Prefix</b>	An indicator consisting of one or more digits that allows the selection of different types of number formats or networks. The prefix is only dialed by the customer when they specifically wish to make a selection and is in addition to the normal telephone number.
<b>Quarantined</b>	<p>A number that has been withdrawn from use by a subscriber, for what ever reason, and that has been identified as not to be re-used for a maximum period of six months to avoid nuisance calls to a new subscriber by customers erroneously seeking to use the number to contact previous subscriber.</p> <p>For the avoidance of doubt the quarantine period starts at the end of any 'recharge', 'grace' and 'suspension' periods, which may not exceed 10 months in total.</p>
<b>Reserved Number(s)</b>	Numbers set aside by a ictQATAR in anticipation of a future allocation request by a Service.
<b>Routing Codes</b>	Digits that are added by the network to the number dialed by the end-user that has routing significance to the network. These digits cannot be dialed by the end-user and the call is deemed to be to an invalid if they are dialed.
<b>Service Provider</b>	a person that is licensed to provide one or more telecommunications services to the public or licensed to own, establish or operate a telecommunications network to provide telecommunications services to the public.
<b>Shared Cost</b>	A service where the calling and called customer's each pay a portion of the call costs to the Service Provider(s)
<b>Shared Revenue</b>	A service where the called customer and the Service Provider(s) share the revenue received from the called customer for the call
<b>Signalling Point</b>	A node in a signalling network that originates and receives signalling messages, or transfers signalling messages from one signalling link to another, or both.
<b>Signalling Point Code (SPC)</b>	A code used to identify a signalling point and processed within the Message Transfer Part (MTP) of each signalling point and within users of the MTP.
<b>Signalling Relation</b>	An association between two signalling points that allows the exchange of Signalling System No. 7 messages.

<b>SMS Short Codes</b>	Codes used as an address within a SMS message
<b>Special Services</b>	Services where the called subscriber pays part of the cost of the call (e.g. FreeFone and Shared Cost calls) or the calling subscribers pays an additional amount for the call to include a payment for the service accessed (e.g. Shared revenue or Premium rate calls).
<b>Subscriber</b>	Individuals and corporate bodies that are end-users of telecommunications services who have a contract with a Service Provider for the supply of Telecommunication Services, irrespective of whether a fee is payable for the supply of the services.
<b>Supreme Council (ictQATAR)</b>	The Supreme Council for Information and Communications Technology responsible for the regulation of the Information Technology and the Telecommunications Sectors.
<b>Telecommunication Services</b>	<p>Mean any form of transmission, emission or reception of signs, signals, writing, text, images, sounds or other intelligence provided by means of a telecommunications network to a third party including but not limited to the following:</p> <ol style="list-style-type: none"> <li>1. wired and wireless cable and radio telecommunications;</li> <li>2. voice, music and other sounds;</li> <li>3. visual images;</li> <li>4. signals used in transmission other than the production and broadcasting of programs;</li> <li>5. signals used to operate or control any machinery or apparatus;</li> <li>6. the installation, maintenance, adjustment, repair, replacement moving, or removal of apparatus which is or will be connected to a Public Telecommunication Network;</li> <li>7. the installation, maintenance and operation of networks for telegraph, telephone, telex, leased circuits, domestic and international data networks, internet and wireless transmission;</li> <li>8. any other Telecommunications Services approved by ictQATAR.</li> </ol> <p>but do not include any services relating to the content of Radio and Television programmes.</p>
<b>Terminating network</b>	The telecommunications network that provides service to the subscriber who is receiving a call.

<b>Third Party Service Provider</b>	<p>A party providing content or some other values added service, that may or may not be a Licensed Telecommunications Operators within Qatar</p>
<b>Utilisation</b>	<p>The proportion of a numbering resource assigned to customers expressed as a percentage of the numbering resource allocated to a Service Provider.</p> $\% \text{ utilisation} = \frac{\text{Total Assigned Numbers in Block}}{\text{Block Size}} * 100$ $\% \text{ ETR Numbers in block} = \frac{(\text{Available ETR numbers} + \text{Assigned active ETR numbers})}{\text{Block Size}} * 100$ <p>Where:</p> <p>Total Assigned Numbers = Assigned Active Numbers + assigned Quarantine Numbers + Assigned Active ETR Numbers</p> <p>Assigned Active Numbers = Numbers in use by subscribers + Numbers ported to another Service Provider + Numbers in Quarantine + Numbers used for roaming service.</p> <p>Easy to Remember Numbers are those numbers deemed to be easy for a calling customer to remember</p>
<b>Virtual PBXs and Private Networks</b>	<p>The provision of PBX and Private Network or similar functionality to a customer through software products on a network owned and managed by a Service Provider.</p>

## Annex B. Qatar National Numbering Plan Matrix

Level	2nd Digit									
	0	1	2	3	4	5	6	7	8	9
0	Escape code Intl Calls	P	P	P	P	P	P	P	P	P
1	SC	SC	SC	SC	SC	SC	SC	SC	SC	SC
2	SC	Paging	Paging	MOI	P	P	P	P	P	P
3	M	PM	PM	M	PM	PM	PM	PM	PM	PM
4	F	PF	PF	PF	F	PF	PF	PF	PF	PF
5	M	PM	PM	PM	PM	M	PM	PM	PM	PM
6	PM	PM	PM	PM	PM	PM	M	PM	PM	PM
7	M	PM	PM	PM	M	PM	PM	M	PM	PM
8	FF	P	P	P	P	P	P	P	P	P
9	PRS	P	SMS SC	P	P	P	P	SMS SC	P	E

P----protected for future

PM--protected for future growth in mobile services

PF -- protected for future growth in fixed-line services

F----Fixed line

FF-----FreeFone

M----Mobile service

MOI----Ministry of Interior

SC-----Short code

PRS----Premium rate Service

SMS SC ---- SMS short code

E----- Emergency Service

## Annex C. Application Forms

All the application forms listed in Annex C are automated using the Numbering Management System (NMS) which currently is used for the management of all numbering resources.

### APPLICATION FORM FOR FIXED LINE & MOBILE SERVICE NUMBERING PLAN [NP]

#### Company Profile

Name			
Postal Address			
Phone			
Fax			
Email		Web site	

#### Contact Person

Name		Designation	
Phone		Mobile	
Fax			
Email			

#### Information for Numbering Plan

Service [Select one]	<input type="checkbox"/> Fixed line	<input type="checkbox"/> Mobile	
Usage	<input type="checkbox"/> Allocation		
Fill this part for [Allocation only]			
Exchange Area	Complete address of Exchange/MSC	<sup>14</sup> Number Block Size	Anticipated Number activation date
		<input type="checkbox"/> 1k <input type="checkbox"/> 10k <input type="checkbox"/> 100k	<input type="text"/> / <input type="text"/> / <input type="text"/> Day/Month/Year
		<input type="checkbox"/> 1k <input type="checkbox"/> 10k <input type="checkbox"/> 100k	<input type="text"/> / <input type="text"/> / <input type="text"/> Day/Month/Year
		<input type="checkbox"/> 1k <input type="checkbox"/> 10k <input type="checkbox"/> 100k	<input type="text"/> / <input type="text"/> / <input type="text"/> Day/Month/Year

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

Signature of authorized person .....

Name .....

Position .....

Date .....

<sup>14</sup> K=000, 100k is for mobile only

## Application form for Toll free and PRS number

### Company Profile

<b>Name</b>			
<b>Postal Address</b>			
<b>Phone</b>			
<b>Fax</b>			
<b>Email</b>		<b>Web site</b>	

### Contact Person

<b>Name</b>		<b>Designation</b>	
<b>Phone</b>		<b>Mobile</b>	
<b>Fax</b>			
<b>Email</b>			

### Allocation of SCN

<b>Usage [select one]</b>	<input type="checkbox"/> <b>Toll free service</b> <input type="checkbox"/> <b>PRS service</b>
<sup>15</sup> <b>Block Size</b>	<input type="checkbox"/> <b>10</b> <input type="checkbox"/> <b>× 10s please mention Quantity-----</b>
<b>Service accessibility</b>	<input type="checkbox"/> <b>Mobile</b> <input type="checkbox"/> <b>Fixed Line</b> <input type="checkbox"/> <b>Both</b> <input type="checkbox"/> <b>Mobile &amp; fixed line</b>

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

Signature of authorized person .....

Name .....

Position .....

Date .....

<sup>15</sup> Block size is not more than 100

**Application form for Short Code Number [SCN]**

**Company Profile**

<b>Name</b>			
<b>Postal Address</b>			
<b>Phone</b>			
<b>Fax</b>			
<b>Email</b>		<b>Web site</b>	

**Contact Person**

<b>Name</b>		<b>Designation</b>	
<b>Phone</b>		<b>Mobile</b>	
<b>Fax</b>			
<b>Email</b>			

**Allocation of SCN**

<b>Usage</b>	<input type="checkbox"/> SMS service	<input type="checkbox"/> Public services	<input type="checkbox"/> Service Provider services
<b>Number of digits</b>	<input type="checkbox"/> 3-digit	<input type="checkbox"/> 4-digit	<input type="checkbox"/> 5-digit
<b>Call Type</b>	<input type="checkbox"/> Free Premium Rate	<input type="checkbox"/> Local call	<input type="checkbox"/> Premium Rate
<b>SCN accessibility</b>	<input type="checkbox"/> Mobile	<input type="checkbox"/> Fixed Line	<input type="checkbox"/> Both Mobile & fixed line
<b>Complete location Address where SCN activation is required</b>			
<b>Anticipated Date for Code Activation</b>			

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

Signature of authorized person .....

Name .....

Position .....

Date .....

**Application form for National Signaling Point Code [NSPC]**

**Company Profile**

<b>Name</b>			
<b>Postal Address</b>			
<b>Phone</b>			
<b>Fax</b>			
<b>Email</b>		<b>Web site</b>	

**Contact Person**

<b>Name</b>		<b>Designation</b>	
<b>Phone</b>		<b>Mobile</b>	
<b>Fax</b>			
<b>Email</b>			

**Information for new NSPC**

<b>Usage</b>	<input type="checkbox"/> <b>Allocation</b>			
<b>Network type [Tick only one]</b>	<input type="checkbox"/> <b>Mobile Wireless</b> <input type="checkbox"/> <b>Fixed line</b> other please specify			
<b>System Manufacturer Name</b>				
<b>System Name or Entity name</b>	<b>Example</b> MSC-1, HLR-1, MSS, softswitch etc			
<b>Complete address of location where signaling node will be installed</b>				
<b>Anticipated Date for Code Activation</b>	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> <b>Day/Month/Year</b>			

<sup>16</sup>List of NSPC in use [if yes,  Yes  No

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

**Signature of authorized person .....**

**Name .....**

**Position .....**

**Date .....**

\_\_\_\_\_

<sup>16</sup> Use separate sheet



**Application form for International Signaling Point Code [ISPC]**

**Company Profile**

<b>Name</b>			
<b>Postal Ad- dress</b>			
<b>Phone</b>			
<b>Fax</b>			
<b>Email</b>		<b>Web site</b>	

**Contact Person**

<b>Name</b>		<b>Designation</b>	
<b>Phone</b>		<b>Mobile</b>	
<b>Fax</b>			
<b>Email</b>			

**Information for new ISPC**

<b>Usage</b>	<input type="checkbox"/> <b>Allocation</b>					
<b>Requirement of new code [brief project plan]</b>						
<b>Switch type [Tick only one]</b>	<input type="checkbox"/> <b>Circuit switch</b>	<input type="checkbox"/> <b>Packet switch</b>	<input type="checkbox"/> <b>hy-brid</b>			
<b>Switch Manufacturer Name</b>		<b>Model</b>				
<b>Complete Switch lo- cation Address</b>						
<b>Anticipated Date for Code Activation</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table> <b>Day/Month/Year</b>					

List of ISPC in use [if yes<sup>17</sup>]  **Yes**  **No**

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

**Signature of authorized person** .....

**Name** .....

**Position** .....

**Date** .....

**Application form for Network codes**

\_\_\_\_\_

<sup>17</sup> Use separate sheet for allocated ISPCs

**Company Profile**

<b>Name</b>			
<b>Postal Ad- dress</b>			
<b>Phone</b>			
<b>Fax</b>			
<b>Email</b>		<b>Web site</b>	

**Contact Person**

<b>Name</b>		<b>Designation</b>	
<b>Phone</b>		<b>Mobile</b>	
<b>Fax</b>			
<b>Email</b>			

**Information for new MNC**

<b>Usage</b>	<input type="checkbox"/> <b>Allocation</b>					
<b>Select Network code Type</b>	<input type="checkbox"/> <b>MNC</b>	<input type="checkbox"/> <b>DNIC</b>				
	<input type="checkbox"/> <b>SID</b>					
<b>General description of the service to be provided, including area of service</b>						
<b>Anticipated Date for Code Activation</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table> <b>Day/Month/Year</b>					

List of MNC in use [if yes<sup>18</sup>]  **Yes**  **No**

**Declaration: I certify my conformance to the telecommunications laws, regulations and policies of Qatar and that the information provided in this application is true, complete and correct.**

**Signature of authorized person** .....

**Name** .....

**Position** .....

**Date** .....

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