The Hashemite Kingdom of Jordan

Telecommunications Regulatory Commission

National Numbering Plan

Issued Pursuant to Articles (12A/14) of the Telecommunications Law

Amended according to Board of Commissioners Decision No (5-12/**2021**)
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Contents List

1. Introduction

This National Numbering Plan takes into account the previous National Numbering Plan and the increased demands for numbering capacity. The National Numbering Plan aims to meet the objective of creating a framework to enable the growth and innovation of competitive telecommunications services in Jordan and also, adopting new technologies.

This is a long-term Plan, intended to allow short-term and medium-term objectives to be met, whilst also creating adequate reserve capacity both for the future growth and for as yet undefined services. In order to preserve this objective, the National Numbering Plan will be reviewed from time to time (may be every five years) and revised to take account of changes in demand and any new developments. The TRC reserves the right to review this National Numbering Plan at more frequent intervals if it identifies a significant change in the telecommunications market within Jordan (that has implications for the National Numbering Plan) or a shortage of available number capacity. The TRC would welcome comments from Operators bringing such events to its attention so that it may be considered whether an interim review is necessary.

However, numbers are to be regarded as part of national resource which is owned and administered by the TRC. So, no licensee shall be entitled to ownership of any number or numbers allocated to that licensee or to any customer.

Licensees shall not use any number / numbers other than those allocated by the TRC.

Further, the TRC recognizes that the end user has a reasonable expectation that the numbers they use to access Telecommunications Services provides an indication of the type of service that they are accessing and the type of call charges that they will incur.

1.1 Terms and definitions

Access Codes
They are short codes, generally easy to memorize, usually beginning with 1xx(x) range, or other numbers (911), which allow end users to access a wide range of telephony services, such as:
- Emergency numbers
- Call-by-Call Carrier Selection
- National Helplines.

There are three types of these access codes:

> **Type A** Codes: These are codes that have such widely understood significance (e.g. police) that they shall be used by all Operators (whether directly or through the agency of another operator), and will not be used by any operator for any other service. Normally the services will be provided by a public body, governmental or non-governmental, and will relate to urgent security, emergency, health, environment or similar matters submissive to TRC approval case by case.

> **Type B** Codes: These codes are deemed to be 'off-net' Codes and calls made using these codes must be correctly routed by all Operators, such as carrier selection services.

> **Type C** Codes: These are codes that are used for network Operators' in-house and on-network services, such as testing and customer services.

Access to Dial-up Internet Services

These are services where callers pay a fixed charge for calls to gain access to dial-up internet service numbers irrespective of the distance they are carried over the network.

Allocation (Allocated)

The grant of numbers by showing the Operator, service and date of allocation.

Call Center Services accessed by Access Codes

The provision of helpdesks, sales services; fault reporting and other functions relating to the supply and maintenance of telephony services within Jordan.

Carrier Selection

Carrier Selection is a facility that enables subscribers connected to one operator to choose, to have some of their telephone calls carried by that operator or by another operator. When a subscriber uses Carrier Selection, the call is routed through the selected operator rather than the operator to which that subscriber is physically connected. The calls made through Carrier Selection are charged at the rates offered by the selected operator rather than those available from the operator providing network access to the subscriber.

Carrier Pre-Selection (CPS)

Carrier Pre-Selection is a facility offered to end users which allow them to choose the carrier applies to each call to be carried by an operator selected in advance (and having a contract with the customer), without having to dial a routing prefix or follow any other different procedure to invoke such routing.

Pre-selection is usually made off-line by the operator providing the access network.

Carrier Pre-Selection Code

Numbers (Codes) of a specific format that TRC allocates to Operators solely in connection with CPS. The codes will be hexadecimal codes and are not dialed by customers.

Country Code (CC)

The combination of one, two or three digits that identifies a specific country or countries in an integrated Numbering Plan or a specific geographic area. This code follows the international dialing prefix on calls made from outside Jordan, and should be followed by the NSN (National Significant Number) of the destination within Jordan, excluding the national escape digit, '0'.

Customer Services

The provision of Helpdesks, sales services; fault reporting and other functions relating to the supply and maintenance of telephony services within Jordan.

C7

The ITU-T Signaling System Number 7. For further information see the definition for the Signaling Point Code (SPC) below.

Data Network Numbering and Data Network Identification Code (DNIC)

Data network numbering conforms to international standards and is assigned to TRC, as the NRA by the ITU-T as required.

Designation (Designated)

Numbering capacity set aside for a future use.

Directory Services

The provision of number information relating to an end-user or service that the calling customer can use to access the end-user or service. Additional services relating to the number information may also be provided such as establishing a call between the calling customer and the end-user or service. When a charge is made

to the calling customer for the services provided through a premium charge for the call the service is a Commercial Directory Service.

Escape Code
In Jordan, '0' is used as the national escape code and 00 (and +) are used as the international escape codes to access other countries.

Fixed Broadband Access service (FBA)
Fixed connectivity to Broadband Internet services.

Fixed Cost Service
This is a service where callers pay a fixed charge for calls to Fixed Cost Services numbers irrespective of the distance they are carried over the network. The location of the network termination point to which calls are delivered may be changed depending on the volume of traffic, time of day etc.

Free
Numbers within the range which are available for allocation.

FreePhone Service
This service enables a FreePhone service customer to be assigned one or more special telephone numbers which allow FreePhone callers within Jordan to call the FreePhone customer free of charge. All service and call-related charges are paid by the FreePhone customer. The calling customer is not charged for calls made to Freephone numbers or for the services accessed by calling these numbers. Call charges to the calling customer for the services accessed by using the Freephone number, e.g. prepaid calling card services, can only be made after the customer has received an in-call message that a charge is about to be incurred and the customer has the option of terminating the call without incurring a charge. All such charges are made using a mechanism other than the customer"s normal invoice for telecommunications services from their network operator, for example through the use of 'pre-paid' calling cards.

Home Location Register (HLR)
A database that contains the subscriber information required to provide customer services without knowing the exact location of the end user's mobile handset within the network. The HLR contains information such as location, basic telecommunication services subscription information, service restrictions (e.g. any roaming limitation), and details of any applicable supplementary services.

International Mobile Subscriber Identity (IMSI) Code
The code that identifies a subscriber's terminal. TRC allocates these codes for terminals within Jordan in accordance with the ITU-T Recommendations.

Internal Network Codes
- National Signaling Point Codes;
- Network Specific Signaling Point Codes;
- Number Portability codes (once Number Portability implemented);
- Mobile Network Codes;
- Carrier Selection and Pre-Selection Codes (if carrier Selection / Pre-Selection is mandated).

International Telecommunications Union, (ITU-T)
The ITU-T is a permanent organ of the International Telecommunication Union (ITU), the United Nation's specialized agency in the field of telecommunications. The Telecommunications Standards Body, TSB of ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations. ITU-T defines the National Regulatory Authority, i.e. TRC as the Administration body within Jordan.

Internet of Things Services (IoT) including M2M services

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A global infrastructure for the information society, enabling advanced services by interconnecting (physical and virtual) things based on existing and evolving interoperable information and communication technologies and as defined by the ITU[1].

Location Independent Services
These are services where:
- (i)   the location of the Customer's Apparatus identified by a given Telephone Number at the time of use is not necessarily permanently associated with a particular Network Termination Point; and
- (ii)   the service is not a Mobile Service;

Licensed Operator Identification Code (LOPID)
These are codes, administered and allocated by TRC, that are used for administrative purposes to identify individual licensed Operators. One LOPID is allocated per operator.

Mobile Network Code (MNC)
These are codes that are part of the International Mobile Subscriber Identity (IMSI) Code that identifies the subscriber's terminal. Based on "Annex F" of ITU recommendation E.212, the MNC can be used for any of telecommunications Networks including mobile and fixed networks under certain circumstances.
The MNC in Jordan is currently two (2) digits long.

Mobile Network Identification Country Code
The Mobile Network Identification Country Code is a network code used for routing between mobile networks.
The Mobile Network Identification Country Code for Jordan is 416.

Mobile Network Operator (MNO)
A Licensee that provides Public Mobile Wireless Services (PMWS) as defined in the License Agreement.

Mobile Service
A telecommunications service that is provided by the use of a wireless telecommunication system, which is designed or adapted to be capable of being used while the caller and / or the called party is in motion. This includes but not limited to Public Mobile Wireless Services (PMWS), and Public Radio Paging Service (PRPS), Trunked Radio Dispatch Service (TRDS) and MVNO Services.

Mobile Virtual Network Operator (MVNO)
An operator which may own or control infrastructure and which is licensed to resell Public Mobile Wireless Services under its own name using the network, in full or in part, of licensed MNO(s).

MVNO Services
It is a form of Mobile Service that is provided by an MVNO.

National Destination Code (NDC)
A nationally optional code field, within the international public telecommunications Numbering Plan as set out in the ITU-T Recommendation E.164, which, combined with the Subscriber Number, will constitute the National Significant Number.

National Rate
An indication that the price for the call is equivalent to the rate for a fixed network (geographic) national call set by the relevant originating operator, where such a rate exists.

National Significant Number (NSN)

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[1] ITU recommendation Y.2060: Overview of the Internet of Things.

This refers to that portion of the number that follows the country code for geographic areas. The National Significant Number consists of the National Destination Code followed by the Subscriber Number. In Jordan, the NSN is eight digits for Fixed (Geographic) numbers, and nine for Mobile numbers.

National Numbering Plan (NNP)
The NNP indicates the number ranges that are delegated for particular purposes or not delegated.

NNP Record
The list of codes and numbers that make up the NNP, published by TRC on its website and regularly updated. The NNP record gives details of the current status of delegated parts of the NNP e.g. allocated, Designated, free, protected, reserved, or unusable.

Nomadic (Nomadism)
The ability of the user to change his network access point after moving from one location to another. When changing the network access point, the user's service session is completely stopped and then started again, i.e., there is no handover possible. It is assumed that the normal usage pattern is that users shut down their service session before moving to another access point or changing terminal.

Number Block
A unit of 1, 10, 100, 1000, 10,000, 100,000 and 1,000,000 numbers depending on the section of the National Numbering Plan.

Numbering Plans
These are plans that licensed Operators adopt for such numbers as are allocated to them from the NNP. These plans describe the method adopted, or to be adopted, for allocating and reallocating a number to any network termination point, user, telecommunication apparatus or service element.

Number Range
A Number Range is a set of continuous numbers of a specified or unspecified size.

Number Portability
This is a facility whereby subscribers who so request can retain their number on a fixed public telephone system and on the integrated services digital network (ISDN) and on a mobile network, independent of the organization providing the service at the network termination point of a subscriber at a specific location, in the case of geographic portability, or at any location, in the case of non-geographic portability.

Number Translation Services
These are services which use non-geographic numbers over which those particular services are provided to callers at a variable charge, depending on the particular service being used. The caller of the service is aware of the charging method by reason of the number dialed.

Operator
An Operator is a person, usually a company, that runs a telecommunications system under a license granted in accordance with the Telecommunications Law No. 13 for the year 1995 and its amendments.

Prefix, National or International
The prefix is the digits, which indicate different geographic areas or different services of the National Numbering Plan. In Jordan, '0' is used as the national escape code and 00 (and +) are used as the international escape code to access other countries.

Premium Rate Services (PRS)
These are services that are paid for at a special rate which is higher than the standard call rates. The revenue from a PRS call may be shared between the operator and the provider of the service.

Premium Rate Services 117xxx Codes

These are codes that are used to access the commercial directory services and customer care call center services. These codes may be allocated to governmental entities upon request in order to enable them introduce their services to citizens.

Premium Rate Services SMS & MMS

These are messaging services where the network charges include a premium for information and other services obtained via the called number. The network operator passes any premium to the service provider. These codes may be allocated to governmental entities upon request in order to enable them introduce their services to citizens.

Protected (Date)

Temporarily or permanently not available for service. If a date is shown, the protection applies to this date.

PSTN

Public Switched Telephone Network.

Public Mobile Wireless Services - PMWS

It is a form of Mobile Service where the public telecommunications services, as defined by the Telecommunications Law, that (i) permit two-way communications between users' terminals (radio stations) and other similar radio stations, as well as with any apparatus, station or service connected to the public switched telephone network in Jordan, and (ii) are supplied by means of multiple cells of radio communication transceivers, configured so as to permit full mobility of customer radio stations, with hand-off between adjacent cells and frequency re-use throughout the various cells.

Public Radio Paging Service - PRPS

It is a form of Mobile Service restricted to one way non-voice selective communication service that is made by a Person to alert only, alert plus text message, or alert plus digital text message.

Trunked Radio Dispatch Service - TRDS

It is a form of Mobile Service restricted to a commercial public access mobile radio service that provides private dispatch (one – to one) and group dispatch (one –to –many) wireless voice communications services.

Reseller Identification Codes (RIDs)

These are three-character alphabetic codes (e.g., 'AAB'), used for administrative purposes to identify those who resell an operator's CPS service.

Reservation (Reserved)

Numbers pending allocation (details withheld if commercially sensitive).

Signaling Point Code (SPC)

The code used in public telephone networks using the ITU-T Recommendation on Signaling System Number 7 (known as C7).

Special Services

These are services that are paid for, and charged at special rates, from free up to, and including, national rate. Charges for these calls can be paid by the called party, shared between the caller and the called party, or paid wholly by the caller.

Subscriber Number (SN)

The number identifying a subscriber in a network or numbering area.

Personal Number Services

These are services that are based on number translation that enables end users to be called, using a single Personal Number, and to receive those calls or IP sessions at almost any telephone number, including mobile

numbers, and IP addresses. For the avoidance of any doubt, Personal Numbers are not to be used for Premium Rate Services (PRS).

Unusable

These are numbers that are not usable due to system constraints or risk of dialing errors.

2. The National Numbering Plan

2.1 General Requirements

The National Numbering Plan has been prepared taking into account the following requirements:

a) Designation of sufficient capacity to meet growth of telecommunications services, taking into account the characteristics of available technologies, the forecast growth of population, the geographic distribution of demand and the prospect of increasing telephone density, particularly in the more prosperous business communities.

b) Designation of numbering capacity for the future introduction of services which may be new to Jordan but has been proved to be commercially successful in other countries.

c) Reservation of capacity, in the form of leading-digits of local numbers, to facilitate future expansion of the National Numbering Plan.

d) Spare capacity in the form of codes and number ranges that are not associated with any known services and therefore potentially suitable for unforeseen expansion or the introduction of brand new services.

e) Significance in the first few digits of national numbers to enable callers to recognize service characteristics and call charges, and for network Operators to be able to route calls sufficiently.

f) A neutral position in the allocation of numbering capacity, to support fair competition where multiple Operators are competing to provide service to existing and new customers.

g) Independent identification and association of codes and number–blocks with geographic areas and non-geographic services, so that the National Numbering Plan is not locked in to any structure that network Operators use to provide services, nor to the names of particular exchanges.

h) Suitability for independent administration, and provision of information on the current status of all codes and blocks of numbers.

i) Technology neutrality to ensure longevity of the National Numbering Plan.

j) Consistency with international standards and recommendations with respect to National Numbering Plans.

k) Changes to the National Numbering Plan are designed to achieve these General Requirements without creating unreasonable cost and disruption for end users and Operators.

2.2 Structure of the National Numbering Plan

For international calls, Jordan has been allocated the Country Code 962 by the International Telecommunications Union (ITU).

National Destination Codes (NDC's) and the leading digits of 'local' numbers have been designated for specific services as shown in the table below:

Prefix	A&B Digits	SN length	Designation	Notes
00 and (+)				International Escape Code
01	00 - 99			Future Expansion
02	00 - 19			Unusable
	20 - 61	7 digits	Northern	
	62	7 digits	Mafraq	
	63	7 digits	Jarash	
	64	7 digits	Ajloun	
	65	7 digits	Irbid	
	66 - 69	7 digits	Northern	
	70 - 75	7 digits	Irbid	
	76 - 89	7 digits	Northern	
	90	7 digits		
	91	7 digits		910 available for expansion
	91			Unusable since the 911 number is for emergency services
	91	7 digits		912 – 919 available for expansion
	92 - 99	7 digits		
03	00 - 19			Unusable
	20	7 digits	Aqaba	
	21	7 digits	Ma'an	
	22	7 digits	Tafileh	
	23	7 digits	Karak	
	24- 89	7 digits	Southern	
	90	7 digits		
	91	7 digits		910 available for expansion
	91			Unusable since the 911 number is for emergency services
	91	7 digits		912 – 919 available for expansion
	92 - 99	7 digits		
04	00 - 99	8 digits	IoT services/ M2M	
05	00 - 19			Unusable
	20 - 31	7 digits	Middle Region	
	32	7 digits	Madaba	
	33	7 digits	Middle Region	
	34 - 35	7 digits	Balqa	
	36 - 39	7 digits	Zarqa	
	40 - 89	7 digits	Middle Region	
	90	7 digits		
	91	7 digits		910 available for expansion
	91			Unusable since the 911 number is for emergency services
	91	7 digits		912 – 919 available for expansion
	92 - 99	7 digits		
06	00 - 19			Unusable
	20 - 39	7 digits	Greater	
	40 - 59	7 digits	Greater	

Prefix	A&B Digits	SN length	Designation	Notes
	60 - 89	7 digits	Greater Amman	
	90	7 digits		
	91	7 digits		910 available for expansion
	91			Unusable since the 911 number is for emergency services
	91	7 digits		912 – 919 available for expansion
	92 - 99	7 digits		
07	00, 02-09	8 digits	Personal Number Services	
	01	8 digits	FBA services (Fixed Broadband Access)	
	10 - 99	8 digits	Mobile Services	
08	00-09	7 digits	Free phone	
	10	7 digits	Access to Dial-up Internet	
	11 - 49	7 digits		
	50 - 59	7 digits	Shared Cost	
	60 - 69	7 digits		
	70 - 79	7 digits	Fixed Cost / Location Independent Service	
	80 – 89	7 digits	Location Independent Services	
	90 - 99	7 digits		

Prefix	A&B Digits	SN length	Designation	Notes
09	00	7 digits	Premium Rate Services (PRS)	
	01 - 99	7 digits	Premium Rate Services (PRS)	
1	00 -16		Access Codes	
1	17	5 digits	Premium Rate Service Code	
1	18 - 99		Access Codes	
9	00 - 10	4 digits	Premium Rate Services SMS and MMS	Excluding 911XX
9	11		Access Code type A	
9	12 - 99	4 digits	Premium Rate Services SMS and MMS	

Access Codes

The following table shows the Access Codes. Any changes will be available on the TRC web site numbering records pages:

Access Code	Type	Service
1xx(x)	A	Emergency Services
911		Emergency Services
12xx	B	Customer Care Services
15xx		Carrier selection and carrier pre-selection 'independent' billing services
18xx		Carrier selection and carrier pre-selection 'consolidated' billing services
13xx	C	Operators' in-house and on-network services, such as testing and customer services
14xx		Operators' in-house and on-network services, such as testing and customer services
16xx		Operators' in-house and on-network services, such as testing and customer services
17xx		Operators' in-house and on-network services, such as testing and customer services

2.3 Numbering Capacity for Fixed Geographic Services

The codes 02, 03, 05 and 06 have been designated for the four regions and will be used by all Operators offering fixed / geographic services in these regions. Each of these codes is to be followed by a standard-length Subscriber Number (SN) of seven digits. Subscriber numbers beginning with digit '0' will not be allocated because this digit is used to escape from local dialing to national dialing. Subscriber numbers beginning with digit '1' and digits 911 will not be allocated because these digit are used in the 1xx(x) and 911 access codes.

For allocation and record purposes the first three digits of the Subscriber Number (SN) are labelled 'A', 'B' and 'C' respectively. Allocations of numbering capacity will be made in blocks of ten thousand numbers, using AB digits selected from those already designated, followed by a C digit in the form 02 ABCxxxx, 03 ABCxxxx, 05 ABCxxxx and 06 ABCxxxx. Different AB digits will be allocated to each Governorate within a region, using values chosen for consistency with previous allocations and meaningful geographic significance for users. The same AB combination will be possible in each region. Designation of number ranges for use within regions is given below in numerical order. The Subscriber numbers should not be used for services with a nomadic characteristic. Numbers for Location Independent Services must be used in such cases.

2.3.1 Northern Region 02

Numbers in the range 02 20xxxxx to 02 89xxxxx have been designated for geographic services in the Northern Region. Allocations of numbering capacity will be made in blocks of 10000.

2.3.2 Southern Region 03

Numbers in the range 03 20xxxxx to 03 89xxxxx have been designated for geographic services in the Southern Region. Allocations of numbering capacity will be made in blocks of 10000.

2.3.3 Middle Region 05

Numbers in the range 05 20xxxxx to 05 89xxxxx have been designated for geographic services in the Middle Region. Allocations of numbering capacity will be made in blocks of 10000.

2.3.4 Greater Amman Region 06

Numbers in the range 06 20xxxxx to 06 89xxxxx have been designated for geographic services in Greater Amman. Allocations of numbering capacity will be made in blocks of 10000.

2.4 Numbering Capacity for Mobile Services

Mobile Service is a telecommunications service that is provided by the use of a wireless telecommunication system, which is designed or adapted to be capable of being used while the caller and / or the called party is in motion. This includes but not limited to Public Mobile Wireless Services (PMWS), Public Radio Paging Service (PRPS), Trunked Radio Dispatch Service (TRDS) and MVNO Services.

The code 07 has been designated for all Mobile Services, Personal numbers, and FBA services; this code is to be followed by eight digits. Allocations of numbering capacity will be made in blocks varying from 10000 to 1,000,000 numbers.

Allocations will be in blocks of 100,000 or 1,000,000 numbers for Mobile network Operators (MNOs) upon TRC decision (case by case).

Allocation in blocks of 100,000 numbers for Virtual Mobile Operators (MVNOs) in the numbering range 074xxxxxxx -076xxxxxxx

For PRPS and TRDS operators, the allocation is in blocks of 10000 numbers in the ranges 0745xxxxxx - 0747xxxxxx.

The numbering ranges 071xxxxxxx- 073xxxxxxx are designated as Reserved for future Mobile services. The allocation block sizes to be used when these number ranges are made available for allocation will be determined at that time.

2.5 Personal Number Services

Numbers in the range 0700 AB xxxx to 0709 AB xxxx excluding 0701 AB xxxx have been designated for Personal Number Services, where A and B are in the range 0-9. Allocations of numbering capacity in this range will be made in blocks of 1,000 numbers.

Note: A Personal Number service does not have a permanent association with any network termination point. When a call is made to a Personal Number, it is used to interrogate a database and obtain a translation from the Personal Number to the number of a network termination point or IP Address to which calls are to be routed.

The call routing number can be changed in some way by the customer and may change depending on the time of day, the day of the week or some other criteria.

The service provider(s) offering the Personal Number Services maintains the routing database and provides the call routing information to the call originating network on demand, either in real time as the call is initiated or by data downloads depending on the preference of the call originating network Operators.

2.6 Fixed Broadband Access services (FBA)

Numbers in the range 0701 AB xxxx have been designated for FBA services for authentication and billing purposes (it's prohibited to use these numbers for dialing), where A and B are in the range 0-9. Allocations of numbering capacity in this range will be made in blocks of 10,000 numbers.

2.7 Numbering Capacity for Special Services, 08

The code 08 has been designated for special telecommunications services. This code is to be followed by a standard-length subscriber number of seven digits. For allocation and record purposes the first digits of the SN are labeled 'A' and 'B' respectively.

Allocations of special services numbering capacity will be made in blocks of one thousand numbers, using AB digits selected from those designated, followed by C and D digits in the format 08 ABCD xxx. Unless stated otherwise in the sections below, numbers will be allocated in blocks of 1000 numbers.
Designations of number ranges for Special Services are given below in numerical order.

2.7.1 Freephone Services

Numbers in the range 08 00 xxxxx to 08 09 xxxxx have been designated for Free to call Services. Allocations of Freephone numbers will be made in blocks of 100 or 1000 numbers to licensed Operators to offer free phone services to their customers (allocation may also be made in individual numbers as per TRC decision). Initial allocations of numbering capacity in this range will be made using only the AB digits '00' to form 0800 Freephone Services number. In addition, allocations of Freephone numbers will be made as single numbers to prepaid telecommunications calling card Operators in the range 080099xxx.

Note: The calling customer must not be charged for calls made to Freephone numbers or for the services accessed by calling these numbers. Call charges to the calling customer for the services accessed by using the Freephone number, e.g. prepaid telecommunications calling card services, can be made only after the customer has received an in-call message that clearly indicates that a charge is about to be incurred and the customer has the option of terminating the call without incurring a charge. All such charges must be made using a mechanism other than the customer's normal invoice for telecommunications services from their network operator, for example through the use of 'pre-paid' calling cards.

2.7.2 Access to Dial-up Internet Services

Numbers in the range 08 10 xxxxx have been designated for Access to Dial-up Internet Services. These numbers may only be used for data calls to Internet Service Providers (ISP's). Numbers will be allocated as single numbers.

Note: Callers pay a fixed charge for calls to these accesses to Dial-up Internet Service numbers irrespective of the distance they are carried over the network.

2.7.3 Shared Cost Services

Numbers in the range 08 50 xxxxx to 08 59 xxxxx have been designated for Shared Cost Services.

Note: A proportion of the charges for conveyance of a call to Shared Cost Service number is paid by the caller, the balance being paid by the called party.

2.7.4 Fixed Cost Services

Numbers in the range 0810xxxxx have been designated to Access for Fixed cost services.
Numbers in the range 08 70xxxxx to 08 89xxxxx have been designated for Fixed Cost Services.

Within this category, number blocks will be allocated for Location Independent Services where the cost of the call is not that of a call to a Geographic service number. In addition numbers in the range 08 80xxxxx to 08 89xxxxx have been designated for possible expansion of Location Independent Services.

Note: Callers pay a fixed charge for calls to Fixed Cost Services numbers irrespective of the distance they are carried over the network. The location of the network termination point to which calls are delivered may be changed depending on the volume of traffic, time of day etc.

2.8 Premium Rate Services (PRS) Services

2.8.1 Premium Rate Services, 09

Numbers in the range 09 00xxxxx have been designated for Premium Rate (PRS) Services. Allocations of Premium Rate Services 09 numbering capacity will be made in blocks of one hundred numbers, using ABC digits selected from those designated numbers of the format 0900 ABCxx for telecommunications licensees and as single numbers for other entities providing premium rate services only and does not hold a license to provide Telecommunications Services.

2.8.2 Premium Rate Services, 117xxx

Exceptionally the Access Codes 117xxx have been designated as Premium Rate codes. Allocations of the codes will be made in individual numbers. Initially these numbers will be allocated from the range 117000 – 117999.

These codes may only be used for commercial directory services and call center services provided by telecommunications licensees and other entities providing premium rate services only, these codes may also be allocated for governmental entities to provide their services for citizens. The range 117xxx shall be used as off net, so the customer that has been allocated a number in that range shall have the right to be reached from all networks.

2.8.3 Premium Rate Services SMS & MMS

Numbers in the range 9xxxx have been designated for Premium Rate SMS and MMS Services. Allocations of Premium Rate SMS and MMS services numbering capacity will be made in blocks of one hundred numbers, using AB digits selected from those designated in the format 9 ABxx (excluding 911xx) for

telecommunications licensees and as single numbers for other entities providing premium rate services only. These codes may also be allocated for governmental entities to provide their services for citizens.

2.9 Internet of Things (IoT) & M2M services

Numbers in the range 04 ABC xxxxx have been designated for Internet of Things and Machine to machine services, where A, B and C are in the range (0-9). Allocations of numbering capacity in this range will be made in blocks of 100,000 numbers.

International numbers allocated by the ITU for global IoT/ M2M services can be used in Jordan. [2]

Allocated numbers by ITU for global IoT/M2M services, and other international numbers designated for the provision of IoT/M2M services in other countries may be roamed and used inside Jordan according to and in compliance with rules specified in the instructions of IoT/M2M services in Jordan issued by TRC and any other related regulations.

2.10 Access Codes

All numbers in the 1xx(x) range and the number 911 have been designated for use as access codes and are regarded as part of the National Numbering Plan. Callers dial these codes to obtain access to services provided by Operators or to indicate the choice of routing when alternative network services are available. In order to create more numbering capacity than the one hundred combinations available using 100 to 199, some blocks of 1xx codes will be expanded in future to four-digit 1xxx codes.

According to the dialing plan, numbers beginning 911 in the ranges 02, 03, 05, 06 and 07 will be unusable due to potential dialing conflict with the code 911.

Access Codes in the range 1xx(x) will be designated by TRC as Type A, B or C, taking into account established current usage. The different types of Access Codes are as follows:

Type A These are codes that have such widely understood significance (e.g. police) that they shall be used by all Operators (whether directly or through the agency of another operator), and will not be used by any operator for any other service. Normally the services will be provided by a public body, governmental or non- governmental, and will relate to urgent security, emergency, health, environment or similar matters submissive to TRC approval case by case.

The codes are only to be used to contact the appropriate body regarding an urgent matter and must not be used as general access numbers with access to most of all functions provided by the body.

Type B These codes are deemed to be 'off-net' Codes and calls made using these codes must be correctly routed by all Operators. There are two types of services that are appropriate to these codes:

The first type is where the end users of one operator select to have calls connected by an operator and / or network other than the one to which their telephone or equipment is connected (known as 'Carrier Selection and 'Carrier-Pre Selection'). Note that, subject to capacity limitations, 15xx codes are used for 'independent' billing services and 18xx codes are used for 'consolidated' billing services.

The second type is the 12xx Codes that customers use to reach their Operator form the network of their Operator or through the network of other Operators, e.g. the customer care center.

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[2] Allocation for IoT /M2M/ are currently conducted with the country code resources +882 and +883. The country code +878 may be used in the future.

Type C Codes that are used for network Operators' in-house and on-network services, such as testing and customer services. Calls made using these codes are terminated on the same network as they originate and are not be used to access services or content provided by third parties. Any of these codes may be used for different purposes by individual network Operators.

2.11 Dialing Plans

For the convenience of users, network Operators are required to conform to the following:

a) Initial escape digit '0' signifies that the national dialing procedure is being used. It will be followed by a single code-digit and seven digits starting with 2, 3, 5, 6, 8, or 9. For Mobile and Personal Number services, a single code-digit 7 is used and followed by 8 digits.

b) Initial digits '00', or symbol '+' for mobile devices, signify that the international dialing procedure is being used. It will be followed by a maximum of fifteen digits of the international number. The '+' symbol indicates that the International Prefix must be added.

c) For geographic services within a Governorate, callers may omit the national dialing procedures and dial only the digits of the local number, irrespective of the operator to which they and the destination customer is connected. However, if a local call is made in full national or international dialed form, it shall also be connected and tariffed as a local call. It is for the callers to decide the form of the number that they use.

d) All calls between Governorates must use national dialing procedures, even when calling and called parties have the same regional code.

e) The Network Termination Point of geographic numbers shall be determined from the National Destination Code and Subscriber Number. The location shall be determined by reference to a Numbering Map which shall be maintained by Orange Fixed[2] and made available to all other Operators.

f) All calls to and from non-geographic service numbers in the ranges 08 and 09 must use national dialing procedures.

g) Initial digit '1' signifies that a 1xx(x) access code is being called, including Premium Rate Service numbers 117xxx.

h) Further digits may follow a 1xx(x) code used for indirect access to an alternative operator's network. These extra digits may be conveyed by voice-band signals over the speech path, or by the network, which should be engineered to repeat up to (seventeen) digits following the code in a continuous string of digits.

i) Digits "911" are an access code.

j) Numbers beginning 911 in the sub ranges for fixed services 02, 03, 05, and 06 will be Unusable due potential dialing conflict with the code 911.

k) Operators shall route and connect all calls made in accordance with the Dialing Plan to numbers allocated by the TRC.

l) Only numeric characters shall be used for dialed call set up sequences except for non-numeric characters (the '*' and the '#' characters) that are used in accordance with the ETSI standards GSM 02.90 and GSM 03.90 and any standards referenced from these.

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[2] Or any other licensee offering same service

2.12 The National Numbering Plan Record

The list of codes and numbers that make up the NNP Record is published by TRC on its website and regularly updated. The NNP record gives details of the current status of delegated parts of the NNP e.g. allocated, Designated, free, protected, reserved, or unusable.
Interested parties should check the status of individual numbers and number blocks using that resource.

2.13 International Network Codes Issued by ITU-T

These codes are issued by ITU and are administered by TRC.

2.14 Data Network Identification Codes (DNICS)

The Jordan National Numbering Plan for Data Networks will conform to relevant and applicable international standards. Particular attention is drawn to the following ITU-T Recommendations:

X.121 International Numbering Plan for public data networks.

X.122 Numbering Plan for inter-working between a packet switched public data network ('PSPDN') and an integrated services digital network ('ISDN') or PSTN in the short term.

The Jordanian DNIC is 416. (0-7) and is followed by up to ten (10) digits of the Network Termination Number to form the Network User Address, and the normal practice is to use the full international number on all data network calls. As DNICS are a finite resource, care will be taken not to allocate a separate DNIC where sub-addressing can be used.

2.15 Numbers for Telex Exchange

Information on number allocation for telex services is available from Orange Fixed.

2.16 International Signaling Point Codes (ISPCs)

Signaling Point Codes (SPCs) are used in public telephone networks using the ITU-T Recommendation on Signaling System Number 7 (known as 'C7'). There are three types of SPCs:
- International Signaling Point Codes (ISPCs), range issued by ITU-T;
- National Signaling Point Codes (NSPCs), range issued by TRC;
- Network Specific Signaling Point Codes (NSSPCs), range issued by TRC.

Each of these constitutes an independent addressing NNP.

Digital exchanges communicate with each other using C7 messages. The SPC identifies the origin and destination of the message, referred to as the 'node'. A node may have more than one SPC allocated to enable it to be partitioned into logically separate entities to identify various functions.

TRC will allocate ISPCs to Operators in the range 4-032-X, 4-031-X, 4-195-X and the range 4-033-X (where 4-032-X, 4-031-X, 4-195-X and 4-033-X were designated to Jordan by the ITU-T, and x = 0-7)

So far as it is practicable, SPCs will conform to relevant and applicable international standards. Particular attention is drawn to the ITU-T Q Series Recommendations in Section 2.14.

2.17 Internal Network Codes to be administered by TRC

2.17.1 National Signaling Point Codes (NSPCs) and Network Specific Signaling Point Codes (NSSPCs)

NSPCs and NSSPCs are the 'addresses' of switches that enable their unique identification for the purposes of recognition within networks and where points of interconnect exist between networks.

There are two distinct ranges designated for NSPCs and NSSPCs:
- NSPCs allocated to allow the routing of calls to different parts of Jordan.
- NSSPCs set aside by TRC for Operators to use within their networks.

2.17.2 Number Portability Prefix Codes (when Number portability implemented)

When Number Portability implemented, TRC will designate the necessary prefixes to be used for number portability in consultation with corresponding licensees.

2.17.3 Mobile Network Codes

Mobile Network Codes (MNC) are part of the International Mobile Subscriber Identity (IMSI) Code that identifies the subscriber's terminal. The MNCs in Jordan are currently two (2) digits long in accordance with ITU-T Recommendation E.212.

Telecommunications operators (including mobile and fixed network operators) will be eligible to apply for an MNC in accordance with ITU T E212 as deems to be technologically necessary to provide the services. TRC decides whether to approve the request or not.

2.17.4   Carrier Pre-Selection Codes

In addition to the Type B codes dialed by callers to override default Carrier Pre-Selection options and Call by Call Carrier Selection, Carrier Pre-Selection Codes (CPS Codes) may be needed by Operators to prefix to the dialed number within the network so that correct call routing will result. These codes cannot be dialed by customers. Carrier Pre-Selection Codes (CPS Codes) will be allocated by the TRC to operators solely in connection with Carrier Pre-Selection, a service that allows end users the choice of routing specific types of calls via a selected Jordanian telecommunications operator without the need to dial a prefix before making the call.

CPS Codes will have a 'Protected' status. CPS Codes will be allocated for use in response to requests from operators deemed to have rights and obligations to interconnect pursuant to the Interconnection Instructions.

2.17.5   Licensed Operator Identification Digits

Licensed Operator Identification Digits (LOPIDs) are codes administered and allocated by TRC that are used for administrative purposes to identify individual licensed Operators. One LOPID is generally allocated when an operator is granted a license.

The LOPID is recognized throughout the telecommunication industry and is a prerequisite on specific forms used by the industry for services such as number portability arrangements, changes for data management purposes, and orders for phone book entries.

Operators shall apply to TRC for a LOPID on the appropriate form.

2.17.6   Reseller Identification Codes

Reseller Identification Codes (RIDs) are three (3) character alphabetic codes (e.g., AAB), used for administrative purposes to identify those who resell an operator's CPS service. One RID is generally allocated per reseller.

RIDs are allocated from the range 'AAB' to 'ZZZ' (i.e. there are 17,575 combinations) – 'AAA' is used as the default RID, where an end user has taken service direct from a CPS operator.

Resellers shall apply to TRC for a RID on the appropriate form. TRC will make available the list of allocated RIDs on its website.

2.18 References and Standards

The TRC will be responsible for co-ordination of any work on standards relating to numbering and to act as an interface with the International Telecommunications Union, ITU-T on international numbering matters. Relevant ITU-T Recommendations include the following:

E.123	Standard notation for National and International telephone numbers
E.129	Presentation of National Numbering Plans
E.152	International Freephone Service
E.153	Home Country Direct
E.154	International Shared Cost Service
E.155	International Premium Rate Service
E.160	Definitions relating to, national and international Numbering Plans
E.161	Arrangements of figures, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network
E.164	The international public telecommunication numbering plan
E.165	Timetable for co-ordinate implementation of the full capacity of the Numbering Plan for the ISDN era
E.166	Numbering Plan for inter-working in the ISDN era
E.169	Application of Recommendation E.164 numbering plan for universal international numbers for international telecommunications services using country codes for global services
E.191	B- ISDN Addressing
E.195	ITU-T International numbering resource administration
E.1761	Principles and requirements for convergence of fixed and existing IMT-2000 systems
E.212	The international identification plan for public networks and subscriptions
Q.704	Signaling Network Functions and Messages
Q.705	Signaling Network Structure
Q.708	Numbering of International Signaling Point Codes
X.121	International Numbering Plan for public Data Networks
X.400	Message handling services: Message handling system and service overview
Y.2060	Overview of the Internet of Things

Notes: The key recommendations are in the zone of E164 and consist of:
(Country Code + National Destination Code + Subscriber Number) with a maximum 15 digits.

The Internet Engineering Task Force (IETF) co-ordinates the technical standard for ENUM, whilst the ITU co-ordinates country delegations of the national DNS registries.

RFC 3761:	The E.164 to URI DDDS Application (ENUM)

The European Telecommunications Standards Institute (ETSI) has published GSM standards relating to Unstructured Supplementary Service Data. Although these refer to GSM networks they are equally applicable to Fixed-Line networks

GSM 02.90	Unstructured Supplementary Service Data – Stage 1 (Customer Initiated USSD)
GSM 03.90	Unstructured Supplementary Service Data – Stage 2 (Network Initiated USSD)
GSM 22.90	Unstructured Supplementary Service Data – Stage 1(Customer Initiated USSD for
GSM 23.90	Unstructured Supplementary Service Data – Stage 2 (Network Initiated USSD for
ETSI	Register of supplementary service codes (http://portal.etsi.org/hf/brochure/sslistno

The European Regulators Group (ERG) has established a common position for E.164 numbers for VoIP services.

ERG (07) 56rev2	Common Position on VoIP,

Although Access Codes are explicitly excluded from international recommendations within ITU Recommendation E.164. The European Union has established limited harmonization of the codes in *Member States*

ECTRA 48380	Explanatory Memorandum on Instructions for Implementing Carrier Selection and Carrier Pre-Selection in Jordan