

The Hashemite Kingdom of Jordan



Telecommunications Regulatory Commission

INSTRUCTIONS FOR ALLOCATION AND RESERVATION OF NUMBER CAPACITY

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

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Introduction

Under article 12A/14 of the Telecommunications Law No (13) of and its amendments "The Board of Commissioners of the Telecommunications Regulatory Commission (TRC) has the power to approve a national numbering plan for Public Telecommunications Services, and to allocate numbers for these services and for their providers on the basis of objectivity, transparency and impartiality". Accordingly, the Board has approved the National Numbering Plan (NNP) on 18th of March 2003 for the first time. In (2/2/2010) the Board of commissioners of TRC has approved the revised NNP; this revision takes into account the previous NNP and the increased demands for numbering capacity.

Numbers are to be regarded as part of a national resource administered by the TRC, so no licensee shall be entitled to ownership of, or any other interest in, any number or numbers allocated to that licensee or to any customer thereof.

In order to bring clarity and certainty to the regulatory treatment and ease of use, The TRC board, after consulting with the concerned parties has approved this document which specifies the Regulations and procedures that are to be followed by licensed operators in their acquisition and use of numbering capacity, and by the TRC in administration of the Numbering Plan.

Section I: Introductory Provisions

Article (1) Definitions

The following words and phrases shall have the meanings assigned to hereunder. Capitalized words and phrases that appear in these Instructions and that are unidentified herein shall have the meanings assigned thereto in the Telecommunications Law, the Instructions and the Licenses.

- a) **'TRC'** means the Telecommunications Regulatory Commission.
- b) **'Telecommunications Law' or 'Law'** means the **Telecommunications Law No 13 of 1995 of Jordan** and its amendments.
- c) **'Instructions'** means this document (Instructions Regarding the Allocation and Reservation of Numbering Capacity) which may be revised by the **TRC** from time to time.

- d) '**License**': The authorization granted by the Commission or the contract or the agreement signed by the Commission and a person to allow that person to establish, operate and manage a Public Telecommunications Network, or provide Public Telecommunications Services, or use Radio Frequencies pursuant to the provisions of this Law and the by-laws issued pursuant thereto.
- e) '**Licensee**': A person who has acquired a **License** in accordance with the provisions of this **Law**.
- f) '**National Numbering Plan (NNP)**' indicates the number ranges that are delegated for particular purposes or not delegated.
- g) '**Allocation (Allocated)**' means grant of numbers showing the licensee, service and date of allocation.
- h) '**Reservation (Reserved)**' means numbers pending allocation (details withheld if commercially sensitive).
- i) '**Public Telecommunications Service**' means a telecommunications service provided for compensation to the Beneficiaries in general or a certain category thereof in accordance with this Law.

Article (2) Citation

These Instructions shall be cited as "Instructions Regarding the Allocation and Reservation of Numbering Capacity" mentioned hereunder "Instructions" and shall come into effect as of the date of their approval by the Board of Commissioners of the TRC. Upon approval these Instructions are to be read in light of the accompanying "National Numbering Plan".

Article (3) Scope of Instructions

These Instructions are adopted by the TRC and shall be applied to Licensees and other entities which may use numbers from the national numbering plan regarding the Allocation and Reservation of Numbering Capacity.

Article (4) Applicability

These Instructions shall be strictly adhered to by all the Licensees and other entities which may use numbers from the national numbering plan, as well as by the TRC staff members to whom the implementation of these Instructions shall be assigned, unless otherwise provided for herein.

Article (5) General Principles

The Allocation and Reservation of Numbering Capacity shall be governed by the following principles:

- a) Performance in accordance with the requirements of the Telecommunications Law (the “Law”) and the regulations issued pursuant thereto; and other applicable laws;
- b) Implementation in an objective and impartial manner;
- c) Execution in accordance with the highest standards of transparency, ethics, decorum and good faith; taking into account the need to protect the national interest and confidential information; and
- d) Resolution by decisions which are proportionate reasoned and sustained by factual and legal support.

Section II: Allocation and Reservation of Numbering Capacity

Article (6) Application for Allocation and Reservation

1. Only those licensed (or about to be licensed) to run telecommunications systems and/or provide telecommunications services are eligible to apply to the TRC for allocation and reservation of codes or blocks of numbers forming part of the National Numbering Plan. Exceptionally Service Providers (not necessarily Licensees) who have obtained a media services license / Approval from the Audio Visual Commission (AVC) may apply for Premium Rate Numbers and Codes. Also the governmental agencies may exceptionally apply for the allocation of numbers in ranges allocated for premium rate services for their special needs without being subject to the related regulations. Any number assigned to these governmental agencies must be activated by all related Operators.
2. Applications for Allocation or Reservation of numbering capacity should be submitted to the TRC as soon as a definite requirement for numbering capacity has been recognized.
3. A reservation does not automatically entitle an applicant to activate the capacity. Nor, where numbering capacity is reserved, is there any guarantee

that a corresponding allocation will subsequently be made.

4. Applicants shall fill the application form (Annex 1) and shall provide to the TRC any other information, judged by the TRC to be relevant to the application, and the supply of which does not place an undue burden on the applicant. They shall clearly state when the application is for the temporary allocation of codes or blocks of numbers.
5. If an applicant considers that certain information included in the application contains trade secrets which could be damaging if publicly revealed, it shall clearly state this.

Article (7) Assessment of Application

The TRC will take into account the following criteria when assessing applications:

1. Consistency with the National Numbering Plan;
2. The availability of numbering capacity in the applied-for range;
3. Suitability for use over all networks providing connection with the service;
4. Relevant national and international standards;
5. Possible anti-competitive effects;
6. The efficiency (utilisation) the applicant has achieved with number capacity already allocated for the same or similar services;
7. Alternatives offering cost benefits and/or convenience for users and network operators, including the use of Type C codes already in use by other operators;
8. The views of the applicant and other concerned parties (through consultation where appropriate);
9. Other matters that are perceived by TRC as relevant subject to consultation with the applicant and others where appropriate.

Article (8) Assessment the Utilization of Existing Allocations of Number Capacity

1. When assessing the utilisation of existing allocations of numbers the TRC shall use the formula:

$$\text{Utilisation (\%)} = \frac{\text{Quantity of Numbers in service}^1 + \text{Quantity in quarantine}}{\text{Quantity of numbers allocated}} * 100$$

2. In order to allocate additional number resources to an applicant they must have achieved an utilisation of 65% (80% five years after the publication of this regulation) for numbers already allocated to them for the same or similar services except for Geographic numbers where they must have achieved 65% (70% five years after the publication of this regulation) per service area of the regions referred to in article 2.3 of the National Numbering Plan and numbers allocated as individual numbers where they must have achieved 100%.

Article (9) Refusing the Application

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

1. The requested number blocks or codes are not available for allocation or reservation;
2. The applicant is not a holder nor about to be a holder of an appropriate licence for such an allocation/reservation;
3. The planned activation date is too far ahead;
4. The planned services are not considered by the TRC to be appropriate for implementation on the requested number blocks or codes;
5. The applicant has used existing allocated numbering resources inefficiently;
6. A previous allocation remains significantly under utilised vis- à-vis the applicant's stated plans;
7. A previous related reservation has not yet been opened for use in accordance with the applicant's stated plans;
8. A previous allocation has been used for services or purposes other than those specified or permitted in the terms of allocation or reservation;
9. The TRC considers that allocation/reservation would not be in the national interest;
10. It is considered that the reservation/allocation would unfairly impede competition.

When the TRC refuses an application for numbering capacity, or does not grant the application in full, or attaches specific conditions to the allocation (on

¹ If the number is dialed and ring-tone; engaged; voicemail or equivalent is received by the caller then the number will be deemed to be in-service. If number unobtainable tone or equivalent is received then the number will be deemed to not be in service

allocation or subsequently) then the TRC shall inform the applicant, in writing, of the reasons for this;

Article (10) Response Times

1. The time limit between receipt of a properly completed application for an allocation, or reservation, and notification of the subsequent decision should normally not exceed **one calendar month**.
2. Exceptions to this period may be:
 - a. where additional information is required from the applicant;
 - b. where a period of consultation is required to be initiated by the TRC;
 - c. where, in the opinion of the TRC, there are significant issues relating to the application that cannot be reasonably handled within that period;
 - d. Where the TRC is of the opinion that an alternative period of time is justified. In this case the TRC shall inform the applicant in writing of the reasons for the exception and of the revised period.

Article (11) Reserving Numbers or Codes

1. A reservation may be made in anticipation of an application being made for numbering capacity in accordance with a **three year** rolling forecast provided by those who are eligible to apply for an allocation and/or reservation.
2. The reserved capacity will be unavailable for allocation, except for the purpose and to the organization for which the reservation was made.
3. Reservations will be time-limited & the limit for reservations will normally be **twelve months**. Reservations will be granted on a first- come, first-served basis.
4. A reservation will automatically be cancelled if:
5. The time limit has expired without renewal and the TRC has issued a notice on or before the expiry date;
6. The applicant withdraws the reservation;
7. The TRC and the applicant agree a substitute reservation;
8. Licensees may apply to renew a reservation before it has expired on one occasion per reservation.

Article (12) Conditions Placed on Allocation and Reservation of Numbering Capacity

- 1) In addition to any specific conditions that may apply, the following conditions for allocations apply to all allocations made by the TRC. These same conditions hereunder shall be applicable to reservation, as appropriate.
 - a) The allocation shall be used for the purpose specified in the application (e.g. including any classification by type or tariff as set out in the National Numbering Plan);
 - b) Operators shall make all allocations of geographic numbers to subscribers in accordance with the Numbering Map². Delivery of calls to a geographic Network Termination Point (NTP)³ is determined by the National Destination Code (NDC)⁴ and Subscriber Number (SN)⁵;
 - c) Operators shall not use numbering allocations or reservations in an anti-competitive way, so as to prevent other operators from requesting allocations or reservations of numbers;
 - d) Operators shall route and connect all calls made in accordance with the Dialling Plan to numbers allocated by the TRC.
 - e) Operators shall terminate calls to all numbers from the Jordan National Numbering Plan within the geographical boundaries of the Jordan unless the number is designated within the National Numbering Plan for termination outside the geographical boundaries of Jordan or ITU recommendations permit such calls to be terminated outside of the originating country and bi-lateral agreements exist (e.g. international GSM roaming services);

² Numbering Map: It is the map referred to in paragraph 2.10f, of the National Numbering Plan, maintained by Orange and made available to all other operators in order that all Operators can determine a Network Termination Point (NTP) of a Geographic (fixed) line number.

³ Network Termination Point (NTP) – the edge of a network at which the network is connected to other networks or to terminal apparatus, e.g. a telephone.

⁴ 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. In Jordan, this corresponds to the Regional code, used before the called subscribers number, where the calling and called subscribers are in different numbering areas. In Jordan, the NDC is a single digit (after the 0). In the Non-Geographic ranges, 07, 08 and 09 this corresponds to the service.

⁵ Subscriber Number (SN): The number identifying a subscriber in a network or numbering area. In Jordan, the Subscriber Number is eight digits for Mobile services and seven digits for all other ranges.

- f) Operators shall not terminate calls to numbers from another countries' National Numbering Plan within the geographical borders of Jordan unless the number's description within the ITU recommendations permit such calls to be terminated within Jordan's borders and bi-lateral agreements exist (e.g. international GSM roaming services);
 - g) The holder of an allocation shall maintain an up to date record of the percentages of numbers in use and reserved;
 - h) The holder of an allocation shall maintain a record of numbers that have been ported (i.e. at end users' request) to other operators, once a number portability facility becomes available;
 - i) Numbers, number blocks or codes shall not be traded;
 - j) Allocated numbers, number blocks or codes shall not be directly transferred between allocated parties, unless the number is being ported, without the specific approval of the TRC; such transfer can normally only occur by withdrawal and re-allocation;
 - k) TRC may apply additional specific conditions of use to an allocation if TRC considers that it is in the national interest to impose such conditions including any classifications by type or maximum tariff, which will be consistent with National Numbering Plan;
 - l) Allocated numbers and/or blocks of numbers must be activated within the time period specified by the TRC. Otherwise the allocation may be reclaimed;
 - m) An Operator shall not use numbers, number blocks or codes other than those allocated by the TRC.
- 2) Those who have been allocated numbering capacity are required to apply to the TRC to make any changes, such as:
 - To the purpose or use of the numbering allocation; or
 - Which relate to conditions of use placed on the allocation.
 - 3) Those who have been allocated numbering capacity are required to advise the TRC, on an ongoing basis, of the contact in their organisations to whom notifications of the dates for activation of the allocated codes and number blocks should be sent.

Article (13) Withdrawal of Number Allocations or Reservations

- 1) The following shall, without limitation, be considered grounds for withdrawal by TRC of number allocations or reservations:
 - a) Failure of the allocated party or parties to meet one or more of the conditions placed on allocations;

- b) Insufficient usage of an allocated or reserved number range as determined by the TRC.
 - c) The need for additional numbering capacity elsewhere mandates such withdrawal;
 - d) All numbers of an allocated range have become deactivated;
 - e) Withdrawal is necessary to ensure that fair and open competition is maintained;
 - f) International harmonisation mandates such withdrawal;
 - g) Withdrawal is deemed to be in the overall national interest;
 - h) It is necessary as part of a change to the National Numbering Plan.
 - i) In case of cancellation of the license
- 2) The following considerations and actions shall be addressed before withdrawal:
- a) The overall costs of the withdrawal, the time scales and the effect on consumers shall be considered;
 - b) The affected party or parties shall first be informed of the intention to withdraw and the reasoning behind this;
 - c) Withdrawn active numbers shall simultaneously be replaced by numbers from previous or new allocations or from reserved numbers, wherever appropriate;
 - d) Parallel running and recorded announcement procedures shall be put in place where appropriate.
- 3) Withdrawal of an in-service numbering range, which has been allocated by the TRC, can be made only after the TRC has consulted with concerned parties. This withdrawal will be subject to a period of notice of **not less than three months** following that consultation.
- 4) Temporary Allocations of numbering capacity will be automatically withdrawn **three months** after the allocation date, and without the consultation and notice period described in the previous paragraph. In special circumstances, TRC may permit a single extension of the temporary allocations for another three months period and the withdrawal at the end of the extended period will be automatically without consultation or notice period.
- 5) If an allocation or part of an allocation is not brought into service **within six months**, it may be withdrawn, after consultation with interested parties. Such withdrawal will be subject to a period of notice of **not less than three months** following that consultation.
- 6) Reservations will lapse after **twelve months** unless covered by an application for an allocation or a further period of reservation.

Article (14) Reuse of Number(s) after a Customer has Ceased Service

When a customer ceases service with a licensed operator, and does not port the number to another licensed operator, the number(s) in use for that customer's service shall be set aside and not used for a period of **six months** (the Quarantine Period).

Article (15) Supervision and Responsibility

- 1) The supervision over the use of numbers by licensed operators and implementation of the National Numbering Plan in Jordan including Reservation, Allocation and Withdrawal of a Numbering Capacity is performed by TRC. The TRC will allocate or reserve numbers in a fair and equitable manner that ensures efficient use of the available number capacity. The allocation of numbers will be done sequentially such that the next available free block will be allocated to the licensee, with due consideration to the service type and its previous number allocations if any.
- 2) The TRC will update the numbering Database **within Ten working days** of an allocation or reservation being made, with the numbering database displayed on the TRC Website <http://www.trc.gov.jo>
- 3) Licensed Operators normally sub-allocate the individual numbers and the small blocks of numbers required by end users, from the blocks of numbers allocated to them by TRC. Such sub-allocations should be fairly and reasonably available from such operators.
- 4) When activating a number allocation, it is the responsibility of the holder of the allocation to negotiate with, and to notify, relevant Jordanian Operators and, where appropriate, overseas authorities. In addition, those who have been allocated numbering capacity are required to advise the TRC of the dates for activation of the allocated codes and number blocks. TRC can take this action where it seems necessary.
- 5) TRC reserves the right to modify, amend or supplement these Regulations and/or the Application Form (Annex 1) at any time in its sole discretion in accordance with its formal procedures.



Annex 1: Application for Allocation & Reservation of Codes or Blocks of Numbers	Date (DD/MM/YY)	Application Number
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Application Type

Allocation Reservation
For Reservation, details are: Commercially sensitive Commercially non-sensitive

Applicant Information

Company Name	
Company Reg. No.	
Company Reg. Date	
CEO/GM Name	
Nature of Business:	
The Applicant is : <input type="checkbox"/> Licensed telecommunications operator and/or service provider. <input type="checkbox"/> Intends to be licensed as telecommunications operator and/or service provider.	

Business Address

Street Address	P.O.Box	Postal Code
	City	Country
	Tel.	Fax
	Web Site	E-mail

Correspondence Address (if different from above)

Name	P.O.Box	Postal Code
Street Address	City	Country
	Tel.	Fax
	Web Site	E-mail

Technical Information

Preferred numbering code and/or block and, where appropriate second and third preferences should be indicated.

1	
2	
3	

Description of intended use (e.g. Details of the telecom service type)

Required Date - Date by which the allocation is required

Activation Date - Date on which the service is planned to be made operational

Previous Applications

Required Number	Application's Date	Application's Result	Remarks



Details of any existing number ranges held by the applicant and relevant to this application			

Details of the applicant's utilization of existing number allocations (where applicable)			
Numbers in service allocated at end users	Capacity not in use but contracted for future use	Numbers set aside for future growth	A forecast of expected utilization over 6 months period

Comments

I declare that all the information in this Application Form and the attachments is true and correct. I understand that the approval from TRC for this Application is based on the information as declared in this Application Form. Should any of the information declared, found to be inaccurate or incorrect after approval has been granted to the Applicant, TRC reserves the right to suspend or revoke such approval without compensation.

Place of Submittal		Submitted by	Authorized Signatory ⁽¹⁾	TRC Rep.
	Name			
	Title			
	Signature			
	Date			

For Official Use	
Application Refused	Application Accepted
Remarks	Allocated Numbers
	Effective Date
	Termination Date
Actions Taken	
Official Name and Signature	
Note: <ul style="list-style-type: none"> If an allocation or part of an allocation is not brought into service within six months, it may be withdrawn following TRC notification. Reservations will lapse after six months unless covered by an application for an allocation or a further period of reservation. 	

(1) a signed and dated letter of authorisation shall be submitted with this application form