



News Release

Consumers and Businesses have Choice of New Telephone Numbers

Manama, Kingdom of Bahrain - Tuesday 26 May 2009

The Telecommunications Regulatory Authority (TRA) has recently held a workshop with a group of 25 representatives from different telecommunications companies in Bahrain on the new National Numbering Plan, the impact it has on numbers, and the benefits to consumers.

Commenting on the workshop, Mr. Alan Horne, General Director of TRA said “TRA aims for the new numbering plan to give greater choice to consumers and a better indication of the broad type of fee that applies to calls with different numbers. We are now going to work with all Licensees to ensure that the Yellow pages and DQ services have all numbers issued by all operators with the exception of those where the customer wishes to be “ex Directory”.

Of particular interest to Businesses are the special numbers allowing companies to offer their customers “freephone” services by dialling an eight digit number starting with 80XXXXXX or by paying extra for a 5 digit number commencing with 82XXX. In many countries information providers and some types of TV programmes use “Premium Charge” services where the consumer pays for information through the telephone charge. These numbers commence with 9 and also can be 8 or 5 digits in length depending upon what the consumer wishes to pay.

In addition TRA are keen to see a standard set of three digit service codes. (See Table) These are allocated by TRA and apply to all operators and are set out in the attached table.

The new numbering plan, which was published earlier in the year, opened for allocation “universal numbers”. Such numbers can be used for either fixed or mobile services, and can begin with 6 or 7 as the leading digit of an eight digit code..

TRA has reduced the fee it charges to Licensees from 1% of their annual revenues to 0.8%. However it has from the beginning of 2009 introduced an annual charge per number allocated to the operator.

8-digit numbers cost BD 0.100 each

5-digit numbers cost BD 100 each

4-digit numbers cost BD 1000 each

3-digit numbers are free to operators

“It is important to note that each telecommunications company in Bahrain must provide a greater level of visibility of their own use of numbers to their consumers, including any applicable tariffs” said Mr. Ahmed Aldoseri, TRA’s ICT Operations Manager, who presented at the numbering workshop held recently.

The new national numbering plan can be viewed on TRA’s website at www.tra.org.bh

Table of Allocated Numbers

Leading Digits X digit from 0 to 9	Designation	Number Length
100	Local Call Operator Assisted Calls	3 Digits
121	Fault Report	3 Digits
140	Speaking Clock (English)	3 Digits
141	Speaking Clock (Arabic)	3 Digits
151	International Operator Assisted Calls	3 Digits
181	National Directory Enquiries	3 Digits
188	National Directory Enquiries (Optional)	3 Digits
191	International Enquiries (Operator Services)	3 Digits
196	Customer Care	3 Digits
13XXXXXX	Fixed line services	8 Digit
16XXXXXX	Fixed line services	8 Digits
17XXXXXX	Fixed line services	8 Digits
3XXXXXXX	Mobile Services	8 Digits
6XXXXXXX	Universal Number for fixed, wireless or mobile services	8 Digits
7XXXXXXX	Universal Number for fixed, wireless or mobile services	8 Digits
80XXXXXX	No Charge to caller – “freephone”	8 Digits
81XXX	Type B Short Codes (No charge to caller) Short code “freephone”	5 Digits
84XXXXXX	Cost shared between callers	8 Digits
85XXX	Type B Short Codes (Cost shared between callers)	5 Digits
87XXXXXX	Cost born by caller	8 Digits
88XXX	Type B Short Code (Cost born by caller)	5 Digits
90XXXXXX	Low Band - BD .05 per minute with a maximum of BD 3 per minute	8 Digits
91XXX	Type B Short Codes - Low Band - BD 0.05 per minute with a maximum of BD 3 per minute	5 Digits
94XXX	Type B Short Codes - Medium Band – BD 0.05 to 1 per minute (open ended)	5 Digits
95XXXXXX	Medium Band BD 1/- per minute (open ended)	8 Digits
97XXXXXX	High Band Unlimited	8 Digits
98XXX	Type B Short Code (Cost born by caller) Unlimited	5 Digits
112	Common international emergency code dialled at no charge	3 Digits
999		
199	Traffic Accident Police dialed at no charge	3 Digits
990	Casualty Bureau dialed at no charge	3 Digits
992	Criminal Investigation (CID) dialed at no charge	3 Digits
994	Coast Guard (CGD) dialed at no charge	3 Digits



From left Mr. Ahmed Al Doseri, Mr. Alan Horne and Ms. Rana Al Zari

About TRA

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. TRA is an independent body and its duties and powers include, among other things, protecting the interests of subscribers and users and promoting effective and fair competition among existing and new licensed operators. More information regarding TRA can be viewed at www.tra.org.bh

Media Contact

Abdulelah Abdulla

Communications Executive

Tel: +973 17 520000

Mobile: +973 36368555

Fax: +973 17 532125

Email: aabdulla@tra.org.bh