

# National Numbering Plan

Approved by Regulation 4 of 2008 of the  
Telecommunications Regulatory Authority

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**Purpose:** To provide a framework for the allocation of numbers in the national telecommunications system to competing service providers.



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# National Numbering Plan

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## 1 Introduction

Legislative Decree No. 48 of 2002 promulgated the Telecommunications Law of the Kingdom of Bahrain (“Telecommunications Law”). This Law established the Telecommunications Regulatory Authority (“TRA”) which has responsibility for the regulation of the telecommunications sector in the Kingdom of Bahrain.

Section 3 (c) 12 of the Telecommunications Law assigns to TRA the duty of preparing and maintaining the National Numbering Plan (“Plan”) and allocating numbers to Licensed Operators in accordance with that Plan.

This document details the Plan for the national telecommunications infrastructure, so that competing operators can configure their networks with confidence.

The Plan is applicable to all appropriately Licensed Operators using or wishing to make use of the national resource of numbers. The Plan and its processes and structures are mandatory on all such operators.

## 2 Definitions

Any word, phrase or expression used in this Plan shall, unless the context requires otherwise or it is expressly defined herein, have the same meaning as in the Telecommunications Law of the Kingdom of Bahrain.

“Access Number” means a Short Code, used to access services of another operator or certain other services of the same operator.

“Allocated” means a status of a number or a Number Block that has been assigned to an operator for a particular purpose. If a number has been ported to another operator, the operator to which a number has been ported assumes all the responsibilities and rights under this Plan of the operator to which a number has been allocated.

“Allocation Certificate” means a formal document that testifies allocation of a Number Block (or blocks) to an operator.

“Annual Numbering Report” means an annual report produced by TRA that summarises the information supplied by operators in their own annual reports providing the current position with regard to the allocated numbering resources.

“Call” means communication conveying voice and/or data.

“Closed Numbering Scheme” means a numbering system in which all national numbers are used of the same length irrespective of which national geographic area they are dialled from.

“Convention” means a rule or a principle that governs the use, management and allocation of the national resource of numbers from the Plan.

“Country code” (“CC”) means 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. The CC for the Kingdom of Bahrain is 973.

“Designated” means the use of a number series or range of numbers specified for a particular purpose. Designated numbers shall be used only for a purpose specified in the Plan.

“Fixed Services” means Telecommunications services other than Mobile Services. Designation of numbers for Fixed Services allows usage of such numbers for any services (including Mobile Services) provided that the wholesale rate for termination of voice calls, if applicable, to users of such services does not exceed by more than 20 per cent the wholesale rate for termination of voice calls to users of PSTN services of the biggest (in terms of number of subscribers) provider of such services in the Kingdom of Bahrain. Designation of a Number Range to Fixed Services does not allow direct use of such numbers for provision of Premium Rate Services or Special Services.

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“Free” is a status of a number or a Number Block that is available for allocation.

“GSM” means the Global System for Mobile communications.

“International Prefix” means a digit or combination of digits added before the called number to indicate that the call is an international one. In the Kingdom of Bahrain, the International Prefix is 00.

“ITU Telecommunications Standardisation Sector” (“ITU-T”) is a permanent organ of the International Telecommunications Union (“ITU”), the United Nation's specialised agency in the field of telecommunications. The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardising telecommunications on a world-wide basis.

“Licensee’s Numbering Plan” means a plan that a Licensed Operator adopts for such numbers as are allocated to it from the Plan. Such a plan describes the method adopted, or to be adopted, for allocating and reallocating a number to any network termination point, subscriber, telecommunications apparatus or service element.

“Mobile Services” means Telecommunications services typically provided to a mobile terminal (i.e. a terminal which can be used while the user is on the move, without being restricted to an area served by one base station). Designation of numbers for mobile services shall not preclude using such numbers for other services provided that the wholesale rate for termination of voice calls and the wholesale rate for termination of SMS messages, if applicable, to users of such services does not exceed by more than 20 per cent the wholesale rate for termination of such services to users of GSM/UMTS services of the same Licensed Operator or, if such Licensed Operator does not provide GSM/UMTS services, to users of the biggest (in terms of number of subscribers) provider of such services in the Kingdom of Bahrain. Designation of a number range to Mobile Services does not allow direct use of such numbers for the provision of Premium Rate Services or Special Services.

“National Destination Code” (“NDC”) means a digit or a combination of digits (not including any prefix) identifying a numbering area within a country (or group of countries included in one integrated numbering plan or a specific geographic area) and/or network/service. NDC is 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 SN, constitutes the NSN. In the Kingdom of Bahrain, NDC is not used.

“National Rate” means an indication that the price for the call is equivalent to the rate for a fixed national call set by the relevant originating operator.

“National Significant Number” (“NSN”) is the portion of a number that follows the CC. The NSN usually consists of the NDC followed by the SN. In the Kingdom of Bahrain the NSN is identical with the SN.

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“Number” means a string of decimal digits that uniquely identifies a subscriber or a point where a service is provided. Any identifier, use of which may conflict with use of any number, shall be used in accordance with the Plan and any other regulations of TRA.

“Number Block” means a sequence of contiguous numbers with the same leading digits used as the basis for allocating numbers to operators. In this Plan a Number Block consists of 1,000 or 10,000 numbers as identified in the Plan for a specific Number Range, except in cases where the Plan explicitly states that numbers are assigned individually (in such cases a Number Block is equal to 1 number).

“Numbering Plan List” (“Number List”) means the list of numbers published by TRA on its website and updated on a regular basis in order to provide information on the current status of parts of the Plan, e.g. Allocated, Free, Protected or Reserved.

“Number Range” means a set of contiguous numbers of a specified or unspecified size.

“Number Series” means a set of numbers, having the same leading digit or digits.

“Ported Number” means a number that has been allocated to a particular operator, but has subsequently been ported to another operator according to the laws, rules and regulations governing Number Portability.

“Premium Rate Services” (“PRS”) means services that are used via Telecommunications services and are paid for through the telephone bill of a calling subscriber, and the rate of which is typically higher than the rate applied to calls to subscribers of Mobile Services and Fixed Services. Revenues from Premium Rate Services are typically shared between an operator providing such services and a called subscriber (i.e. the subscriber to whom the respective number is assigned).

“Protected” is the status of a number or a Number Block that is withheld from allocation and use.

“PSTN” means a Public Switched Telephone Network.

“Reserved” is the status of a number or a Number Block that has been reserved for future allocation to an operator.

“Schedules” are those sections of this document that detail the designations of numbers and other conditions of use specific to the Plan.

“Short Code” means a short number (i.e. a number not longer than 5 digits).

“SMS” means Short Message Service.

“Special Services” means telephone services charged at special rates (with respect to callers) - 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.

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“Subscriber Number” (“SN”) means a number identifying a subscriber in a network or numbering area.

“UMTS” means the Universal Mobile Telecommunications System.

“Universal Number” means a number which can be used for any purpose except for Special Services and Premium Rate Services.

### 3 The National Numbering Plan

#### 3.1 Numbers

3.1.1 The Plan makes use of a Closed Numbering Scheme based on 8-digit NSN length (except for Short Codes, which are explicitly identified as such). Figure 1 shows the broad structure of the Plan.

<b>Leading Digit</b>	<b>Main Purpose (the Purpose for parts which are not identified as Protected in this table is detailed in the Schedules of the Plan below)</b>
0	Access Numbers and Type B Short Codes
1	Numbers for Fixed Services and Type C Short Codes
2	Protected
3	Numbers for Mobile Services
4	Protected
5	Protected
6	Universal Numbers
7	Universal Numbers
8	Special Services Numbers
9	Premium Rate Services Numbers and Type A Short Codes

**Figure 1. Numbering scheme**

### **3.2 Short Codes**

3.2.1 Short Codes are subsets of the number scheme and consist of variations to the full 8-digit number to allow short dialling sequences. Short Codes are designated as one of the following categories:

3.2.1.1 Access Numbers used to access services of other operators (using specific Access Numbers allocated to these operators) or certain other services of the same operator.

3.2.1.2 Type A is designated for use as emergency service codes. The Short Code is allocated against a service (not associated with any Licensed Operator). Callers must be able to call such a code at any time from any network without charge. Operators are able to obtain information necessary for proper routing of the calls to these numbers from the Ministry of Interior.

3.2.1.3 Type B is designated for use as Short Codes, accessible from any network ("Off-Net"). All Licensed Operators shall ensure accessibility of these Short Codes from their networks.

3.2.1.4 Type C is designated for use as "On-Net" codes for the purpose of accessing the services of a single Licensed Operator on that operator's own network. Any properly Licensed Operator may use these Short Codes without separate allocation by TRA. TRA has mandated the use of common type C short codes to enable ease of transition for users, should they change their Licensed Operator.

## **4 The National Numbering Plan Conventions**

### **4.1 Introduction**

4.1.1 The Plan is governed by a number of Conventions that are outlined in this section. These Conventions apply universally to all aspects of the Plan and generally describe the administrative mechanisms whereby the Plan can be executed. In addition to the Conventions, a set of Schedules attached to this document defines the Plan in relation to specific numbers.

4.1.2 The Conventions govern the specifications and the application of the Plan and the Licensees' Numbering Plans. An operator which has allocated numbers shall have its own Numbering Plan, which complies with these Conventions. Each Licensed Operator with allocated numbers is required to submit its Numbering Plan to TRA, and to report to TRA on a regular basis the status of its usage of numbers.

4.1.3 TRA will publish information on the National Numbering Plan and the current usage of numbers on its website at [www.tra.org.bh](http://www.tra.org.bh).

### **4.2 Convention 1. Rights and responsibilities**

#### **4.2.1 TRA's guiding principles:**

4.2.1.1 TRA is responsible for developing and managing the Plan and issuing the Conventions. Numbers are a national resource and the following principles will be taken into account by TRA when allocating, reserving and managing numbers:

4.2.1.1.1 TRA will manage the Plan in such a way as to ensure that there are sufficient numbers available to meet all reasonable demands that subscribers and Licensed Operators might have.

4.2.1.1.2 The Plan will, where applicable, be compatible with relevant international agreements, standards and recommendations.

4.2.1.1.3 The Plan will, wherever possible, seek to ensure that numbers of different types give a broad indication of service type and/or tariff so that users can be aware of the service type they are using and the likely charge for it.

4.2.1.1.4 TRA will ensure that costs or inconvenience to subscribers, users and Licensed Operators are objectively justified, and kept to the minimum consistent with meeting demands for numbers and sound management of the Plan.

4.2.1.1.5 TRA will allocate or reserve numbers in a fair and equitable manner, normally to the first operator that requests the respective numbers (i.e. on a 'first-come-first-served' basis). TRA will only allocate or reserve numbering capacity to operators who meet the eligibility criteria set out in Convention 2.

4.2.1.1.6 TRA will take into account the need to anticipate growth in demand for telecommunications services as well as development of innovative services. In particular, the utilisation of previous numbering allocations will be taken into account when considering new requests for numbers.

#### **4.2.2 Operators' responsibilities**

4.2.2.1 Operators who have received allocations of numbers shall publish their own Numbering Plan, detailing the use of allocated numbers in accordance with the Conventions, and shall submit their Numbering Plan to TRA annually by 31 January.

### **4.3 Convention 2. Applying for numbers**

#### **4.3.1 Criteria for the eligibility of applicants for number allocations and reservations**

4.3.1.1 Only holders of individual licences are eligible to apply for allocations and reservations of numbering capacity.

4.3.1.2 Other persons who may require an allocation of numbering capacity, but who are not eligible under the above clause, should seek a sub-allocation from a Licensed Operator with an allocation of numbers. Sub-allocations should be made available fairly and reasonably from such operators.

#### **4.3.2 Information to be supplied by an applicant for a number allocation and/or reservation**

4.3.2.1 When applying for an allocation or reservation of numbering capacity, the applicant shall provide the following information to TRA on an appropriate application form (contained in Appendix 2):

4.3.2.1.1 Name and contact details of the applicant.

4.3.2.1.2 Where a person submits an application form on behalf of the applicant, a signed and dated letter of authorisation shall accompany it from that applicant.

4.3.2.1.3 Details of the licence granted under the Telecommunications Law under which the applicant intends to operate the numbering capacity sought.

4.3.2.1.4 A preferred numbering allocation and, where appropriate, second and third preferences should be indicated.

4.3.2.1.5 Where relevant, details of the type of Telecommunications service intended on the range and the proposed tariff rate of the service.

4.3.2.1.6 Any other information that the applicant considers necessary or appropriate to justify the application.

4.3.2.2 In addition, applicants shall provide to TRA any other information, judged by TRA to be relevant to the application. This may include a brief description of the applicant's technical and operational system configuration.

### **4.3.3 Timing of applications**

4.3.3.1 Applications for numbering allocations should not, in general, be made more than six months prior to the planned in-service date.

## **4.4 Convention 3. Reserving numbers**

### **4.4.1 Making reservations**

4.4.1.1 In addition to allocating numbering capacity, TRA may, at its discretion, agree to reserve it. Reservations may be appropriate under the following circumstances:

4.4.1.1.1 to extend a previously allocated range;

4.4.1.1.2 where an applicant does not wish to be identified;

4.4.1.1.3 where the reason for the application should not be divulged prior to an application for the allocation.

4.4.1.2 A reservation may be made against a specific request submitted by any person eligible to receive allocations (for example, for the expansion or growth of existing services or for the introduction of new services).

4.4.1.3 An application for a reservation shall be made to TRA in accordance with Convention 2. Applications for reservations will be made public in the same way as allocations, unless the applicant requests otherwise and TRA agrees that the request for confidentiality is reasonable.

### **4.4.2 Limitations**

4.4.2.1 Wherever possible, TRA will endeavour to convert a reservation into an allocation upon request. However, it should be noted that 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.

4.4.2.2 Reservations will be time-limited and the limit for reservations will normally be three months.

4.4.2.3 Reservations may be renewable on request to TRA, at TRA's discretion. Reservations must be converted into allocations before numbers can be activated.

### **4.4.3 Cancellation**

4.4.3.1 Once a reservation has been made, that numbering capacity will be unavailable for allocation, except for the purpose and to the operator for which the reservation was made. However, a reservation will automatically be cancelled if:

4.4.3.1.1 the time limit has expired;

4.4.3.1.2 the applicant withdraws the reservation; or

4.4.3.1.3 TRA and the applicant agree a substitute reservation or allocation.

### **4.4.4 Competing requests**

4.4.4.1 Where available number ranges are limited, and several operators have requested the same Number Block, TRA may reserve the block for more than one operator, but will allocate it to the first operator who submits to TRA a request for final allocation of the numbers, together with clear and reasonable plans for making use of the respective numbers. In these circumstances, TRA will inform each of the competing operators that their reservation is subject to competition.

## **4.5 Convention 4. Considering applications**

4.5.1 When making number allocations or reservations within the Plan, TRA will take into account:

4.5.1.1 the guiding principles set out in Convention 1;

4.5.1.2 the provisions of the relevant licence of the operator;

4.5.1.3 the views of the applicant and other interested parties (through consultation, where appropriate);

4.5.1.4 any other matters that TRA deems relevant (e.g. any requirement to open a new range or make changes to the Plan in order to allocate the required numbers); and

4.5.1.5 new number ranges or changes to the Plan.

4.5.2 Before opening any protected ranges, TRA will specify a date for the initial receipt of applications for those ranges and, prior to that date, no applications will be accepted.

4.5.3 TRA will notify the ITU Standardization Sector (ITU-T) of changes to the Plan in order to ensure that correct notification is given to foreign operators, administrations and other interested parties. Where TRA considers it necessary, it will also notify other overseas administrations directly.

#### **4.5.4 Number portability**

4.5.4.1 TRA will take into account how the applicant intends to provide portability for relevant numbers when considering applications.

#### **4.5.5 Timescale for handling applications for numbering capacity**

4.5.5.1 TRA will use all reasonable endeavours to make an allocation or reservation in accordance with the Conventions, in response to applications for numbering capacity, within a period of 28 calendar days following receipt of an application that contains all of the information required by Convention 2. The 28 calendar day period may be exceeded where:

4.5.5.1.1 additional information is required from the applicant;

4.5.5.1.2 a period of consultation is necessary, as initiated by TRA;

4.5.5.1.3 there are significant issues relating to the application that cannot be reasonably handled within that period;

4.5.5.1.4 TRA considers that an alternative period of time is justified.

4.5.5.2 Where TRA considers that an exception to the normal period is required, then it will inform the applicant in writing of its reasons and of the revised period.

#### **4.5.6 Refusal of applications for numbering capacity**

4.5.6.1 TRA may at its discretion refuse an application for an allocation or reservation of numbering capacity. Alternatively, TRA may grant the application not in full, or may attach specific conditions to the allocation which are consistent with the Conventions and/or Schedules and relate to the use and management of the numbering capacity allocated. Such specific conditions will be set out in the letter that accompanies the Allocation Certificate.

4.5.6.2 In the event of a refusal, whether in part or in full, or where specific conditions are attached, TRA will inform the applicant, in writing, of its reasons.

4.5.6.3 TRA may, following consultation with the applicant, make an alternative allocation that has the potential to satisfy the applicant's requirements without conflicting with the criteria that caused the original application to be refused.

4.5.6.4 Where TRA refuses an application, either in part or in full, or attaches specific conditions to the allocation, the applicant may write to the General Director of TRA disputing the reasons given by TRA for its decision or giving further information for consideration regarding the application. The General Director of TRA will then consider the request and respond to the applicant within 28 calendar days, except where a different period of time is justified.

#### **4.5.7 Allocation of numbers in response to an application**

4.5.7.1 Once TRA has made a decision to allocate a range of numbers to an operator for a specific purpose, it will issue an Allocation Certificate to the operator. The operator may not make any use of the requested allocation of numbers until it has this certificate in its possession.

### **4.6 Convention 5. Conditions placed on allocations**

#### **4.6.1 General conditions**

4.6.1.1 In addition to any specific conditions that may apply (see Convention 4), the following general conditions relating to the use and management of numbering capacity apply to all allocations made by TRA:

4.6.1.1.1 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 Plan);

4.6.1.1.2 the person originally allocated numbers shall be responsible for them. This does not prevent that recipient from sub-allocating numbers, provided that the sub-allocation is still for the use

specified in the original application and in accordance with the Conventions;

- 4.6.1.1.3 the holder of the allocation shall maintain a record of the numbers in use;
- 4.6.1.1.4 the holder of the allocation shall maintain a record of Ported Numbers;
- 4.6.1.1.5 an operator shall not use numbers from the Plan other than those allocated by TRA and for which the operator has in its possession a valid Allocation Certificate (see Convention 4);
- 4.6.1.1.6 Licensed Operators shall use numbers allocated in compliance with number format and length as specified in this Plan. Shortening of numbers is not allowed;
- 4.6.1.1.7 Licensed Operators with allocated numbers, including Licensed Operators with sub-allocations, shall not prevent or delay connection to those numbers, whether on their network or the network of other Licensed Operators.

### **4.6.2 Conditional allocations**

- 4.6.2.1 TRA may allocate numbers to an operator on the condition that they will be used exclusively for traffic to and from a specified third party. In addition, the numbers may be allocated on the condition that they shall be capable of being transferred to that third party if, in due course, that third party becomes eligible to receive allocations of codes in its own right by satisfying the eligibility criteria in Convention 2.

### **4.6.3 Changes to allocations**

- 4.6.3.1 Those who have been allocated numbering capacity are required to apply to TRA to make any changes:
  - 4.6.3.1.1 to the ownership of the numbers;
  - 4.6.3.1.2 to the purpose or use of the numbering allocation; or
  - 4.6.3.1.3 which relate to conditions of use placed on the allocation.

### **4.6.4 The audit process**

- 4.6.4.1 Each holder of an allocation shall submit to TRA its annual numbering report. The Licensed Operator's annual numbering report shall refer to information at the calendar year end and shall be submitted to TRA within one month of the end of that year.

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4.6.4.2 The following information shall be provided in the Licensed Operator's annual numbering report for each allocation:

4.6.4.2.1 the current use of the allocation;

4.6.4.2.2 numbers assigned to subscribers (in-service);

4.6.4.2.3 details of numbers set aside for planned growth, customer orders or other usage, with explanations;

4.6.4.2.4 Number Blocks allocated to any person for purposes other than end use; and

4.6.4.2.5 the proportion of numbers ported, at the request of subscribers, to another operator, including those ported before allocation to a specific subscriber.

4.6.4.3 Each Licensed Operator's annual numbering report shall also provide:

4.6.4.3.1 a three-year estimate of demand within significant ranges (TRA may specify these in a more detailed manner);

4.6.4.3.2 any other information requested by TRA.

4.6.4.4 This information shall be supplied in a format specified by TRA (see Appendix 1).

### **4.6.5 TRA Annual Numbering Report**

4.6.5.1 TRA will prepare an Annual Numbering Report on the organisation and use of the Plan for publication each year, usually in April.

## **4.7 Convention 6. Re-allocating and withdrawing numbers**

### **4.7.1 Reallocation**

4.7.1.1 If a substantial proportion of numbers from an allocation has been transferred (e.g. sub-allocated or ported) to another operator, TRA may, with the agreement of the operators concerned, re-allocate the Number Block to the operator who has most users in the block. TRA will re-allocate Number Blocks only when it has received the written consent of both the existing and the intended new operator. In these circumstances the original Allocation Certificate will be withdrawn and a new one issued to the new holder of the allocation.

### **4.7.2 Withdrawal**

4.7.2.1 TRA may withdraw capacity that it has allocated, or part of such capacity, if its continued use or allocation is not in compliance with:

4.7.2.1.1 the Plan, including the Conventions and/or Schedules;

4.7.2.1.2 any specific conditions of the allocation; or

4.7.2.1.3 it is no longer required.

4.7.2.2 Withdrawal of an in-service numbering range, which has been allocated by TRA, can be made only after TRA has consulted with interested parties for a period of not less than 28 calendar days. It will be subject to a period of notice of not less than three months following that consultation.

4.7.2.3 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.

### **4.8 Convention 7. Notification of number allocation and activation of numbers**

4.8.1.1 TRA will via publication on its website (and, if TRA at its own discretion considers necessary, via other appropriate means) inform other Licensed Operators in the Kingdom of Bahrain, and, if necessary, other relevant authorities, including ITU-T, of the new number allocation. Other Licensed Operators, interconnected with the operator which has been allocated new numbers, shall ensure activation of these numbers in their networks and, if applicable, transit of the traffic to these numbers through their networks as soon as possible. If the activation takes more than one month from the date of publication of the relevant information on TRA's website or from the date of receiving a direct request to activate numbers (whichever is the earliest), the activating operator shall before the expiration of that period inform TRA accordingly and provide justification for a specific activation period.

4.8.1.2 Those who have been allocated numbering capacity are required to advise TRA, on an ongoing basis, of the names and contact details of persons in their organisations to which Allocation Certificates should be sent and who should be contacted for other numbering issues.

4.8.1.3 TRA will maintain a list of such contacts and will make it available on request to all operators listed on it, and others who, in TRA's opinion, have need of that information.

### **4.9 Convention 8. National Numbering Plan records**

4.9.1.1 TRA will maintain comprehensive records of the status of all numbers referred to in the Plan. The Number List will be kept by TRA and made available on TRA's website. TRA will update the Number List on its website within 5 working days of changes being made.

4.9.1.2 Where available and not commercially sensitive, details of the operators' plans for reserved numbering will be included in the Number List on TRA's website. However, those requiring further details of reservations are advised to contact the person for whom the Number Block has been reserved.

#### **4.10 Publication of changes**

4.10.1.1 In addition to updating the Number List, within 5 working days of a relevant action being taken TRA will publish confirmations of allocations, reservations or withdrawals, setting out the numbers or Number Range(s) being allocated, reserved or withdrawn, the person to whom the allocation or reservation has been made or from whom it has been withdrawn, and the action date.

#### **4.11 Status indicators**

4.11.1 Those parts of the Plan that are not designated have not been set aside for a use specified in the Schedules, and are therefore not available for allocation, reservation and use.

4.11.2 Numbers that have been designated will, unless this is with reference to a Type A or Type C Short Code, have one of the following, more specific, status indicators within the Number List:

4.11.2.1 Allocated - indicates numbers that have been allocated to an operator whose name will be listed alongside. While the majority of numbers shown as allocated may also be in service, these records will not contain information about in-service dates. In addition, allocations will not appear with full details on the Number List when an applicant maintains a requirement to protect commercially sensitive information prior to the opening of service, subject to TRA's agreement with such a requirement.

4.11.2.2 Free - indicates that these numbers are available for allocation or reservation. Applicants should note that a Number Block shown as Free could have already been requested by another operator between the time of the last update of the Number List and the time of applying for the Number Block. TRA may decide that specific numbers of Number Ranges are not normally available for allocation or reservation while other numbers are still available for

allocation for the same purpose. Such status of the number or Number Range will be indicated in the Number List.

4.11.2.3 Protected - indicates that numbers are protected until the Plan is changed or, where a date is shown, until that date. Numbers are protected, e.g., for future planning purposes or to avoid temporary or permanent dialling problems.

4.11.2.4 Reserved - indicates a provisional allocation, subject to confirmation by the applicant and/or TRA. The applicant's name will normally appear alongside the reservation unless TRA has agreed to maintain commercial confidentiality.

## **4.12 Convention 9. The review procedure**

### **4.12.1 Reviews of the Plan**

4.12.1.1 TRA may from time to time review the Plan upon its own initiative, or upon a request in writing by any Licensed Operator, subscriber or other interested party.

4.12.1.2 The normal consultation period for changes to the Plan will be three months. However, in exceptional circumstances, a shorter consultation period may be appropriate.

### **4.12.2 Structure of the Conventions and Schedules**

4.12.2.1 These Conventions set out the general rules or principles concerning the procedures for applications, reservations, withdrawals and other operations of the Plan from both TRA's and applicants' points of view. Specific rules relating to numbers within the Plan are defined in the Schedules below.

## **4.13 Convention 10. Charging for Numbers**

4.13.1 TRA will charge Licensed Operators for managing and maintaining the resource of numbers from 1 January 2009.

4.13.2 The charges to be applied may be reviewed from time to time following consultation.

4.13.3 Number applications (including applications for reservation and allocation of numbers) will incur an administration charge in accordance with TRA's scale of fees.

4.13.4 Licensed Operators will have to pay for numbers allocated and reserved an annual fee (normally payable on a quarterly basis) in accordance with TRA's scale of fees.

## 5 Schedules

5.1 The following sections contain the Schedules of the Plan. These Schedules contain specific rules relating to the use of number ranges within the Kingdom of Bahrain.

### Schedule 1 Structure of the Schedules

#### Schedule 1.1 The National Significant Number (NSN)

5.2 The National Significant Number (NSN) is eight digits long (except for Short Codes), notated by the sequence ABCDEFGH.

Leading Digit	Main Purpose
0	Access Numbers and Type B Short Codes
1	Numbers for Fixed Services, Type A and C Short Codes
2	Protected
3	Numbers for Mobile Services
4	Protected
5	Protected
6	Universal Numbers
7	Universal Numbers
8	Special Services Numbers
9	Premium Rate Numbers and Type A Short Codes

**Table 1. High level allocation of numbers to purposes within the Plan**

**Schedule 1.2 Allocation order**

5.3 Numbers will normally be allocated from the lowest available Number Block upwards – exceptions to this rule will be made only at TRA’s discretion subject to sufficient justification provided by the Licensed Operator.

**Schedule 2 Standards and standard presentation**

**Schedule 2.1 Standards**

5.4 So far as it is practicable, TRA aims to ensure that the Plan conforms to the relevant international standards.

**Schedule 2.2 International service numbering**

5.5 ITU-T Recommendations describe the role of the ITU-T in managing the international public telecommunications numbering plan and the introduction of specific global (not related to a specific country) services. The management of allocation of numbers for such services is the responsibility of the ITU-T.

**Schedule 2.3 Country Code**

5.6 The Country Code allocated by the ITU-T to the Kingdom of Bahrain is 973. This code follows the international dialling prefix on calls made from outside the Kingdom of Bahrain, and should be followed by the National Significant Number (NSN) of the destination within the Kingdom Bahrain.

**Schedule 2.4 Maximum number of digits**

5.7 Particular attention is drawn to ITU-T Recommendation E.164, which states that the maximum number of digits that a national system is expected to handle on an outgoing international call is fifteen (15) (excluding the international dialling prefix). This requirement is implemented in Bahrain by prescribing specific length to numbers in this Plan.

**Schedule 2.5 Alphanumeric arrangements**

5.8 The Plan will use the decimal character set 0-9 for all number allocations. Letters and other non-decimal characters will not form a part of the Plan to the extent that usage of them does not interfere with the usage of numbers allocated under this Plan.

**Schedule 2.6 International Prefix (AB = 00)**

5.9 The International Prefix 00 is used for international dialling from within the Kingdom of Bahrain. The digits of the Country Code and the NSN will directly follow this prefix. Where an operator supports the use of handsets with the ‘+’ character, this shall be interpreted as the International Prefix when used at the beginning of a dialling sequence.

**Schedule 2.7 Consistency of presentation**

5.10 Numbers should retain a consistent format for number presentation and there must be no intention to deceive or confuse. The recommended formats for presentation of eight-digit NSNs under the Plan are as follows:

5.10.1 National format  
 ABCD EFGH

5.10.2 International format (incoming)  
 +973 ABCD EFGH

**Schedule 3 Access Numbers**

5.11 The Numbers Series with leading digit 0 (except for 00) are designated for use as Access Numbers.

5.12 The Number Series 02CDE is designated for national Carrier Pre-Selection (“CPS”) Access Numbers, where the CDE digits identify a Licensed Operator or a specific service of a Licensed Operator, which needs to be distinguished from other similar services and be available for pre-selection. No operator shall have a right to use such numbers for call-by-call selection of such an operator (including for the override of CPS) or any other use where a caller has to enter these digits by himself/herself.

5.13 The Number Series 04CD is designated for 4-digit Access Numbers for Carrier Selection (“CS”), where the CD digits identify a Licensed Operator or a specific service of a Licensed Operator, which needs to be distinguished from other similar services via the use of a special Access Number (prefix).

5.14 Access Numbers are allocated individually.

<b>AB</b>	<b>Designation</b>	<b>Number Length</b>
00	International Access	2
01	Protected	

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02	Carrier Pre-Selection	5
03	Protected	
04	Carrier Selection	4
05	Protected	
06	Type B Short Code	5
07	Type B Short Code	5
08	Protected	
09	Protected	

**Table 2 Designation of the 0 Number Series**

**Schedule 4 Fixed Numbers**

5.15 The 13, 16 and 17 Number Series are designated for Fixed Services as 8-digit numbers.

5.16 Allocation of numbers for Fixed Services will be made in Number Blocks of 10,000.

**Schedule 5 Mobile Numbers**

5.17 The 3 Number Series is designated for Mobile Services as 8-digit numbers.

5.18 The 30 Number Series is protected<sup>1</sup>.

5.19 Allocation of numbers for Mobile Services will be made in Number Blocks of 10,000.

**Schedule 6 Universal Numbers**

5.20 The 6 and 7 Number Series are designated as 8-digit Universal Numbers. The Licensee's Numbering Plan shall include the specific purpose of the Universal Numbers (separate Number Ranges can have different purposes) allocated to a specific Licensed Operator.

5.21 The 60 and 70 Number Series are protected<sup>2</sup>.

5.22 Allocation of Universal Numbers will be made in Number Blocks of 10,000.

**Schedule 7 Special Services Numbers (8 Series)**

5.23 The 8 Number Series is designated exclusively for Special Services (some of the Number Series in this range are protected as indicated in Table 3). The cost of the call to services in the 8 Number Series range according to the designation in Table 3 shall be:

5.23.1 paid wholly by the called party;

5.23.2 shared between the caller and the called party; or

5.23.3 paid wholly by the caller.

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<sup>1</sup> Following the recommendations of the Final Report on the Review of National Numbering Schemes on their Openness to Competition, prepared by the European Telecommunications Office on behalf of the European Committee for Telecommunications Regulatory Affairs (European Conference of Postal and Telecommunications Administrations), 15 October 1997.

<sup>2</sup> Ibid.

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5.24 The Number Series with leading digits 81, 85 and 88 are shortened to 5-digit Special Service numbers (Type B Short Codes). These numbers are designated as detailed in Table 3.

5.25 Allocation of numbers in the 8 series will be in Number Blocks of 1,000, except for the Short Codes, which will be allocated individually.

5.26 Special Service numbers are designated as follows:

<b>Number Series</b>	<b>Service</b>
80	No charge to caller (8-digit number)
81	Type B Short Codes (5 digits) – No charge to caller
82	Protected
83	Protected
84	Cost shared between the caller and the called party (8-digit number)
85	Type B Short Codes (5 digits) - Cost shared between the caller and the called party
86	Protected
87	Cost born by the caller (8-digit number)
88	Type B Short Codes (5 digits) - Cost borne by the caller
89	Protected

**Table 3 Allocation of Special Service Numbers in the 8 Series**

**Schedule 8 Premium Rate Services Numbers (9 Series)**

**Schedule 8.1 General**

- 5.27 The 9 Number Series has been designated for Premium Rate Services, except for the 99 Number Series designated for Type A Short Codes as stated below. Some of the Number Series in this range are protected as indicated in Table 4.
- 5.28 The second (B) digit of the numbers in the Premium Rate Services Range indicates a charge band.
- 5.29 The Number Series with leading digits 91, 94 and 98 are short 5-digit Premium Service numbers (Type B Short Codes). These numbers are designated as detailed in Table 4.
- 5.30 Allocation of numbers in the 9 Number Series (Premium Rate Services Numbers) will be in Number Blocks of 1,000, except for the Short Codes, which will be allocated individually.
- 5.31 The charge bands identified in Table 4 below are designated as High, Medium and Low and are designed to give consumers an indication of potential costs of calling these numbers. To facilitate more stringent consumer protection, if required, these bands may be subject to a separate regulation. Callers shall be informed about the cost of the call by voice message and shall be given reasonable opportunity to terminate the call before the charging starts.
- 5.32 The maximum levy for calls in the High Band will be unrestricted. The maximum levy for calls in the Medium Band will be not more than 1 BD per minute open ended. The maximum levy for calls in the Low Band will be 0.5 BD per minute, with a total call charge of no more than 3 BD.

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Number Series	Charge Band	Status
90	Low Band	Designated - 8-digit number
91	Low Band	Designated - Type B Short Codes (5 digits)
92	N/A	Protected
93	N/A	Protected
94	Medium Band	Designated - Type B Short Codes (5 digits)
95	Medium Band	Designated - 8-digit number
96	N/A	Protected
97	High Band	Designated - 8-digit number
98	High Band	Designated - Type B Short Codes (5 digits)
99	N/A	Type A Short Codes (see below)

**Table 4 Classification of Premium Rate Services numbering**

**Schedule 8.2 Premium Rate Services**

5.33 Operators are required to publish allocations and sub-allocations in the interests of consumer protection.

5.34 Operators shall publish a list of the tariffs being applied to their allocated numbers.

**Schedule 9 Short Codes**

**Schedule 9.1 General**

5.35 Short Codes are categorised by the type of service for which they are used. There are four types of Short Codes: Access Numbers and Types A, B and C. These types are defined in clause 3.2 of the Plan. Access Numbers are regulated in Schedule 3. Schedule 9 regulates other types of Short Codes.

**Schedule 9.2 Type A Short Codes**

5.36 Type A codes are three (3) digits in length and are designated as shown in Table 5:

Description	Short Code
Common international emergency code	112
Traffic Accident Police	199
Casualty Bureau	990
Protected	991
Criminal Investigation (CID)	992
Protected	993
Coast Guard (CGD)	994
Protected	995
Protected	996
Protected	997
Protected	998
National Emergency Call Centre	999

**Table 5 Type A Short Codes**

**Schedule 9.3 Type B Short Codes**

5.37 Designated Short Codes in the Number Series 8 and 9 are Type B Short Codes. Furthermore, 06 and 07 Number Series are designated for 5-digit Type B Short Codes. These Short Codes are assigned individually.

**Schedule 9.4 Type C Short Codes**

5.38 The following common Type C codes shall be implemented by all Licensed Operators where the applicable service is supplied:

Description	Common Short Code
Local Call Operator Assisted Calls	100
Fault Report	121
Speaking Clock (English)	140
Speaking Clock (Arabic)	141
International Operator Assisted Calls	151
National Directory Enquiries	181
International Enquiries (Operator Services)	191
Customer Care	196

**Table 6 Common Type C Short Codes**

5.39 Operators are allowed to use 3-digit Type C Short Codes from Number Series 10 and 12, which are not allocated to the Common Short Codes above, for their own services to their subscribers or for internal network operations. Operators are also allowed to use the Short Code 188 as an additional number for directory enquires. Operators do not need specific allocation for such use, but the use of these numbers shall be identified in the respective Licensee's Numbering Plan. For the avoidance of doubt, these numbers cannot be used as Access Numbers.

5.40 For the avoidance of doubt, Number Series 11 and numbers, not designated above, from Number Series 14, 15, 18 and 19 are protected.

**Schedule 10 Dialling arrangements**

5.41 Full 8-digit numbers shall always be used for Fixed Services, Mobile Services, Premium Rate Services and Universal Numbers (except for Short Codes falling in the respective categories). Such numbers can

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be used as an NSN only or in the international format (Schedule 2.6). No prefixes can be used together with these numbers except where the Plan expressly allows them.

5.42 Type A and B Short Codes shall be dialled without any prefixes (including Access Numbers) from the networks of all Licensed Operators. Type C Short Codes shall be dialled without any prefixes within the network of a specific operator using this number. Type C Short Codes shall be accessible from any other network using the Carrier Selection code, as identified below, if the respective operator has such a code.

5.43 Carrier Selection codes are used together with any other numbers (dialled after the Access Number) either from the Plan (except Type A and Type B Short Codes) or international numbers (dialled according to the dialling sequence defined in Schedule 2.6). National numbers, dialled after an Access Number, shall be dialled in either the international format (dialling in international format does not apply to the Type C Short Codes) according to the dialling sequence defined in Schedule 2.6 or in the form of NSN only. No digits can be inserted either before an Access Number (when it is used in the public telecommunications network) or between an Access Number and the number dialled after it.

### **Schedule 11 Use of numbers by subscribers**

5.44 Subscribers that have a number assigned to them shall have the right to use the number for making use of other services both of the operator that has a number allocated to it, or of other operators, provided such services comply with the requirements for use of specific numbers. Upon request of the relevant subscriber any Licensed Operator is allowed to route calls directly to the subscriber, bypassing the network of the operator to which the number is allocated.

## **6 Conventions for other codes**

6.1 TRA recognises that there is a need to manage other aspects of numbering in addition to those covered above. TRA has already undertaken the task of administering these resources and they are now included as part of the Plan under the responsibility of TRA. These include:

6.1.1 Data Network Identification Codes (ITU-T Recommendation X.121);

6.1.2 Legacy system codes (e.g. Telex);

6.1.3 Mobile Network Codes (ITU-T Recommendation E.212);

6.1.4 National Signalling Point Codes;

6.1.5 International Signalling Point Codes (ITU-T Recommendation Q.708);

6.1.6 Issuer Identification Number (ITU-T Recommendation E.118);

6.1.7 Other similar codes as required.

6.2 Applications, reservations and withdrawals for these codes are administered in the same way as other numbers, as detailed in the Conventions, taking into account adjustments as necessary, in particular in order to comply with the relevant ITU-T Recommendations. Applicants for these codes and their uses shall in addition comply with the relevant ITU-T Recommendations.

**Appendix 1. Licensed Operator's Numbering Report Template**

The reporting template shall be a Microsoft Excel spreadsheet, with a sheet allocated to each service. Each service will then be reported with the following headings shown with example data:

Service:	e.g. Fixed, Mobile, Premium Rate, Special Services, etc.
Range:	e.g. 13600000 – 13609999
Type:	e.g. Fixed Wireless
Total Available Numbers:	e.g. 10,000
Total Working Numbers:	e.g. 6,200
Total Spare Numbers:	e.g. 3,800
%Utilised End [Year X = Reported year]:	e.g. 72.2%
%Annual Growth:	e.g. 10.5%
%Utilised End [X+1]:	e.g. 79.6%
%Utilised End [X+2]:	e.g. 87.3%
%Utilised End [X+3]:	e.g. 94.7%

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**Appendix 2. Numbering Application Form**

<b>Telecommunications Regulatory Authority</b>		
<b>Numbering Application Form</b>		
Applicant's Details:		Type of Request
Name Company Address	Reservation	
	De-Reservation	
	Allocation	
	De-Allocation	
Telephone Fax Email	Other:	
Applicant's Reference Number	TRA Reference Number	
Applicant's Licence Reference		
Numbers Requested		
Range	From	To
1st Choice		
2nd Choice		
3rd Choice		
Proposed Use of Requested Numbers:		
Special Conditions / Remarks:		
Applicant's Signature:	TRA Signature (application received):	
Name:	Name:	
Date:	Date:	
TRA Internal use only		
Received and logged:	Listed on Website:	
Recorded in database:	Certificate Issued:	

**Telecommunications Regulatory Authority**

Numbering Application Form

**Notes on completion**

**Applicant's details:** Should include the name of an authorised person, together with address and contact details for further correspondence.

**Type of Request:** One of the boxes should be ticked or information provided in the field "Other".

**Reference numbers:** Forms submitted to TRA should include an applicant's reference number by which the application can be tracked. TRA will assign the application a TRA reference number during the processing of the application.

**Licence reference:** The identity of the licence under which the application is being made.

**Range requested:** Applicants should enter here their first choice of Number Range. To allow for the possibility of coincident applications, second and (if required) third choice Number Ranges may also be included to cover the possibility that the first choice range has been allocated already. As a general principle one form should cover one Number Range. In identifying the ranges applicants shall take into account the requirements of Schedule 1.2 of the Plan.

**Proposed use of requested numbers:** A brief description of the use to which the additional numbers will be put and why the request has been made.

**Special conditions / remarks:** Applicants may identify any special conditions applied to the requested allocation or include additional remarks. If an applicant requests an allocation which does not conform to the requirements of Schedule 1.2 of the Plan, the reasons should be explained here.

**Signatures:** The application only has force if it is signed by an authorized person. Receipt of an application is confirmed by signature of a responsible person at TRA.