

قرار رقم 50

صادر بتاريخ 21/12/2020م.

بشأن الموافقة على تحديث السياسة التنظيمية المتعلقة بالخطة الوطنية للأرقام

بعد الاطلاع على المرسوم بقانون اتحادي رقم (3) لسنة 2003م في شأن تنظيم قطاع الاتصالات ولائحته التنفيذية وتعديلاتهما،

وبناءً على ما عرضه مدير عام الهيئة العامة لتنظيم قطاع الاتصالات والحكومة الرقمية، وموافقة مجلس إدارة الهيئة في اجتماعه رقم (89) المنعقد بتاريخ 07 ديسمبر 2020 على مذكرة الموافقة المرفوعة إليه من إدارة الهيئة،

:

المادة الأولى- السياسة التنظيمية

ووفق على تحديث السياسة التنظيمية المتعلقة بالخطة الوطنية للأرقام، المرفق بهذا القرار.

المادة 2- إصدار القرارات التنفيذية

يصدر مدير عام الهيئة أو من يفوضه القرارات والإجراءات اللازمة لتطبيق السياسة التنظيمية المشار إليها في المادة (1) من هذا القرار.

المادة 3- الإلغاءات

يلغى أي نص في أي قرار آخر إلى المدى الذي يتعارض فيه وأحكام هذا القرار.

المادة 4- السريان والنشر

يعمل بهذا القرار من تاريخ صدوره، وينشر في الجريدة الرسمية.
صدر بتاريخ: 21/ديسمبر/2020م

طلال حميد بالهول

رئيس مجلس الإدارة

نشر هذا القرار في عدد الجريدة الرسمية رقم 694. ص 103.

Regulatory Policy

National Numbering Plan

5.6Version

2020Issue Date December

, its Executive Order and di-2003 of 3Based on the Federal Law by Decree No.
rectives by the Supreme Committee, the Telecommunications and Digital
Government Regulatory Authority (TDRA) is pleased to announce this Policy on the
National Numbering Plan.

– Definitions1ARTICLE

Application fee: The fee payable by Licensees and others that may apply for
numbering resources when they submit their application for an allocation of
numbering resources.

Annual fee: The fee payable by Licensees and others allocated numbering resources on the first of January each year or when the numbering resource is allocated to them (if this is after the first of January).

that identify the geographic area of the called number or the service; also referred to as the National Destination Code.

Authority: The General Authority for Regulating the Telecommunication Sector (the Telecommunications and Digital Government Regulatory Authority).

Board: Means the Board of Directors of the TDRA.

Customers: Individuals and corporate bodies that uses the Telecommunication Services supplied by Licensees, by initiating and/or receiving calls.

Escape Digit: The digit dialled by a customer at the start of the number to indicate to the network that an area code or international country code follows the escape digit before the subscriber's number.

Government: The government of the State of the United Arab Emirates.

International Mobile Subscriber Identification (IMSI): An international digits to identify individual mobile subscribers or 15 identifier with a maximum of entities that are roaming internationally. Their format follows the ITU-T 212 recommendation E.

International Regulations: Regulations, rules, specifications, definitions, recommendations or agreements ratified by the UAE at the international level

Licensees: Any telecom operator who provides telecommunication services licensed by the Supreme Committee pursuant to the provisions of the Federal Law by Decree and its Executive Order.

Marketing Definitions: Broad categories of Telecommunications Services, that the TDRA believes are meaningful to Customers, used to ensure that appropriate numbering resource is used for the service

Mobile Country Code (MCC): A three digit code assigned by the Telecommunication Standardization Bureau (TSB) of the ITU for international mobile services that uniquely identifies individual countries.

Mobile Network Code (MNC): A two or three digit code assigned by the designated administrator within the country and used to uniquely identify individual mobile networks within a country. More than one MNC can be allocated to an individual operator dependent on specific circumstances.

Mobile Subscriber Identification Number (MSIN): A digit stream of not more than ten digits in length that identifies the individual mobile user within a particular public network

that identify the geographic area of the called number or the service, also referred to as the Area Code

National Numbering Plan: Number plan for UAE issued by TDRA in accordance with the International Telecommunications Union- Telecommunications Standardization Sector Recommendation E.

Numbering Resources: Prefixes, individual numbers, numbering ranges, and codes used by the Licensees to provide their services or in operating their telecommunications networks

Prefix: An indicator consisting of one or more digits, that allows the selection of different types of number formats or networks.

Subscribers: Individuals and corporate bodies that have a contract with a Licensee for the supply of Telecommunication Services, irrespective of whether a fee is payable for the supply of the services.

Supreme Committee: means the committee established for the supervision of the) of the Federal telecommunications sector pursuant to the provisions of Article (, which has now been dissolved and whose powers have since been transferred to the board.

Telecommunications and Digital Government Regulatory Authority (TDRA):
Telecommunications and Digital Government Regulatory Authority

Telecommunications Services: The service of transmitting, broadcasting, switching or receiving by means of a Telecommunication Network of any of the following:

- wired and wireless cable and radio telecommunications;¹
- voice, music and other sounds;²
- visual images;³
- signals used in transmission other than the production and broadcasting of ⁴ programs;
- signals used to operate or control any machinery or apparatus;⁵
- the installation, maintenance, adjustment, repair, replacement moving, or ⁶ removal of apparatus which is or will be connected to a Public Telecommunication Network;
- the installation, maintenance and operation of networks for telegraph, telephone, ⁷ telex, leased circuits, domestic and international data networks, internet and wireless transmission;
- any other Telecommunications Services approved by the Supreme Committee or ⁸ the Board.

but does not include any services used in the production and broadcasting of programs.

Utilisation: The proportion of a numbering resource in service with subscribers expressed as a percentage of the numbering resource allocated to a Licensee.

The number resource in service includes those numbers:

- in use by subscribers;
- ported to another Licensee;
- used for a service that has been given the status Temporary Out of Service for a ³ months; maximum of
- that have been withdrawn from use by a subscriber for what ever reason and that ⁶ months (or for have been identified as not to be re-used for a maximum period of the period specified in the Consumer Protection Regulations) to avoid nuisance calls

to a new subscriber by customers erroneously seeking to use the number to contact previous subscriber.

Allocation: Allocation of the right to use a numbering resource.

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2003 of 3 of the Federal Law by Decree No.14 of Article 8Based on Paragraph No. as amended, the Telecommunications and Digital Government Regulatory Authority (TDRA) has the power to issue regulations, orders, procedures and resolutions for the allocation of telephone numbers, numbering plans and number portability

as amended, the 2003 of 3 of the Federal Law by Decree No.44Based on Article Authority shall be responsible for allocating prefixes, private telephone numbers and numbering ranges to Licensees in accordance with the provisions of this Federal Law by Decree, its Executive Order and the conditions set by the Author-ity and approved by the Board.

The Structure of the National Numbering Plan1Part

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The TDRA recognises that Licensees must have access to numbering resources. Without these resources the Customers are unable to access the Telecommuni-cations Services offered by the Licensees at any particular time.

Equally the TDRA recognises that lack of capacity of numbering resources or discriminatory access to the numbering resources will distort the emerging com-petition within the UAE and can hinder the development of innovative services.

However, numbers are to be regarded as part of a national resource which is administered by the TDRA, therefore no licensee shall be entitled to ownership of any number or numbers allocated to that licensee or to any customer thereof. Licensees shall not use any numbers other than those allocated by the TDRA.

Further the TDRA recognises that end user Customers have a reasonable expectation that the numbers that 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.

To achieve these objectives the TDRA has adopted the National Numbering Plan in to this Policy. In designing this National Numbering Plan the TDRA has 1the Annex taken account of:

- > the need to include sufficient capacity for future growth of telecom-munications services (both foreseeable and unknown), with the ob-jective of avoiding further years;25major changes within
- > the need to comply with known International standards, recommen-dations, conventions and trends in telecommunications numbering;
- > the need to provide consumer protection information including a broad indication of the type of service accessed by the number and hence the costs incurred by the end-user customer.
- > the routing and administration needs of Licensees;
- > the need to minimise inconvenience and disruption to end user Customers through changes to numbers already in use.

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The TDRA has adopted the following Marketing Definitions:

Carrier / Network Codes: Codes dialled by a Customer before the required subscriber number that identifies the network operator or network that is to have prime responsibility for connecting the call to the required destination

Shared Cost Services: Services where the operator cost of the call is shared between the Customer initiating the call and the called party. Special Services under this type of service is meant to be used for services where the cost of providing the service is shared between the Customer initiating the call and the called party.

Fixed Cost Services: Services where the cost for the calling party is fixed regardless of the distance the call is carried over the network, however calls to such services may be categorized (example: peak and off-peak periods). Frequently such services will not incur high charges or premium call costs. The location of the termination point to which calls are delivered may change depending on traffic volume, time, etc...

Emergency Services: Assistance services provided by public or other bodies designed to help members of the general public when they are faced with some form of emergency.

Fixed Line Services: Also called Geographic services, Services to Subscribers within the UAE, where the called Subscriber is on a fixed line network, for the avoidance of doubt this includes voice, fax and data calls charged as 'standard' voice calls.

Fixed Line Services - Un-dialled Destination Number: Fixed Line numbers that can't be dialled by customers, like Fixed Line numbers that are only used for outgoing calls or all incoming calls that are translated from the dialled number.

International Calls: Calls to services hosted on networks that require the Customer to dial a Country Code allocated by the International Telecommunications Union to access the service.

International calls - Mobile (Wireless) services: Calls to Subscribers of Mobile services within the UAE, where the called subscriber is roaming internationally, additional operator costs of carrying this call are met by the destination subscriber.

Nomadic Services numbers: are numbers that uniquely identifies the user of nomadic service used by the calling subscriber to access the user of nomadic service.

Nomadic services neither are geographically specific nor considered as a mobile service. For the avoidance of doubt, such services include voice, fax and data. The cost of the call is borne by the calling party and the call charge is independent of distance but may vary by time of day and duration. The TDRA may, under certain circumstances, allow the use of Mobile Numbers to provide Nomadic Services in addition to the mobile service

M service: service represented by the automated data transmission from device 2M to device or device to person using any communication channel such as wireline and wireless communication that may be carried out without any human interaction.

M communications include data transmission from devices/sensors to record 2M temperature, vehicle location, Energy & Utilities readings, etc...

Shared Revenue Services/Premium Rate Services: Services where the revenue received by the Licensee is shared with the entity supplying the service. These calls often attract premium call costs and are normally included within Value Added Network Services.