BANGLADESH TELECOMMUNICATION REGULATORY COMMISSION
IEB BHABAN, RAMNA, DHAKA-1000

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BANGLADESH NATIONAL NUMBERING PLAN 2017

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PART A

INTRODUCTION TO THE NATIONAL NUMBERING PLAN

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1. Overview

1.1 Introduction

1.1.1 The National Numbering Plan 2017 is vested with the control, planning, administration, management and assignment of the numbering and electronic addressing of network services and application services. This plan provides a set of rules and guidelines for the use and assignment of numbers and electronic addresses to telecommunication services delivered over the Public Switched Telephone Network (PSTN), the Cellular Network, other wireless network and Internet or other Internet Protocol based networks. The plan also describes the assignment of numbers to international services, trunk services, emergency services and other special services such as different value added services, intelligent network services etc. Under the plan, numbers are categorized in various services according to the structure of the numbers. The structure of the national numbers generally complies with the relevant recommendations of International Telecommunication Union Standard Sector (ITU-T).

1.1.2 It is one of the functions and duties of the Commission under section 30(1)(h), Bangladesh Telecommunication Regulation Act, 2001(Act) to frame a national scheme of Numbering Plan to be followed in telecommunication and to modify the same whenever necessary, and therefor required powers are enshrined in the Commission by virtue of section 31 of the Act.

1.1.3 BTRC, as the regulator of telecommunications, controls and manages the National Numbering Plan to ensure that the number allocation process is fair and transparent so as to provide a level playing field for competition. In regulating the use of the number resources, BTRC, has to strike a balance in ensuring that the limited number resources are used efficiently and optimally and yet do not impose any undue operational constraints on the telecommunication service providers. The National Numbering Plan will be reviewed from time to time to ensure its continued relevance in light of technological advances and emergence of new services. This manual describes how numbers and electronic addresses are administered and managed. It also sets out the usage, eligibility and assignment criteria and application & assignment procedures for the various number resources and electronic addresses.

1.2 Background

1.2.1 Communications systems facilitate the electronic delivery of messages to their intended addresses. Numbering has long been recognized as a key facilitator in the provision of telecommunication services. They provide the means to route calls, access services to identify and contact the intended recipients of such communications.

1.2.2 With the advent of new technologies (such as packet switching) and new protocols (such as the Internet protocol) and the new services which they enable, the range of purposes served by numbering and addressing systems has also changed. Originally, telecommunications numbering systems were designed to permit the addressing of fixed network (PSTN) telephone calls. The numbering system

was previously relatively simple as it related to a single technology and service, and its main purpose was to define precise network addresses on a geographic basis. In contrast, today's requirements are far more complex and the numbering and electronic addressing systems may be numeric or alphanumeric (telecommunications), or alphabetical (domain names). They encompass multiple technologies (such as telephony and IP technologies) and services (such as fixed or mobile services for voice and data including graphics, audio and video).

1.2.3 Given these new dimensions and added complexities, comprehensive planning is needed to ensure that such numbering systems and electronic systems facilitate the orderly development of future networking arrangements and of communications services.

1.2.4 Numbering and Electronic Addressing do not merely concern telecommunications operators. Instead, Numbering and Electronic Addressing is a matter of great importance to communications carriers and service providers, broadcasters, information technology companies, content providers, subscribers and end users, as well as to governments and regulators.

1.3 Objectives

1.3.1 Numbering is crucial for the proper operation of networks, the provision of network or internet based services and the development of an online economy and society. The efficiency and simplicity of numbering arrangements, and the timely availability of numbering resources, can either facilitate or hinder the socio-economic development of a country's communication network and the convergence between information processing, broadcasting and communications.

1.3.2 The main objectives of this plan are as follows –

(a) To ensure the efficient management and utilization of numbers and electronic addresses and the facilitation of new market entrants and technological development

(b) To ensure that a reasonable capacity of numbers and electronic addresses are kept in reserve for potential new services and to ease the future expansion of numbering requirements

(c) To plan numbers in conformity with relevant and applicable ITU standards to possible extents

(d) To meet the challenges of the changing telecom environment

(e) To support effective competition by fair access to numbering resources

(f) To meet subscriber needs for a meaningful and user-friendly scheme

(g) To standardize number length wherever practical

(h) To keep the changes in the existing scheme to the minimum

1.4 The legacy numbering plan and the need for change

1.4.1 The National Numbering Plan was formulated in 2005. The plan covered basic services like PSTN, Cellular Mobile, emergency services, other value-added services etc. Though the existing Numbering Plan could cater to the needs of existing and new services for another few years, it was felt to rationalize and review the existing National Numbering Plan because of introduction of a large number of new telecom services and opening up of the entire telecom sector for private participation.

The existing Numbering Plan was formulated at a time when there was no competition in the basic telecom services and the competition in cellular mobile services had just started.

1.4.2 The legacy plan has served its purpose during its period. But it was having certain limitations and there were bottlenecks in the Numbering Plan which were likely to create complications in the telecom growth in the country. As such, it was felt to review the existing Numbering Plan and to formulate a plan, which will be futuristic, flexible and could cater to the numbering needs for about next 15 years in respect of the existing and likely new services.

1.4.3 The legacy plan did not foresee the rapid changes that are taking place in the communication industries such as convergence, IP telephony, machine-to-machine communications and ENUM. It is therefore, high time that a new numbering plan to be developed to address the shortcomings highlighted above.

1.5 Guiding Principles

1.5.1 This Plan has been developed based on a set of guiding principles which are consistent and aligned with the objectives of the Bangladesh Telecommunication Regulation Act, 2001. The principles are as follows:

1.5.1.1 **Availability and accessibility** – numbers and electronic addresses should be readily available and accessible to meet the requirements and growth of telecommunication industries and end-users for the foreseeable future

1.5.1.2 **Fairness** – this plan has been developed to ensure equitable access to numbering resources, and administered in a way that is fair and non-discriminatory

1.5.1.3 **Efficiency** – this plan has been developed to ensure the efficient usage of numbering resources, and administered in an efficient and cost-effective manner

1.5.1.4 **Competitiveness**– this plan has been developed to create competitiveness among industry players and technologies in order to promote innovation and competition at all levels

1.5.1.5 **Stability** – the plan has been developed so as not to be subject to disruptive or needless change and should be structured to enable end-users to minimize any changing of existing numbers or electronic addresses

1.5.1.6 **User friendliness** – the structure of numbers and electronic addresses which are directly perceived by end-users when using any services should be as easy to use such as entry into terminals and memorization, which includes enabling those numbers or electronic addresses that are used by such end-users to be more personal and portable

1.5.1.7 **Consistency**– the structure of numbers and electronic addresses should allow consistency with the existing plan

1.5.1.8 **Transparency** – the plan has been developed through proper consultation with all relevant stakeholders and it clearly states the rules of assigning numbers and electronic addresses

2 Persons to Comply

2.1 As the plan is intended to encompass both Numbers and Electronic Addresses, the persons to whom the plan applies to and who are required to comply are set out as below:

- All Licensees
- Any other interested parties

3 Terms and Review

3.1 The plan has effect from the date it is issued and continues for such time until revised, varied or replaced by the Commission.

3.2 The Commission may revise or update this plan in every 5 years.

3.3 The Commission will continuously monitor and review this Plan in view of the rapid changes in the telecommunication industries. In any event, this Plan will be reviewed whenever it deems essential to the Commission.

3.4 The Commission also takes note that, as far as reasonably possible, any changes to the Plan should be made in a timely manner to avoid disrupting the activities of the industry participants and end-users.

4 Limitation Factor

According to Bangladesh Numbering plan 2005, the incumbent and oldest PSTN operator BTCL has been allocated the Prefix 2 followed by its trunk/zone code. However, due to legacy network infrastructure and as there is no R&D for upgrading the existing equipments, BTCL could not implement the allocated numbering scheme. The project of BTCL named "Modernization of Telecommunication Networks for Digital Connectivity" is now in process for Government approval. After introducing that project, BTCL would be able to install new exchanges all over the country.

It can be mentioned that numbering plan 2017 will not be fully effective and successful, unless BTCL implement the new numbering plan.

PART B

THE DETAILED PLAN

The following sets out the specific chapters to Part B:

Section I	General
Section II	Numbers
Section III	Electronic Addressing

SECTION I - GENERAL

The following sets out the specific chapters to Part B – Section I:

Subsection 1	Numbering Plan Structure
Subsection 2	Reservation of Numbers
Subsection 3	Assignment of Numbers
Subsection 4	Transfer of Numbers, Suspension or Cancellation Assignment of Numbers and Surrender of Numbers
Subsection 5	Number Portability

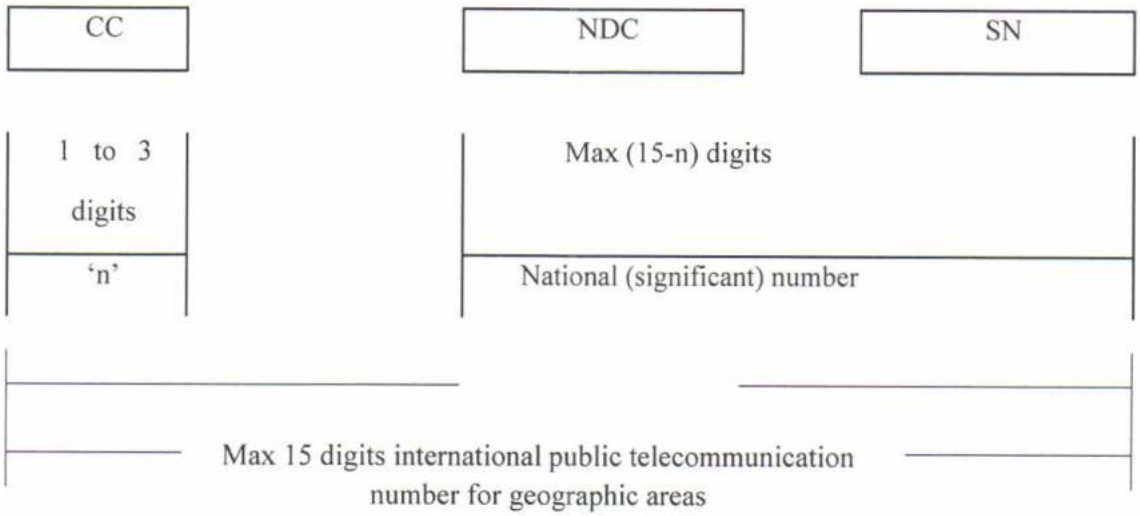
1. Numbering plan structure

1.1 Overview on Structure of the international public telecommunication number

1.1.1 The international ITU-T E.164-number is composed of a variable number of decimal digits arranged in specific code fields. The international ITU-T E.164-number for geographic areas is composed of decimal digits arranged in two code fields: the country code (CC) and the national (significant) number N(S) N. The national (significant) number may be further subdivided into national destination code and subscriber number fields, according to national requirements.

A numbering plan does not include prefixes, suffixes, and additional information required to complete a call.

1.1.2 International public telecommunication number structure for geographic areas according to clause-6.2 of ITU-T recommendation E.164.



CC: Country Code for geographic areas

NDC: National Destination Code

SN: Subscriber Number.

n: Number of digit in the country code.

Note: National and international prefixes are not part of the international public telecommunication number for geographic areas.

1.2 Number Categories

The numbers available for use in connection with network and applications services in Bangladesh are categorized as follows:

(a) Geographic Numbers

(b) Non-Geographic Numbers, and

(c) Other Numbers.

1.3 Geographic Numbers

Geographic Numbers are numbers used for services which correspond to a discrete geographic area where the digits in certain parts of the number string indicate a specific geographical location of the person or service being called. The use of Geographic Numbers is presently limited to fixed telephony and IPTSP services or other similar services.

1.4 Non-Geographic Numbers

Non-Geographic Numbers are numbers used for services that do not correspond to discrete geographical areas.

1.4.1 Non-Geographic Numbers comprise of:

(a) Short Numbers (which encompass Short Codes & Special Service Number prefixes)

(b) Toll Free Service Numbers

(c) Mobile Numbers

(d) BWA and

(e) E-NUM type Numbers.

1.5 Other Numbers

The Other numbers category consists of the following types of numbers:

1.5.1 **International Mobile Subscriber Identity (IMSI)** is used to identify a mobile terminal or mobile user. A plan for unique international identification of mobile terminals and mobile users is required in order to enable these terminals and users to roam amongst public networks which offer mobility services.

1.5.2 **Signaling Point Codes** are numbers used for node addressing within the Signalling System No. 7 (SS7) networks.

1.5.3 **Routing Numbers** are numbers which are required for number portability service(s) to enable traffic to be routed towards ported numbers.

1.5.4 **"Integrated Circuit Card Identifier (ICCID)"** is used to identify mobile SIM. A SIM card contains its unique serial number (ICCID). ICCIDs are stored in the SIM cards and are also printed on the SIM card during a personalization process. The ICCID is defined by the ITU-T recommendation E.118 as the Primary Account Number. A full ICCID consist of 19 or 20 characters.

2. Reservation of Numbers

2.1 Reserving Numbers from Application

2.1.1 The Commission may reserve any unassigned/unsold numbers or series of numbers under this plan or to realize the value of cherished numbers.

2.1.2 A number that has been reserved may only be available for an application for assignment:

2.1.2.1 if the reserved number designation is removed by the Commission; or

2.1.2.2 if the application is made pursuant to an invitation by the Commission.

2.1.3 If the reservation of numbers including the numbers in an existing assignment, the numbers in the assignment shall be deemed to be cancelled, unless such numbers have been issued to the end-users.

2.1.4 If the Commission decides to assign reserved numbers, the Commission may issue and publish the following matters at the appropriate time:

2.1.4.1 The eligibility criteria for the reserved number assignment;

2.1.4.2 The method of assignment of the reserved number assignment;

2.1.4.3 The applicable conditions attached to the said assignment;

2.1.4.4 The necessary application form; and

2.1.4.5 Such other matters as may be deemed necessary in the opinion of the Commission.

2.1.5 The Commission shall not be bound to accept any offers for the application of reserved numbers.

2.2 Cherished Numbers

2.2.1 The Commission may only reserve any number/ series of numbers which it considers to be cherished by end users in order to protect and realize its value.

2.2.2 The following principles are adopted when deciding whether a number is a cherished number:

2.2.2.1 Repeated digits - numbers containing the same digit repeated four (4) or more times consecutively;

2.2.2.2 Increasing or decreasing sequences – numbers containing an increasing or decreasing sequence of four(4) or more consecutive digits;

2.2.2.3 Alternating sequences - numbers containing consecutive alternating digits with a length of six (6) or more alternating digits;

2.2.2.4 Repeated pairs - numbers containing consecutive pairs of repeated digits of a length of six (6) or more repeating digits; and

2.2.2.5 Other patterns regarded as valuable by the Commission.

2.2.3 Commission may issue separate directives/ instructions for allocating/selling cherish numbers.

2.3 No Charge by Assignees to End-Users

2.3.1 No additional charge shall be permitted by assignment holders or sub-assignment holders for the issuance of any numbers to end-users.

3 Assignment of Numbers

3.1 Overview

3.1.1 The Commission would like to ensure that the assignment of numbers and electronic addresses are made in a fair, transparent and efficient manner while ensuring that the value of such numbers and electronic addresses are realized and protected.

3.1.2 Whilst it is desirable to have a set of generic and common principles for all numbers and electronic addresses, the Commission is also required to take into account international agreements, conventions, recommendations, standards and practices and as such, it is not possible to adopt uniform procedures and principles in all cases.

3.1.3 An assignment of numbers may be for either of the following:

3.1.3.1 Normal Numbers

3.1.3.2 Special Service Numbers/Short codes

3.1.3.3 Toll free Service Numbers.

3.2 Application for an Assignment of Normal Numbers, Short codes/ Special Service Numbers and Toll free Service Numbers

3.2.1 Unless otherwise provided under this Plan, as a general rule, any Network Service Provider Individual licensee under the Bangladesh Telecommunication Regulation Act, 2001 requiring the use of a number may apply to the Commission for an assignment.

3.2.2 Short codes are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS, MMS messages or dial up service from mobile phones or fixed phones. Commission allocates short codes to operators/organizations for offering special/value added services. Short codes are designed to be easier to read and remember than normal telephone numbers. Like telephone numbers, short codes are unique to each operator at the technological level.

3.2.3 Toll Free Service Numbers:

a. International Toll free Service (ITFS) Number.

b. Local Toll free Service (LTFS) Number.

3.2.4 No number may be used for providing any network or applications service unless:

3.2.4.1 The Commission has issued a number assignment for that purpose pursuant to an application; or

3.2.4.2 The use of the number is by a person who has been pre-issued the number by the Commission under this Plan; or

3.2.4.3 The number is designated by the Commission for use in conjunction with assigned numbers such as Area Codes and Access Codes.

3.2.5 Every application made under this plan shall either be an application for an assignment of normal numbers or an application for an assignment of special numbers, and shall be accompanied by:

3.2.5.1 the applicable forms as may be issued by the Commission;

3.2.5.2 the proposed business plan which shall include the description of service, area of coverage, type of technology, standard operating procedures and network topology;

3.2.5.3 a valid contract to verify the existence of all interconnection and commercial arrangement(s) with the relevant network service provider(s).

3.2.6 The assignment holder, not less than sixty days before the expiry of a numbering assignment, shall make a fresh application to the Commission for the re-application of the numbering assignment.

3.2.7 The assignment of all numbers which are set out in this plan shall be deemed to be an assignment of normal numbers, unless stated otherwise in the specific subsection in respect of each type of number(s) in the Plan.

3.2.8 Applications for number assignments shall be made for such unit or blocks as stipulated under this Plan.

3.2.9 If the Commission decides that any such disclosure will prejudice the interests of the assignment holder and such disclosure is not in the public interest, or if the nondisclosure is required in compliance with any law, the Commission shall keep such information confidential.

3.3 Evaluating an Application for the Assignment of Numbers

3.3.1 In evaluating any applications for an assignment of numbers, the following factors will be considered:

3.3.1.1 Numbers are unique national resources;

3.3.1.2 Assignments must give effect to this Plan;

3.3.1.3 Assignments should take into account the likely effects on all industry stakeholders such as the licensees and consumers;

3.3.1.4 All applications must be assessed and decided upon in a fair and consistent manner. Unless otherwise stated in this Plan, all application for the assignments of numbers shall be on a "first come first served" basis;

3.3.1.5 Assignments must promote access by end-users of network services and applications services in Bangladesh;

3.3.1.6 Assignments must be an efficient use of the resource and successful applicants must be able to use the assigned numbers within the time stipulated in the conditions of assignment. In the absence of such a condition, the default period for use of the assigned numbers is Six (06) months from the date of the assignment; and

3.3.1.7 Any other matters deemed relevant at the time of the assignment.

3.3.2 All applications for numbering assignments shall be deemed to have been withdrawn at the end of the applicable period specified in subsection 3.4.3, in the event the applicants fail to provide the necessary proof of usage of all existing assignment(s) and comply with any other disclosure requirements specified in this plan or in the prescribed application forms.

3.3.3 The Commission may at any time request the applicant to provide within a specified period, such further information or documents as may be necessary, and if the applicant fails to comply, the application shall automatically be rejected upon the expiry of the period specified in such a request.

3.3.4 If the applicant complies with the request for further information or documents, the application shall be deemed to have been submitted to the Commission on the date the complete information and accurate documents were submitted by the applicant.

3.3.5 In the event of a competing application for the assignment of the same number or number blocks, the Commission shall give primacy to the "first come first served" principle.

3.3.6 The decision of the Commission made under this plan shall be final and binding on the applicants.

3.4 Decision of the Commission

3.4.1 Any approval by the Commission for an assignment shall be kept confidential until the issue of the said assignment to the applicant.

3.4.2 The Commission shall reserve the numbers of the approved application during the period pending payment of the prescribed assignment fees by the successful applicant.

3.4.3 The Commission shall inform an applicant by a written notice of its decision whether to approve or to reject an application for assignment:

3.4.3.1 in the case of an application for an assignment of normal numbers, within thirty (30) working days from the date of receipt of the complete submission by the Commission;

3.4.3.2 in the case of the application for an assignment of short codes/special numbers, within forty five (45) working days from the date of receipt of the complete submission by the Commission;

3.4.4 If the Commission neither approves nor rejects the application after the expiry of the period specified in subsection 3.4.3 above, the Commission is deemed at the end of the applicable period, to have rejected the application.

3.4.5 The withdrawal or rejection of any application does not prejudice the applicant from making any subsequent application for the same type of number(s). Each application will be assessed on its own merits.

3.5 Form of Assignment

3.5.1 An assignment by the Commission for any number applied for may:

3.5.1.1 be issued in a form as specified by the Commission;

3.5.1.2 state the conditions in which the assignment holder may deal with the whole or part of the assignment; and

3.5.1.3 contain such conditions as the Commission may impose.

3.5.2 The approval of any application or the grant of an assignment shall not be construed as conferring on any person any proprietary right over the numbers being applied for or assigned, as the case may be.

3.6 Numbering Assignment Registry

3.6.1 The Commission shall maintain a registry, either in physical form or electronic media, of all numbering assignments;

3.7 Standard Conditions for Assignments

3.7.1 All assignment holders shall comply with the following standard conditions for any assignment granted by the Commission pursuant to an application for an assignment:

3.7.1.1 The assignment holder shall comply with the provisions of the Bangladesh Telecommunication Regulation Act, 2001 (Act) all subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act;

3.7.1.2 The assignment holder shall comply with any other relevant written laws;

3.7.1.3 The assignment holder shall use the assigned numbers for the purpose stated in the assignment;

3.7.1.4 The assignment holder shall pay the assignment fees as specified in this Plan or any related directives to the Commission within the period specified by the Commission;

3.7.1.5 No additional charging shall be permitted by assignment holders for the issuance of any numbers to end-users;

3.7.1.6 The assignment holder shall not charge, sell, auction, trade or otherwise transfer any assignments;

3.7.1.7 The assignment holder shall start utilizing the assigned number/ block of numbers within six (06) months after the date of the said assignment;

3.7.1.8 The assignment holder shall take all steps necessary to maximize the use of any assigned numbers;

3.7.1.9 The assignment holder shall maintain a plan for issuing and re-issuing numbers in accordance with this Plan;

3.7.1.10 The assignment holder shall submit an annual utilization report of the previous year to the Commission within thirty (30) days from 31 December in every calendar year;

3.7.1.11 The assignment holder shall ensure that caller identification information is not concealed and shall display the actual originating number, unless required by an authorized law enforcement agency in a legally appropriate manner to conceal the caller identification information;

3.7.1.12 It is the responsibility of the assignment holder to ensure that the assigned numbers are accessible from all other network services;

3.7.1.13 Any other conditions as may be imposed by the Commission.

3.7.1.14 Any number/block of numbers assigned to the Licensee by the Commission is the property of the Government; the Licensee and its subscribers shall not have proprietary rights in the numbering plan and telephone numbers assigned under the numbering plan respectively. The Commission reserves the right to amend numbering plan or reallocate any number/block of number upon written notice to the Licensee at the cost, if any, of the Licensee.

3.7.2 Standard Conditions for Pre-Assignments

The following standard conditions shall apply to all pre-assigned numbers by the Commission under this plan:

3.7.2.1 The assignment holder shall use the assigned numbers for the purpose stated in this plan

3.7.2.2 The assigned numbers shall not be issued by the assignment holder to any person; and

3.7.2.3 The assignment holder shall take all steps necessary to maximize the use of any assignment.

3.7.3 The Commission may modify, vary or revoke any of the conditions issued with an assignment from time to time by way of written notification to the assignment holder or by way of publication of Amendment Notice.

3.8 Rights and Obligations of Assignment Holders

3.8.1 Where an assignment holder is permitted to issue the numbers to end-users, the assignment holder shall be subject to the following obligations:

3.8.1.1 Issuance of numbers to end-users shall be made in a fair, equitable and non-discriminatory manner;

3.8.1.2 Issuance of numbers is to be made on a "first come first served" basis;

3.8.1.3 An end-user with an issued number shall not acquire any proprietary right or title over any number issued to him or her by the assignment holder but shall be entitled to continued and undisturbed enjoyment of the number that is lawfully being used by the end-user for an appropriate service;

3.8.1.4 The end-user of an issued number, may at any time request the assignment holder providing the service in which the number relates to, to replace, suspend or cancel the issued number;

3.8.1.5 The assignment holder shall not charge end-users for the issuance of any numbers, whether for administrative purposes or otherwise unless explicitly specified or permitted by the Commission;

3.8.1.6 The assignment holder who issues numbers to its end-users shall ensure that such end-users only use the issued numbers for the service which they applied for and that the end-users are appropriately informed that they shall not charge, sell, auction or trade in numbers that have been issued to them whether for administrative purposes or otherwise;

3.8.1.7 The assignment holder shall keep and maintain records of all numbers issued to its end-users and the records shall contain the following matters: the details of the numbers issued; the name of the end-users with the numbers issued; the current addresses of the end-users; and any other details as may be determined by the Commission.

3.8.1.8 The Commission may request an assignment holder to submit the records within any period, in any manner and form specified by the Commission;

3.8.1.9 If the records are used for the purposes of a national directory service, the Commission may include the records or any part of the records submitted by an assignment holder into a database for the purposes of creating a national directory service;

3.8.1.10 It is mandatory that the assignment holder surrenders the associated numbering assignment to the Commission, upon the suspension or termination of its service or non-renewal, cancellation or surrender of its Network Service Provider Individual license.

3.8.2 Numbers that have been issued shall not be suspended or cancelled by the assignment holder except:

3.8.2.1 Where the end-user has not complied with the conditions of use of the issued numbers as may be specified by the assignment holder;

3.8.2.2 In compliance with any decision made by the Commission; or

3.8.2.3 Upon the end-user's request.

3.8.3 Assignment holders can recycle and reassign any number as per relevant directives issued by the Commission time to time.

3.9 Utilization Report

3.9.1 An assignment holder who is required to submit a usage report under the standard conditions of assignment as set out in subsection 3.7.1.10, shall set out the following information in the report:

3.9.1.1 The current use in percentage terms of all assignments issued;

3.9.1.2 Numbers currently being quarantined from being re-cycled;

3.9.1.3 Numbers ported (if applicable);

3.9.1.4 The type of network services and applications services that the assignment is currently being used for;

3.9.1.5 The network facilities relating to the network services and applications services that the assignment is currently being used for; and

3.9.1.6 Any other information as may be specified by the Commission.

3.9.2 In respect of assignments of numbers issued prior to the date of this plan, the Commission may require the assignment holder to provide a utilization report in the form set out in subsection 3.9.1 above.

3.10 Application for Assignment of Additional Numbers

3.10.1 The applicant shall be eligible to apply for an assignment of additional numbers upon achieving seventy percent (70%) utilization of the existing assignment of all numbers.

3.10.2 The applicant may apply to the Commission for an assignment of additional numbers and subsection 3.2 and 3.3 above shall apply.

3.10.3 The application for additional numbers may not be considered if:

3.10.3.1 the annual charge for any existing assignment(s) of numbers is unpaid; or

3.10.3.2 the assignment holder is in breach of any provisions under the Bangladesh the Bangladesh Telecommunication Regulation Act, 2001(Act), all subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act .

4. Transfer of Numbers, Suspension or Cancellation Assignment of Numbers and Surrender of Numbers

4.1 Transfer of Numbers between End-Users

4.1.1 An end-user of an assignment holder may request the assignment holder to transfer his or her issued number to another end-user who subscribes to the same network service or applications service from the assignment holder.

4.1.2 The transfer request may only be affected with the agreement of the assignment holder and the receiving end-user.

4.1.3 The assignment holder may refuse to effect the transfer if, in its reasonable opinion, the transfer request:

4.1.3.1 is part of an act of charging, selling, auctioning or trading in a number issued to the requesting end-user; or

4.1.3.2 cannot be practicably undertaken due to technical impediments which cannot be reasonably resolved.

4.1.4 A number that has been assigned to a network service or applications service provider may not be transferred from that assignment holder to another service provider.

4.2 Suspension or Cancellation of Assignment

4.2.1 An assignment granted by the Commission may be suspended or cancelled in whole or in part under any of the following circumstances:

4.2.1.1 where the assignment or use of the assignment is inconsistent with this Plan;

4.2.1.2 where the assignment is no longer in use;

4.2.1.3 upon the breach of any condition of the assignment;

4.2.1.4 upon the failure to pay any prescribed fees in relation to the assignment;

4.2.1.5 upon the contravention of any provisions of the Bangladesh Telecommunication Regulation Act, 2001(Act), all subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act;

4.2.1.6 for non-compliance with this plan, or any Amendment Notices issued pursuant to this plan;

4.2.1.7 if the assignment holder's license issued under the Bangladesh Telecommunication Regulation Act, (2001) is suspended, cancelled, surrendered or not renewed;

4.2.1.8 if the suspension or cancellation is in the public interest, or national security, or any other cause deemed reasonable by the Government/Commission.

4.2.1.9 If the suspension or cancellation is requested by the assignment holder.

4.2.2 In deciding to suspend or cancel the issued numbers, the Commission will evaluate the benefits brought about by the suspension or cancellation against the consequences of the proposed suspension or cancellation on end-users and the assignment holder.

4.2.3 Before suspending or cancelling an assignment, the Commission shall notify the assignment holder in writing of its intention.

4.2.4 The assignment holder shall within thirty (30) working days from the date of issuance of the written notice, provide a written submission to the Commission stating the reasons for not suspending or cancelling the assignment.

4.2.5 The Commission shall give due consideration to any submission made by the assignment holder before making a decision to suspend or cancel the assignment.

4.2.6 If a suspension or cancellation of an assignment affects members of the public such as where the numbers are currently in use, the Commission shall give due consideration to any submission made by members of the public before making a decision to suspend or cancel the assignment.

4.2.7 The suspension or cancellation of an assignment shall take effect on the expiry of fourteen (14) working days from the date on which the notice of suspension or cancellation is served on the assignment holder, unless the Commission decides that a longer period is necessary after taking into consideration the interest of the public.

4.2.8 If the assignment has been suspended or cancelled by the Commission, the assignment holder shall, unless otherwise notified by the Commission in writing, immediately cease any further issuance to end-users of the numbers affected by the suspension or cancellation on the date the suspension or cancellation of the assignment takes effect.

4.2.9 If the suspension or cancellation of an assignment relates to numbers which are currently in use:

4.2.9.1 the assignment holder shall, unless otherwise notified by the Commission in writing, cease the use of such numbers within nine (9) months from the date of the suspension or cancellation of the assignment takes effect;

4.2.9.2 the assignment holder to which the suspended or cancelled numbers relate shall give at least three (03) months prior written notice to its end-users affected by the Commission's decision to suspend or cancel the numbers, if the assignment holder continues to be a licensed service provider under the Bangladesh Telecommunication Regulation Act, 2001 to provide the same

network service and/or applications service to which the suspended or cancelled numbers relate and;

4.2.9.3 Shall offer an alternative number to the affected end-user as replacement if the assignment holder continues to be licensed under the Bangladesh Telecommunication Regulation Act, 2001 to provide the same network service and/or applications service to which the suspended or cancelled numbers relate.

4.2.10 The cancellation shall not prejudice or affect the rights of the Commission or the Government to recover any money due to them or to obtain any remedy arising from or in relation to any breach of any condition of the assignment or the failure by the assignment holder to implement or comply with the Bangladesh Telecommunication Regulation Act, 2001(Act), subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act.

4.3 Surrender of Numbers

4.3.1 An assignment holder may surrender the assigned numbers, by submitting a request to surrender in writing to the Commission. Such a request shall contain the information set out in subsections 4.3.2.1 until 4.3.2.5 below. Such request to surrender shall be deemed to be an application to surrender.

4.3.2 The information to be provided by the assignment holder is as follows:

4.3.2.1 Name and contact details of the applicant;

4.3.2.2 details of the license granted under the Bangladesh Telecommunication Regulation Act, 2001, the network or applications service and other technical details (such as details of the network facilities) under which the assignment is used;

4.3.2.3 details of the assignment which the applicant intends to surrender including the numbers involved, date of the assignment by the Commission or transfer by another assignment holder (if applicable) and whether any such numbers are currently in use;

4.3.2.4 the reason(s) for the surrender; and

4.3.2.5 Any other information and document(s) that the Commission may require.

4.3.3 An application or request to surrender an assignment, shall be deemed to be approved on the expiry of thirty (30) working days from the date the application or request is submitted to the Commission, unless prior thereto the applicant is informed in writing by the Commission to the contrary.

4.3.4 A rejection by the Commission of any application or request to surrender shall be deemed to take effect on the date of the notice informing the applicant of the rejection.

4.4 Revision, Variation or Revocation of Numbers

4.4.1 Any changes of any numbers already assigned which is caused by a revision or replacement of this plan shall not be deemed to be an act of suspension or cancellation under this Plan.

4.4.2 Unless the previous assignment is cancelled by the Commission, any re-numbering of the numbers assigned shall not be deemed to be a new assignment of numbers.

4.4.3 Where the revision or revocation of this Plan requires the re-numbering of numbers which have been used in relation to a network service or applications service, the Commission may, where applicable, prepare a migration plan setting out the procedures and timetable for the change due to the revision or revocation.

5. Number Portability

5.1 Number Portability ("NP") is the ability for an end-user to change from one Service Provider to another Service Provider whilst retaining the said number.

5.1.1 The Commission may issue and publish separate guidelines for NP, which shall have to be read along with this plan.

SECTION II - NUMBERS

The following sets out the specific chapters to Part B – Section II:

Subsection 6	National Numbering Scheme & Dialing Level
Subsection 7	Geographic Numbers
Subsection 8	Non-Geographic Numbers – Short Numbers/ Special Service Numbers
Subsection 9	Non-Geographic Numbers – Toll free Service Numbers
Subsection 10	Non-Geographic Numbers – Mobile, BWA & ENUM Type Numbers
Subsection 11	Other Numbers

6. National Numbering Scheme & Dialing Level

6.1 National Numbering Scheme and Dialing level for both Geographical and Non-Geographical number is as follow:

Dialing Level	Services
*	Unstructured Supplementary Service Data (USSD)
0	International, National Access code for all operators
1	Short code/Special Service numbers
2	PSTN subscriber numbers within same area/zone
3	Reserved for Short code/Special Service numbers
4	PSTN subscriber numbers within same area/zone
5	
6	
7	
8	
9	Emergency numbers + PSTN subscriber numbers within same area/zone

6.2 Dialing sub-level for '0'

It depends on mainly dialing off-net and on-net calls of Access Network Service (ANS) operators-

Dialing sub-level for '0'	Services
000	The prefix '000' shall be used for home country direct service (Bilateral) and international toll free service (Bilateral). The format used is: '000 + Country Code(CC) + Operator Code' except '000800' which is used for bilateral international toll free service
00	International Access Prefix and Other Services
01	010 to 019 for National Access prefix for Cellular Mobile Service Operators.
02	Access to PSTN operators for geographical number scheme
03	
04	
05	Reserved for future use
06	BWA + New services
07	Reserved for future use
08	IN and other new services
09	Number block assignment for IPTSP operators for geographical number scheme and other services

7. Geographic Numbers

7.1 Overview

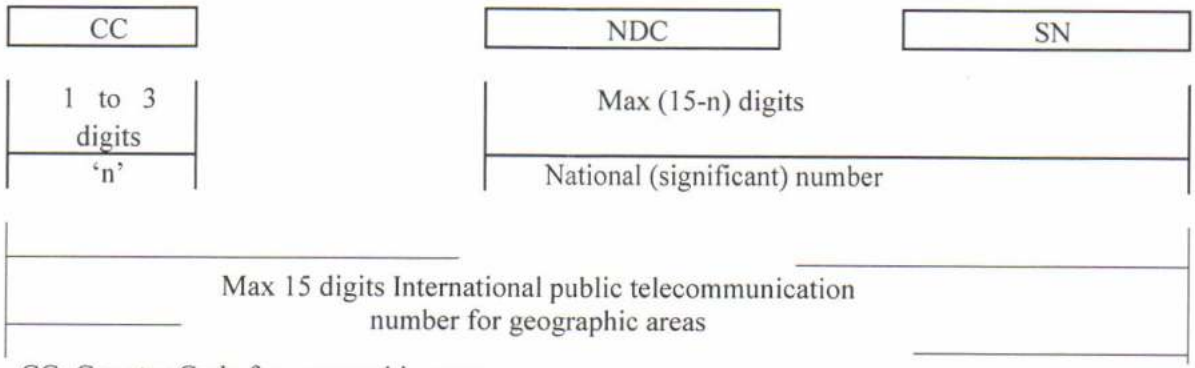
7.1.1 Geographic Numbers are numbers used for fixed line telephone services. Telephone services provided by PSTN operators and IPTSP operators are considered as fixed line telephone services. The uses of Geographic Numbers are limited to fixed telephony services, and must be used in connection with the provision of communications services in Bangladesh.

For PSTN operator telephone number corresponds to a geographic area where the digits in certain parts of the number string indicate a specific geographical location of the person or service being called. A call generated from a PSTN operator using geographic number must indicate geographic location in its originated number.

7.1.2 All types of call origination/termination should be in accordance to ILDTS policy.

7.2 Number Structure of Geographic Numbers

7.2.1 International public telecommunication number structure for geographic areas according to clause-6.2 of ITU-T recommendation E.164.



CC: Country Code for geographic areas

NDC: National Destination Code

SN: Subscriber Number.

n: Number of digit in the country code.

Note: National and international prefixes are not part of the international ITU-T E.164 number for geographic areas.

7.2.2 Country code for Bangladesh is 3 digits being 880.

7.2.3 E.164 structure for Bangladesh is :

Country Code	NSN=NDC+SN	
	NDC	SN
880	National Significant Number =10 digit	
National Number (NN)= 13 digits		

7.2.4 ITU Recommendation E.164 provides four options for National Destination Code (NDC) structure. For geographic numbers Bangladesh has adopted type-3 NDC structure for PSTN operators and Type-1 structure for IP Telephony Service Providers (IPTSP).

7.2.5 **NDC structure for PSTN operators**

NDC=Destination Network (DN)+TC (Trunk Code)
Where,
DN=OC= Operator's Number Prefix / Code=2 digits;
TC= Trunk/Zone Code= 1 digit

*DN= 1 digit for Country's oldest PSTN operator BTCL, and two digits for other PSTN operators.

7.2.6 List of PSTN operators with their number prefix is enclosed in Figure A-1 of schedule A.

7.2.7 Zone Code for PSTN Operators is given as below:

FIGURE: 7.1 ZONE CODE OF PSTN OPERATORS

Zonal Code	Zone
2	Central
3	South East
4	South West
5	North West
9	North East

7.2.8 Different Zones of Bangladesh are illustrated in Figure A-2 of schedule A.

7.2.9 Various Zilas/ Districts covered in each Zone are shown in the figure below:

FIG: 7.2: VARIOUS ZILAS/ DISTRICTS COVERED IN EACH ZONE

Central Zone	South-East Zone	North-East Zone	South-West Zone	North-West Zone
• Dhaka Multi Exchange Area (DMEA) consist of Dhaka City,Zinzira & Savar • Narayanganj District H/Q • Gazipur District H/Q • Narshingdi district • Tungipara & Tongi	• Brahmanbaria • Comilla • Chandpur • Lakshmipur • Noakhali • Feni • Chittagong • Cox's Bazar • Khagrachari • Rangamati • Bandarban	• Sunamganj • Sylhet • Habiganj • Moulvi Bazar • Sherpur • Jamalpur • Netrokona • Mymensingh • Kishoreganj • Tangail • Munshigan • Manikganj • Narayanganj excl. District H/Q • Gazipur excl. District H/Q & Tangi • Dhaka excl. Dhaka City, Zinzira & Savar, Narsingdi	• Kushtia • Chuadanga • Meherpur • Jhenaidah • Magura • Jessore • Narail • Khulna • Satkhira • Bagerhat • Barisal • Bhola • Jhalakathi • Pirojpur • Barguna • Patuakhali • Rajbari • Faridpur • Gopalgonj • Madaripur • Shariatpur	• Dinajpur • Panchagarh • Thakurgaon • Nilphamari • Lalmonirhat • Kurigram • Rangpur • Gaibandha • Bogra • Jaipurhat • Rajshahi • Natore • Naogaon • Nawabganj • Pabna • Sirajganj

7.3 GENERAL GUIDELINES OF DIALING FOR PSTN OPERATOR

7.3.1 For Inter-Network calls within the Zone, 10 digits will be required to be dialed with National long distance prefix '0'.

7.3.2 According to ILDTS Policy Zonal Headquarters shall be identified as below in figure 7.2 for the first mandatory Point of Interconnection within the Zone.

FIGURE-7.3: POINTS OF INTERCONNECTION AT ZONAL LEVEL

ZONE	ZONAL CODE	ZONE HEADQUARTER
Central	2	Dhaka
South east	3	Chittagong
South west	4	Khulna
North west	5	Rajshahi or Bogra
North east	9	Sylhet

7.3.3 Operators shall be free to have additional points of Interconnection between themselves in case they so desire.

7.3.4 It will be observed that a maximum of 4 digits would be adequate to Route any Long Distance Call for these Inter-Operator Zonal POIs.

7.3.5 These Zones could be considered for the purposes for Inter-Operator Carriage settlement mechanism and even could form the basis of Subscriber Tariffs.

7.3.6 Certain level codes started with '1' are earmarked for use by access providers for various customer related services or short codes which are given at Schedule-B. So subject to Clause No. 8.6, subscriber numbers shall not start with '1' or the digit (s) considered as emergency numbers.

7.3.7 For on-net call within same zone or sub-zonal area subscriber will dial only the SN (Subscriber Number) without NDC.

7.3.8 Minimum area for Sub-zonal area should be district to minimize number of area code.

7.3.9 For inter-operator calls outside the Zone, '0+N(S)N' as per ITU E.164 need to be dialed.

7.3.10 Numbering Scheme for PSTN operators including subscriber number has been illustrated in Figure A-3 of Schedule A.

7.4 Numbering scheme for IPTSP Operators

7.4.1 For IPTSP operators National Destination Code (NDC) is consist of 4-digit Operator's number Prefix. For IPTSP operators, NDC = DN

FIGURE 7.4: NUMBER STRUCTURE FOR IPTSP OPERATORS

IPTSP OPERATORS NUMBER	
Prefix	**Subscriber Number**
96XX	A B C D E F

7.4.2 The list of IPTSP operators with their 4 digit Prefix is attached in Figure A-4 of schedule A.

8. Non-Geographic Numbers–Short Codes/ Special Service Numbers

8.1 Overview

Commission allocates short codes to operators/organizations for offering special/value added services. Short codes are designed to be easier to read and remember than normal telephone numbers. Like telephone numbers, short codes are unique to each operator at the technological level. Short codes are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS, MMS messages or dial up service from mobile phones or fixed phones. Short codes are widely used for value-added services also.

8.2 Types of Short Code

8.2.1 Based on allocation fees/charges short code types are:

a) Non-Commercial Short Code

b) Commercial Short Code

8.2.1.1 **Non-commercial Short Code**

i) In non-commercial service, short code will be used for giving utility/information service on public interest by the government entities and subscribers/users pay existing normal call/ SMS charges.

ii) If the call/SMS charge for any service provided by government entities is more than normal charge then it would be considered as commercial service.

iii) Codes for government utility/information services would be free of charge, if used on non-commercial basis. Short code allocation fee and yearly fee will not be applicable.

8.2.1.2 **Commercial Short Code**

i) All other services extended by any other entities organizations would be considered as commercial service.
ii) For commercial use of short codes, allocation and yearly fees shall have to be paid.

8.2.2 Based on network short code types are:

(a) Inter-Operator Short Code

(b) Intra-Operator Short Code

8.2.2.1 **Inter-Operator Short Code:**

i) Inter-Operator Short Code can be defined as which Short code can access from any Mobile, PSTN, IPTSP and BWA operators and also anywhere from the Country. Inter-Operator Short Code can be used for commercial or non-commercial Service purpose. Any Service provider from Peoples Republic of Bangladesh can take this type of short code.

N.B: Foreign companies have to take necessary approval from concern authority of Government of Bangladesh.

8.2.2.2 **Intra-Operator Short Code:**

i) Intra-Operator Short Code can be defined as which Short code access from only for the specific Network. Intra-Operator Short Code can be used for commercial/non-commercial Service purpose. MNOs, PSTN, IPTSP and BWA operators take this type of short code.

8.3 Short Code Charges

8.3.1 For voice and SMS based services, approved charges/tariff shall be applicable as per directives issued by the Commission time to time.

8.3.2 In both of the cases Commercial and Non-Commercial Short Code services normal interconnection charge will apply between the operators.

8.3.3 Installation charges for telephone/access lines at the help/information/service centre have to be borne by the service provider as usual.

8.3.4 Short codes used for commercial purposes, allocation and yearly fees for different categories are as follows:

a) Category A services are mentioned below but not limited to:

Type of Services: Information Service, Mobile Banking, Banking information, Mobile wallet, Entertainment Service, Infotainment Service, Religious Information, Appointment Service, Ticketing Service, Customer care service, Help Line Service, News Service, Games Service, Product Authentication, Location based service(LBS), Stock update Service, e-Business, transport and other similar services extended by private entities/telecom Operators.

b) Category B services are mentioned below but not limited to:

Type of Services: Public Utility service, Public information service, Research facilities service, e-Health, e-Education, e-Governance and similar service extended by govt. or private entities.

8.3.5 In the case of short code allocation for less than one year, only code allocation fee will be applicable.

8.4 Short Code Allocation Procedure for Inter-network Short Code:

8.4.1 Access lines for dial up termination must be taken from PSTN/IPTSP operator due to flexed nature of termination. For SMS based service, access can be obtained from operator having SMS facility and subscribers of other operators shall have access to the offered service through the access line provider when such facilities are available.

8.4.2 For private entity, the code given has to be used for services approved by BTRC and the allocation would be on non-exclusive basis and the code can be withdrawn with 01 month prior notice if deemed appropriate by BTRC. The service provider will be responsible for the information provided. In case the service provider is working on behalf of another entity, both of them will be individually and severally responsible.

8.4.3 Service provider shall have to take necessary approval from concern authority of Government of Bangladesh.

8.4.4 Respective telecom operators have to get approval for call/SMS rates from BTRC.

8.4.5 The service provider shall not provide any service other than those specified in the allocation letter.

8.4.6 Some services may fall under Value added service provider guideline or new category of license. So they have to take the license when the guidelines come in to force, if required.

8.4.7 Applicant has to submit bank draft of specified amount of Taka as fees within specified time frame defined by the commission after issuance of notification for allocation of short code.

8.4.8 Allocated short code is not transferable and any such transfer of the short code shall be void and the code so transferred shall stand cancelled. Short code can be surrendered to BTRC, and in such case no allocation/yearly fee would be refundable.

8.4.9 The Commission shall have the right and authority to check the quality of service provided by the service provider at any time and its authorized representatives shall have right and authority of unrestricted access to service provider's installation for monitoring and inspection without any prior notice.

8.4.10 The service provider shall furnish necessary information, statement of accounts regarding use of short code, papers and documents as may be sought from time to time by the Commission.

8.4.11 The Commission reserves exclusive right and authority to change the code and allocation procedure from time to time.

8.4.12 All deed of agreement in relation to the use of short code with other parties must be submitted to BTRC.

8.4.13 The applicant shall submit application for short code to the Commission in the prescribed Form duly filled in, signed and sealed, together with all the necessary documents and information indicated in the "Short Code Application Form".

8.4.14 The Commission will reserve exclusive right to decide on the eligibility and allocation of short code.

8.4.15 Allocated short code may be cancelled, on the following grounds without limitation thereto:

i. If any allotee fails to use the code within 06 (six) months after allocation of short code.

ii. If the information service is provided against the national security and public interest.

iii. If the allotee is engaged in any unfair competition.

iv. Violation of any of the terms and conditions mentioned in the allocation procedure.

v. Violation of the Act, Rules or Regulations promulgated there under or any other Law of the land.

vi. Violation of any condition of a license or permit or direction or directive or any decision of the commission

8.4.16 The provision(s) of relevant guideline, regulations, Act etc. will also be applicable.

8.4.17 The standard conditions as set out in Part B-Section 1 subsection 3.7.1 and Suspension or Cancellation of assignment as set out in Part B-Section 1 subsection 4.2 shall apply.

8.4.18 The arrangement of Inter-network short code has been illustrated in Figure B-1 of Schedule B.

8.5 Short Code Allocation Procedure for Intra-network Short Code:

8.5.1 Short codes for intra-networks shall start with number '2' and the length of the code will be 5 digits.

8.5.2 Approval from commission is required for new service and allocation of new Intra-network code.

8.5.3 For existing Intra operator short code which is not aligned with clause 8.5.1, necessary steps need to be taken by the assignment holders to align with clause 8.5.1.

8.6 Short Code Number Categories

All Inter-Operator Short Code Numbers start with the number "1". Inter operator Short Code Numbers can be 3, 4 or 5 digit numbers to signify the type of services dialed.

Short Code Numbers are classified into the following categories:

8.6.1 Emergency Service Short Code (ESSC)

8.6.1.1 ESSC is a form of Short Number, which is assigned only for specific public services and is utilized for access to similar applications services across all network services. Emergency Service Short Code numbers are free of all charges/tariffs (origination, termination, interconnection etc). People can access this service from all Access Networks.

8.6.1.2 **Number Structure**

All ESSC consist of three 3 or 4 digit numbers.

8.6.1.3 **Applicable Conditions**

Only Government organization can provide this Emergency service.

8.6.2 Medical Related Service Short Code (MRSSC)

8.6.2.1 The MRSSC short code is assigned for the any kind of health, hospital and diagnostic related service.

8.6.2.2 **Number Structure**

The MRSSC will be consisting of five (5) digits.

8.6.2.3 **Applicable Conditions**

Only those organizations can provide these services which have Hospital, Diagnostic center and the Permission from Health Ministry to provide Medical related Service.

8.6.3 Women, Children, Disaster and Accident Related Short Code

8.6.3.1 This kind of Short Code is assigned for providing victim Women support, Child help line, Disaster support center and Accident related help line support.

8.6.3.2 **Number Structure**

The Women, Children, Disaster and Accident Related Short Code will be consisting of four (4) or five (5) digits.

8.6.3.3 **Applicable Conditions**

All kind of organizations can provide these services but need to take necessary approval from the concern authority of the Government.

8.6.4 Travel and Tourism Related Information Service (TTRIS)

8.6.4.1 This kind of Short Code is assigned for providing Flight Information service, Air Ambulance Service and Tourism related Service.

8.6.4.2 **Number Structure**

The TTRIS Short Code will be consisting of five (5) digits.

8.6.4.3 **Applicable Conditions**

Only those organizations can provide these services which have the permission from Civil Aviation Authority or Ministry of Civil aviation and Tourism.

8.6.5 General Information and Utility Service Short Code

8.6.5.1 This kind of Short Code is assigned for providing General Information service and Utility Service.

8.6.5.2 **Number Structure**

The General Information and Utility Service Short Code Short Code will be consisting of five (5) digits.

8.6.5.3 **Applicable Conditions**

All kind of organizations can provide these services but need to take necessary approval from the concern authority of the Government.

8.6.6 E-Service related Short Code

8.6.6.1 This kind of Short Code is assigned for providing e-Health, e-Education, e-Business, Mobile Banking, Banking information, Mobile wallet, Entertainment Service, Infotainment Service, Religious Information, Appointment Service, Ticketing Service, Customer care service, Help Line Service, Information Service, News Service, Games Service, Product Authentication, Location based service(LBS), Stock update Service, transport, Research facilities service, etc.

8.6.6.2 **Number Structure**

The e-Service Related Short Code Short Code will be consisting of five (5) digits.

8.6.6.3 **Applicable Conditions**

All kind of organizations can provide these services except some service such as (Education, Health, Religious Information, Agriculture, Mobile Financial Service, Product Authentication, Ticketing) need to take necessary approval from the concern authority of the Government.

8.7 USSD codes

8.7.1 USSD codes are used by end users to access intra-network supplementary services and information services. The codes use the handset symbols '*' (star or asterisk) and '#' (hash) and contain 2 or 3-digit numbers. To create a better user friendly customer experience commission may issue separate directives on USSD code.

9. Non-Geographic Numbers – Toll free Service Numbers

9.1 Overview

Toll free Service Numbers are Non-Geographic Numbers which are used for following services:

(a) International toll free services (ITFS) numbers

(b) Local toll free services (LTFS)

9.2 Toll free Service Numbers

9.2.1 Toll Free service has evolved as an essential service in modern telecommunication around the world. It is a service in which the caller does not pay for the call rather the called party or a 3rd party pays for the call. Hence it is toll free for the caller. Toll free services are being used to provide customer services, sales encashment, conference bridge access, calling card access number etc.

9.2.2 Toll free Services are available as Local Toll Free Services (LTFS) and International Toll free Services (ITFS).Customers of LTFS and ITFS include, but not limited to, inbound and outbound call centers, multinational companies for their brands, calling card companies, international original equipment manufacturers, financial institutions like banks, insurance companies, money exchanges and global supply companies, telecom companies etc.

9.2.3 To ensure availability of services like ITFS and LTFS in Bangladesh, the Commission has issued an interim directive, which shall have to read along with this plan.

9.3 International Toll Free Service (ITFS) numbers

9.3.1 In ITFS, the call is originated from a country but terminated in a different country. The ITFS number is accessible from all operators of the originating country.

9.3.2 **Number Structure of International Toll Free Service (ITFS) numbers**

The prefix '0888' and "000800" are designated for International Toll Free Service Numbers and the number structures are as follows:

FIGURE 9.1: STRUCTURE FOR INTERNATIONAL TOLL FREE SERVICE NUMBER

INTERNATIONAL TOLL FREE SERVICE NUMBER	
Prefix	**Number structure**
000800	Country Code(CC) + toll free service number (3 digits)
0888	7 (Seven Digit Customer Number)*

*ITFS numbers in which the seven (07) digit customer number is proposed by the customer will be considered as ITFS premium number.

9.3.3 **Conditions**

9.3.3.1 The standard conditions as set out in Part B-Section 1 subsection 3.7.1 shall apply.

9.3.3.2 The services that will be provided with the ITFS number have to be approved by the Commission. The service provider shall not provide any service other than those specified in the approval letter.

9.3.3.3 Allocated ITFS number is not transferrable and any such transfer of the same shall be void and the number so transferred shall stand cancelled. ITFS number can be surrendered to BTRC and in such case allocation fee/yearly fee, in part or full would be non refundable.

9.4 Local Toll Free Service (LTFS) numbers

9.4.1 In LTFS, calls are originated and terminated within a country where the LTFS number is accessible from all operators in the country.

9.4.2 **Number Structure of Local Toll Free Service Numbers (LTFS)**

The prefix '0800' is designated for Local Toll-Free Service Numbers (LTFS) and the number structure is as follows:

FIGURE 9.2: STRUCTURE FOR LOCAL TOLL FREE SERVICE NUMBER

LOCAL TOLL FREE SERVICE NUMBER	
Prefix	**Customer number**
0800	xxxxxxx*

*LTFS numbers in which the seven (07) digit customer number is proposed by the customer will be considered as LTFS premium number.

9.4.3 **Conditions**

9.4.3.1 The standard conditions as set out in Part B-Section 1 subsection 3.7.1 shall apply.

9.4.3.2 The services that will be provided with the LTFS number have to be approved by the Commission. The service provider shall not provide any service other than those specified in the approval letter.

9.4.3.3 Allocated LTFS number is not transferrable and any such transfer of the same shall be void and the number so transferred shall stand cancelled. LTFS number can be surrendered to BTRC and in such case allocation fee/yearly fee, in part or full would be non refundable.

10. Non-Geographic Numbers – Mobile, BWA and ENUM-Type Numbers

10.1 Overview

10.1.1 Mobile, BWA and ENUM-Type Numbers are also Non-Geographic Numbers which are used for network or applications services which encompass features such as the mobility of the terminating device and the concept of personal association with an assigned number.

10.1.2 Services which use these types of numbers are as follows:

(a) Cellular Mobile Services;
(b) BWA and
(c) ENUM-Type numbers.

10.2 Cellular Mobile Service Number

10.2.1 The Cellular Mobile Service number structure is as follows:

FIGURE 10.1: STRUCTURE FOR CELLULAR MOBILE SERVICES NUMBER

CELLULAR MOBILE SERVICE NUMBER		
National Access Code	**NDC**	**Subscriber number**
0	1X	8 digits

Where,

NDC= National Destination Code

= Destination Network

=Operator Code

DN=OC=2 digits (e.g 1X)

10.2.2 Present numbering scheme for Cellular Mobile Services has been illustrated in Fig C-1 of Schedule C.

10.2.3 To maximize the utilization of national resources, Number blocks under the reserved operator codes (illustrated in Fig C-2 of Schedule C) which are kept for future use may be allocated to different operators from same operator code.

10.2.4 Designation of Mobile Numbers

10.2.4.1 There is no special designation of number range mobile services based on technology for the provisioning of cellular mobile services.

10.2.5 Assignment of Mobile Numbers

10.2.5.1 Mobile numbers to be used for the following Present and future services shall be applied for and assigned in blocks (reserved codes) of numbers:

(a) Mobile Cellular Phone Services;
(b) Any other services eligible for Mobile Network operator.

10.2.6 Condition

10.2.6.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

10.3 BWA Number

10.3.1 The Broadband Wireless Access (BWA) Service number structure is as follows:

FIGURE 10.2: NUMBER STRUCTURE FOR BROADBAND WIRELESS ACCESS (BWA) SERVICES

BROADBAND WIRELESS ACCESS (BWA) SERVICES		
National Access Code	**NDC**	**Subscriber number**
0	61X	7 digits

Where,

NDC= National Destination Code

= Destination Network=Operator Code

X= 0-9

10.3.2 The Present numbering scheme for Broadband Wireless Access (BWA) Services is enclosed in Figure C-3 of Schedule C.

10.3.3 Commission may allocate the spare operator code in blocks if there is any new BWA operator.

10.3.4 **Condition**

10.3.4.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

10.4 ENUM-Type Numbers

10.4.1 ENUM-Type Numbers are a type of numbers which enable a subscriber to have a single subscriber number which a calling party may dial and which enables the subscriber to determine the preferred terminating device or destination, such as a mobile phone, email address or fixed-line phone. ENUM-Type Numbers are a form of E.164 numbers.

10.4.2 The Commission may issue and publish separate guidelines/directives for ENUM-Type number which shall have to be read along with this plan.

11 Other Numbers

11.1 International Mobile Subscriber Identity (IMSI)

11.1.1 An International Mobile Subscriber Identity ("IMSI") is required so that a visited network can identify a roaming mobile terminal or mobile user, e.g., in order to query a subscriber's home network for subscription and billing information. The IMSI conforms to the ITU E.212 numbering standard.

11.1.2 IMSIs may also be allocated to fixed or wire line networks that offer mobility services, or to achieve compatibility with networks that have mobility services. An example is a network supplying a public messaging service.

11.1.3 **IMSI Number Structure**

11.1.3.1 The IMSI number structure is as shown below:

FIGURE 11.1: STRUCTURE FOR IMSI NUMBERS

MCC	MNC	MSIN
Three digits	Two digits	Ten Digits
IMSI Maximum of fifteen digits		

11.1.3.2 The IMSI number structure of Bangladesh is illustrated in Figure D-1 of Schedule D.

11.1.4 The IMSI is a string of decimal digits, up to a maximum of fifteen digits, that identifies a unique mobile terminal or mobile subscriber internationally.

11.1.5 Mobile Country Code ("MCC"): The MCC is the first field of the IMSI and is three digits in length. The MCC identifies a country, and a country may be assigned more than one MCC. A MCC may be designated as "shared" where the assignment of the MNCs in that MCC is managed by the TSB of ITU-T.

11.1.6 Mobile Network Code ("MNC"): The MNC is the second field of the IMSI and is of two (2) digits in length. The MNC, in combination with the MCC, uniquely identifies the home network of the mobile terminal or mobile user.

11.1.7 Mobile Subscriber Identification Number ("MSIN"): The MSIN is the third field of the IMSI and is ten (10) digits. The MSIN, within a given MCC & MNC, identifies a unique mobile terminal or mobile subscriber within a public network.

11.1.8 The assignment of MCC is administered by ITU.

11.1.9 **Application**

11.1.9.1 Each application and the assignment of MNC shall be for one (1) MNC.

11.2 Signalling Point Codes

11.2.1 Signalling Point Codes are used for node addressing within Signalling System No. 7 (SS7) networks. There are two (2) types of Signalling Point Codes:

11.2.1.1 **International Signalling Point Codes ("ISPC")** – used for signalling points with international level;

11.2.1.2 **National Signalling Point Codes ("NSPC")** – used for signalling points with national level;

11.2.2 For clarification, ISPCs are used to facilitate the provisioning of international connectivity which is a licensable activity under the Network Service Provider/Gateway operator of Individual category. The provision of such activity is limited to the current individual licensees providing the service.

11.2.3 NSPCs are also often used for network internal signalling points. Signalling points can be assigned point codes of more than one (1) type of signalling point code. Further, NSPC are used to facilitate the provisioning of domestic connectivity which is a licensable activity under the Network Service Provider Individual license category.

11.2.4 International Signalling Point Codes ("ISPC")

The format of 14-bit ISPC (3-8-3 bits) with assignment of number of bits for each identification is shown in figure 11.2 below:

FIGURE 11.2: INTERNATIONAL SIGNALLING POINT CODE FORMAT

3-bit	8-bit	3-bit
N M L	K J I H G F E D	C B A
Zone Identification	Area/Network Identification	Signalling Point Identification
Signalling Area/Network Code (SANC)		
International Signalling Point Code (ISPC)		

Where,

NML = World geographical zone identification

K to D	=	Geographical area or network identification in a specific zone
CBA	=	Signalling point identification in a specific geographical area or network

11.2.5 The assignment of the Signalling Area/Network Code (SANC) codes is administered by the Telecom Standardization Bureau (TSB) of ITU-T. The assigned SANC Codes for Bangladesh are 4-140, 4-141, 4-142,4-143,4-139 and 4-129.

11.2.6 When necessary, the Commission shall apply to the ITU for new SANC codes.

11.2.7 **Assignment of International Signalling Point Codes**

11.2.7.1 Each application and assignment for an ISPC shall be for one complete string (3 bits: 8 bits: 3 bits) of an ISPC.

11.2.8 **National Signalling Point Codes ("NSPC")**

The format of 14-bit NSPC (3-4-7 bits) with Assignment of number of bits for each identification is shown in figure 11.3 below:

FIGURE 11.3: NATIONAL SIGNALLING POINT CODE FORMAT

3-bit	4-bit	7-bit
N M L	K J I H	G F E D C B A
Zone Identification	Area/Network Identification	Signalling Point Identification
Signalling Area/Network Code (SANC)		
National Signalling Point Code (NSPC)		

11.2.9 **Assignment of National Signalling Point Codes**

11.2.9.1 Each application and assignment for a NSPC shall be for one complete string (14 bits) of a NSPC.

11.3 Routing Number

11.3.1 A Routing Number ("RN") is a number which enables calls to be routed between network operators. The RN format comprises of two elements namely a Network Routing Identifier and a Regional Code, whereby:

11.3.1.1 Network Routing Identifier ("NRI") identifies the subscription network of the party to be called (known as the B-party); and

11.3.1.2 Regional Code ("RC") is a code to route the call to the appropriate region's point of interconnection (POI).

11.3.2 **Application**

11.3.2.1 Each application and the assignment shall be for one (1) Routing Number only.

11.3.3 **Routing Number for Number Portability (NP)**

The Commission may issue and publish separate guidelines for NP, which shall have to be read along with this plan.

11.4 Integrated Circuit Card Identifier (ICCID) Number

11.4.1 A SIM card contains its unique serial number (ICCID). Each SIM is internationally identified by its integrated circuit card identifier (ICCID). ICCIDs are stored in the SIM cards and are also engraved or printed on the SIM card body during a process called personalization. The ICCID is defined by the ITU-T recommendation E.118 as the Primary Account Number. Its layout is based on ISO/IEC 7812. According to E.118, the number is up to19 digits long, including a single check digit calculated using the Luhn algorithm.

11.4.2 **ICCID Number Structure**

The ICCID number is composed of the following subparts:

(i) **Issuer identification number (IIN)**

Maximum of seven digits:

Major industry identifier (MII)= 2 fixed digits, 89 for telecommunication purposes.

Country code (CC) =1–3 digits, as defined by ITU-T recommendation E.164 (880 for Bangladesh).

Issuer Identifier=MNC (Mobile Network Code)

(ii) **Individual account identification**

Its length is variable, but every number under one IIN will have the same length.

(iii) **Check digit**

Single digit calculated from the other digits using the Luhn algorithm.

11.4.3 The ICCID number structure of Bangladesh is illustrated in Figure D-2 of Schedule D.

SECTION III - Electronic Addressing

The following sets out the specific chapters to Part B – Section III:

Subsection 12 IP Addressing (IPv4 and IPv6)

Subsection 13 Autonomous System Numbers

Subsection 14 Domain Names

12. IP Addressing (IPv4 and IPv6)

12.1 Overview

12.1.1 An IP address is a number that identifies each sender or receiver of information that is sent in packets across the Internet. When a HTML page is requested or an e-mail is sent, the Internet Protocol part of TCP/IP includes the IP address in the message and sends it to the IP address that is obtained by looking up the domain name in the Uniform Resource Locator which was requested or in the recipient's e-mail address. The recipient is able to see the IP address of the Web page requestor or the e-mail sender and can respond by sending another message using the IP address it received.

12.1.2 An IP address has two parts: the identifier of a particular network on the Internet and an identifier of the particular device (which can be a server or a workstation) within that network. On the Internet, only the network part of the address is looked at, that is, between the routers that move packets from one point to another along the route.

12.1.3 Two types of IP Addresses are currently used in Bangladesh; Internet Protocol Version 4 ("IPv4") and Internet Protocol Version 6 ("IPv6"). An IPv6 address is a protocol that was developed to support the recent exponential growth of the Internet and development of new applications. The provision of the IPV6 protocol compatibility is mandatory for all Network Service Providers in their core networks.

12.2 Provision of IP Addresses

12.2.1 IP Addresses are currently obtained from the Asia Pacific Network Information Centre ("APNIC") or through holders of IP Address assignments located in Bangladesh. The Commission intends to continue with this process subject to the conditions set out in this plan.

12.2.2 APNIC assigns IP Address blocks based on an open policy as outlined at http://www.apnic.net. These open policies have been developed and are reviewed in conjunction with users and other interested parties from time to time under the Internet Corporation for Assigned Names and Numbers (ICANN) RFC (Request for Comments) Procedure.

12.2.3 Only those assignment holders who are either Bangladeshi entities or Bangladeshi permanent residents, who have been issued with IP Addresses by APNIC, shall be required within thirty (30) working days of such provision to inform the Commission in writing.

12.3 Applicable Principles

12.3.1 All holders of IP Addresses shall be entitled to further provide IP Addresses to its end-users on a permanent basis (e.g. fixed IP Address) for use in Bangladesh in accordance with the following principles:

(a) The provision of IP Addresses to the end-users shall be made in a fair, equitable and non-discriminatory manner; and

(b) The provision of IPv6 Addresses to the end-users shall be assigned with unique public IP Addresses.

12.4 Conditions of use

12.4.1 Notwithstanding anything to the contrary in any conditions of use imposed by APNIC, the holder of any IP Addresses shall comply with the following conditions of use as set out in subsection 12.4.2 subject but not limited to any other conditions referred in this Plan.

12.4.2 The use of any IP Address shall be subjected to the following conditions:

12.4.2.1 The use of any IP Address shall be subject to this Plan;
12.4.2.2 The IP Addresses issued shall not be auctioned, traded or transferred otherwise than as permitted under this Plan;
12.4.2.3 Comply with the conditions imposed by APNIC to the extent that they are not contrary to these conditions; and
12.4.2.4 IP Addresses that have been issued to end-users shall not be suspended or cancelled by the provider except:

(i) Where the end-user has not complied with the conditions of the network service or applications service to which the numbers relate, such as timely payment of charges associated with the service;

(ii) In compliance with instructions from the Commission; or

(iii) Upon the end-user's request.

12.5 Retention of Information

12.5.1 Assignment holders of IP Addresses shall keep or retain the following information:

(a) The assignment holder's use of IP Addresses issued by APNIC;
(b) The assigned IP Addresses; and
(c) The identity of each end-user.

12.5.2 Assignment holders of IP Addresses issued by APNIC shall submit the information stated in subsection 12.5.1 (a) to (c) above to the Commission.

13. Autonomous System Numbers

13.1 Overview

13.1.1 An Autonomous System Number ("ASN") is a unique two-byte or four-byte number associated with an Autonomous System ("AS"). The ASN is used as an identifier to allow the AS to exchange dynamic routing information with other Autonomous Systems. Exterior routing protocols such as the Border Gateway Protocol ("BGP") requires ASNs to exchange information between networks.

13.2 AS Number Structure

13.2.1 Autonomous System (AS) Numbers are used by entities which have an AS, e.g. a system which is a connected group of one or more IP prefixes run by one or more network operators under a single and clearly defined routing policy.

13.2.2 ASN are a series of numbers assigned by APNIC which begins with the alphabets "AS" followed by a number and alphabets.

13.3 Provision of AS Numbers

13.3.1 Autonomous System Numbers which are used or to be used in Bangladesh are currently obtained from APNIC. The Commission intends to continue with this process subject to the conditions set out in this Plan. APNIC assigns AS Numbers based on an open policy as outlined at http://www.apnic.net.

13.4 Provision of Information

13.4.1 The Commission requires all holders of AS Numbers in Bangladesh to provide the following information:

13.4.1.1 the AS Number range which a holder has;

13.4.1.2 the holder's peering arrangements;

13.4.1.3 the party to whom the holder of the AS Number peers to;

13.4.1.4 whether the Autonomous System is a multi-homed type or otherwise; and

13.4.1.5 the routing policy of the Autonomous System.

13.4.2 Holders of AS Numbers provided by APNIC shall submit the information stated in subsection 13.4.1 above to the Commission. The Commission may in its request to AS Number holders require them to disclose further information in addition to the information listed above.

14. Domain Names

14.1 Domain Name System

14.1.1 The Domain Name System ("DNS") is a hierarchical naming system built on a distributed database for computers, services, or any resource connected to the Internet. It associates various information with domain names assigned to each of the participating entities. Most importantly, it translates domain names meaningful to humans into the numerical identifiers associated with networking equipment for the purpose of locating and addressing these devices worldwide.

14.2 Country Code Top Level Domain Names

14.2.1 In accordance with ISO 3166-1 list (Codes for the Representation of Names of Countries and Their Subdivisions) maintained by ISO 3166 Maintenance Agency, the two-letter country code top level domain ("ccTLD") ".bd" has been designated to Bangladesh by the Internet Assigned Numbers Authority ("IANA").

14.2.2 The ".bd" ccTLD exists within the framework set up by IANA, which is operated by the Internet Corporation for Assigned Names and Numbers ("ICANN"). IANA is also responsible for maintaining generic top-level domain ("gTLD") names, including unrestricted gTLDs (.com, .net, .org.), sponsored gTLDs (.aero), geographic gTLDs (.asia) and Internationalized Domain Names, amongst others.

14.2.3 Internationalized domain names (IDNs) are domain names or URL's that are displayed in the local language of the Internet user instead of English only. IDNs are supported by all modern browsers and email programmes, so people can use links in their native languages. The International Corporation of Assigned Names and Numbers (ICAAN) has officially allotted the dot .bangla (.বাংলা) internet domain to Bangladesh .

14.2.4 The Commission's perview is over all domain names. **BTCL is the registration authority .bd ccTLD and** .bangla (.বাংলা) IDNs.

PART C

SCHEDULE, LIST OF ABBREVIATIONS & GLOSSARY

Schedule A

Figure A-1

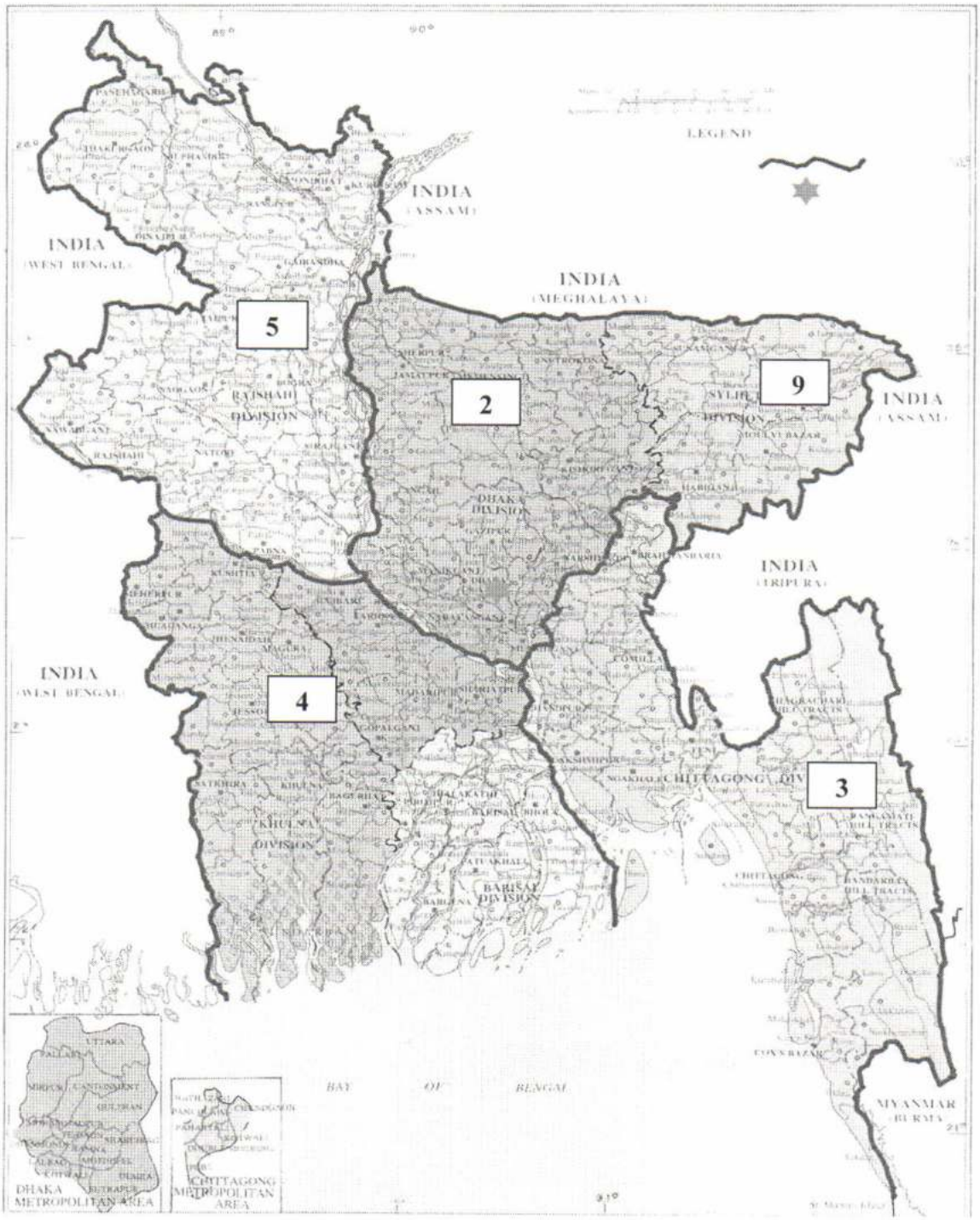
PSTN Operators and Numbering Prefixes

Sl. No.	Name of the PSTN operator	Numbering Prefixes for Operator Identification
1	Bangladesh Telecommunication Company Ltd (BTCL)	2
2	Ranks Telecom Limited	44
3	National Telecom Ltd.	37
4	Worldtel Bangladesh Ltd	30
5	Nextel Telecom Ltd.	41
6	Westec Limited	31
7	Tele Barta Ltd.	36
8	Bangla Phone Limited	35
9	One Tel Communication Limited	33
10	S.A Telecom System Ltd.	39
11	Jalalabad Telecom Limited	40
12	Integrated Service Limited	42

Schedule A

Figure A-2

Different Zones of Bangladesh



Schedule A

Figure A-3

Numbering Scheme of PSTN operators

SL	Name of the PSTN Operator	TC=Zonal Codes Allotted	DN=OC	DN+TC	Subscriber Number	Illustration for Numbering in each Licensed Zones
1.	BTCL	2 for Central, 3 for South East, 4 for South West, 5 for North West and 9 for North East	2	22, 23,24, 25,29	XYZABCDE	22 XYZABCDE 23 XYZABCDE 24 XYZABCDE 25 XYZABCDE 29 XYZABCDE
2.	Worldtel Bangladesh Ltd	2 for Central (Dhaka Multiexchange)	30	302	XYABCDE	302 XYABCDE
3.	Westec Limited	3 for South East	31	313	XYABCDE	313 XYABCDE
4	One Tel Communication Ltd	5 for North West	33	335	XYABCDE	335 XYABCDE
5.	Bangla Phone Limited	9 for North East	35	359	XYABCDE	359 XYABCDE
6.	Tele Barta Ltd.	3 for South East, 4 for South West, 5 for North West and 9 for North East	36	363,364, 365,369	XYABCDE	363 XYABCDE 364 XYABCDE 365 XYABCDE 369 XYABCDE
7.	National Telecom Ltd.	3 for South East, 4 for South West, 5 for	37	373,374, 375,379	XYABCDE	373 XYABCDE 374 XYABCDE

SL	Name of the PSTN Operator	TC=Zonal Codes Allotted	DN=OC	DN+TC	Subscriber Number	Illustration for Numbering in each Licensed Zones
		North West and 9 for North East				375 XYABCDE 379 XYABCDE
8.	S.A Telecom System Ltd.	3 for South East	39	393	XYABCDE	393 XYABCDE
9.	Jalalabad Telecom Limited	9 for North East	40	409	XYABCDE	409 XYABCDE
10.	Nextel Telecom Ltd.	3 for South East	41	413	XYABCDE	413 XYABCDE
11.	Integrated Service Limited	3 for South East, 4 for South West, 5 for North West Rural Areas	42	423,424, 425	XYABCDE	423 XYABCDE 424 XYABCDE 425 XYABCDE
12.	Ranks Telecom Ltd	3 for South East, 4 for South West, 5 for North West and 9 for North East	44	447,443,444, 445,449	XYABCDE	443 XYABCDE 444 XYABCDE 445 XYABCDE 449 XYABCDE

Schedule A

Figure A-4

List of IPTSP operators with 4 digits NDC

SL	Name of IPTSP	Operator Code	Subscriber Number
1	BTS Communications (BD) Ltd.	9601	A B C D E F
2	Information Services Network Limited	9602	A B C D E F
3	Royal Green Communication Ltd	9603	A B C D E F
4	M/s. Fusion Net	9604	A B C D E F
5	Innovative Online Limited	9605	A B C D E F
6	Agni Systems Ltd.	9606	A B C D E F
7	Bangladesh Export Import Company Limited	9609	A B C D E F
8	ADN Telecom Ltd.	9610	A B C D E F
9	AmberIT/Dhakacom	9611	A B C D E F
10	MetroNet Bangladesh Limited	9612	A B C D E F
11	HRC Technologies Ltd. (Getco Online Ltd)	9613	A B C D E F
12	Next Online Limited	9614	A B C D E F
13	RanksITT	9617	A B C D E F
14	Chittagong Online Limited	9619	A B C D E F
15	Access Telecom (BD) Ltd.	9622	A B C D E F
16	Chittagong Telecom Services Limited	9627	A B C D E F
17	SADIATEC Ltd.	9628	A B C D E F
18	IS PROS LIMITED	9631	A B C D E F

SL	Name of IPTSP	Operator Code	Subscriber Number
19	Idea Networks and Communications Ltd.	9633	A B C D E F
20	Pritty International (Pvt.) Limited	9634	A B C D E F
21	HN Telecom Ltd.	9635	A B C D E F
22	Nreach-Net (Pvt.) Ltd	9636	A B C D E F
23	Bangladesh Internet Exchange Ltd. (BIEL)	9637	A B C D E F
24	InterCloud Limited	9638	A B C D E F
25	ICC Communication	9639	A B C D E F
26	Red Data	9640	A B C D E F
27	Special Security Forces (SSF)	9641	A B C D E F
28	Telebangla Communications Limited	9654	A B C D E F
29	BDCOM Online Ltd.	9666	A B C D E F
30	ConnectBD Ltd.	9669	A B C D E F
31	BRACNet Limited	9677	A B C D E F
32	Link 3 Technologies Ltd.	9678	A B C D E F
33	Digital Connectivity Limited	9688	A B C D E F

Schedule B

Figure B-1

Number Arrangement for Inter-Network Short Code

Existing Code Arrangement	Existing Code Arrangement		Proposed Code Arrangement		Remarks
-10					
100	POLICE		POLICE		Emergency
101	RAB		RAB		
102	FIRE		FIRE		
103	AMBULANCE		AMBULANCE		
104	Spare		Anti-Corruption Commission-Help Line Service		
105	Hospital Related Services		Bangladesh Election Commission-Help Line Service		
106XX	For specialized Hospitals		Medical Related Services		
107	Reserved for future use		10700-10749 Medical Related Services		
			10750-10799 (kept free for Specialized Hospital)		
108	Reserved for future use		**108XX- Reserved for Medical Related Service**		
109	**109**	**Emergency Information Service**	**109 Women, Children, Disaster, Accident related Service**		
			109		
	1090	Spare	1090	**Help Line Service (Ministry of Disaster Management and Relief)**	
	1091X	Police Help Line Centre	1091	**Multi-Sect oral Program me on Violence against Women Project Implementation Unit (Ministry of Women and Children Affairs)**	
	1092X	Women Help Line Centre	1092X	Women Help Line Centre	
	1093X	Accident Related Information	1093X	Accident Related Information	
	1094X	Natural Calamities Related Information	1094X	Natural Calamities Related Information	
	1095X	Control Room of Deputy Commissioner	1095X	Kept Reserved	
	1096-1097	Spare	1096X-1097X	Spare	
	1098	Children Help service	1098	Children Help service (As per ITU plan)	Emergency
	1099	Spare	1099X	Spare	
-11					
110XX	Number Series is kept free and Reserved for future use		**Free**		
111XX	Number Series is kept free and Reserved for future use		**Emergency Help desk Service (Post and Telecommunication Division)**		
112	Number Series is kept free and Reserved for future use		Emergency calling and response system (kept For Future use)		Emergency

113XX 114XX 115XX 116XX 117XX 118XX 119XX	Number Series is kept free and Reserved for future use		Number Series is kept free and Reserved for future use	
-12				
120XX to 122XX	Operators are free to use this for Intra-Network Services		120XX and 122XX	Reserved for future use
			121	Customer Care Service
123XX	123	Number Series is kept free and Reserved for future use	123XX	Number Series is kept free and Reserved for future use
124XX	124		124XX	
125XX - 129XX	Operators are free to use this for Intra-Network Services they want to provide		Kept Reserved	
-13				
130	Spare		Kept Reserved	
131 or 131X	Railway General Enquiry		131-Railway General Enquiry (Ministry of Railways)	
132XX	Reserved		132XX- General Enquiry Service	
133X	133XY where 'X' is Service provider 'Y'= Service	Transport Related Information	133XY where 'X' is Service provider 'Y'= Service	Transport Related Information
134	134XY where 'X' is Service provider 'Y'= Service	Reserved	134XY where 'X' is Service provider 'Y'= Service	Reserved
135	135XX where 'X' is Service provider 'Y'= Service	Dial a taxi	135XX where 'X' is Service provider 'Y'= Service	Reserved

136	136XY	Airline Service	1360X	**Travel and Tourist Related Information**	
1361	where 'X' is Service provider; 'Y'= Service				
1362					
1363					
1364					
1365					
1366					
1367					
1369					
137-139	137XY where 'X' is Service provider 'Y'= Service	Reserved	137XX where 'X' is Service provider 'Y'= Service	**Travel and Tourist Related Information**	
	138XY where 'X' is Service provider; 'Y'= Service	Specialized information service (Including weather, tourist etc. information)	1380X	**Travel and Tourist Related Information**	
			1381X	Reserved for Travel and Tourist Related Information	
			1382X		
			1383X		
			1384X		
			1385X		
			1386X		
			1387X		
			1389X		
	'139' Number Series is kept free and Reserved for future use		'139' Number Series is kept free and Reserved for future use		
-14					
14XXX	**'14'**		**Short code 140 is allocated to BTCL for 'Time' checking purpose**		
			Reserved for Future New VAS License		
-15					
150XX – 151XX	SPARE		SPARE		
152	INTERNATIONAL TRUNK BOOKING		**Kept Free for Future Service**		
153	DIRECTORY ENQUIRY [In English]				
154	INTERNATIONAL TRUNK ENQUIRY (ENGLISH)				
155	DIRECTORY ENQUIRY [In Local Language]				

156	INTERNATIONAL TRUNK BOOKING (LOCAL LANGUAGE)				
157	FAULT BOOKING and QUALITY OF SERVICE COMPLAINTS				
158-158XX	CUSTOMER SERVICES		158-Customer Complain Management Service		
159XX	BILLING SERVICES		**For Government Organization**		
16	'160XX' Number Series is kept free and Reserved for future use		**16000**	**Proposed for BTRC Help Line Service**	
			For Government Organization		
	161XX (00-50)	Utility Service	161XX - General Information, Help Line Service, Utility Service	This Series Can be allocated to Govt. Organizations for Providing (General Information, Help Line Service, Utility Service)	
	161XX (51-99)	General Information Service			
	162XX-163XX	e-Services (e-Education, e-learning, e-business etc.)	162XX-169XX	**e-Education, e-learning, e-business Customer Care Service, News Service, Infotainment Service, Agriculture Service, Banking Service, Religious Information Service, Entertainment Service, Appointment Service, etc.**	
	'164XX-169XX' Number Series is kept free and Reserved for future use				
17	NOT ALLOTED (SPARE)		Used by BTCL and to be shifted to 121 and 158 respectively for unified customer care service Number		
18	NOT ALLOTED (SPARE)				
19	SPARE		19XXX		
			190XX	**Reserved for Future Service**	
			191XX		
			192XX		
			193XX		
			194XX		
			195XX		
			196XX		
			197X-	**Research Facilities Service**	
			198XX	**Reserved for Future Service**	
			199XX		
333			Access 2 Information(a2i)-Government Service Information		
999			Information, Communication and Technology Division-National Help Desk Service		

Schedule C

Figure C-1

Numbering Scheme for Cellular Mobile Service Operators

Sl. No.	Cellular Mobile Operator	Operator Code(OC)	Subscriber Number
1	Reserved for future use	10	ABCDEFGH
2	Pacific Bangladesh Telecom Limited	11	ABCDEFGH
3	Reserved for future use	12	ABCDEFGH
4	Reserved for future use	13	ABCDEFGH
5	Reserved for future use	14	ABCDEFGH
6	Teletalk Bangladesh Ltd	15	ABCDEFGH
7	Reserved for future use	16*	ABCDEFGH
8	Grameen Phone Limited	17	ABCDEFGH
9	Robi Axiata Limited	18	ABCDEFGH
10	Banglalink Digital Communications Ltd	19	ABCDEFGH

*Operator Code '16' will be kept reserved for future use upon expiry of 02 (two) years of merger of Robi Axiata Ltd. and Airtel Bangladesh Ltd. as mentioned in the Order of Merger bearing No-14.32.0000.007.51.003.16.1169 ,dated: 18-07-2017 (effective date: 16.11.2016), unless and until the Commission decides otherwise.

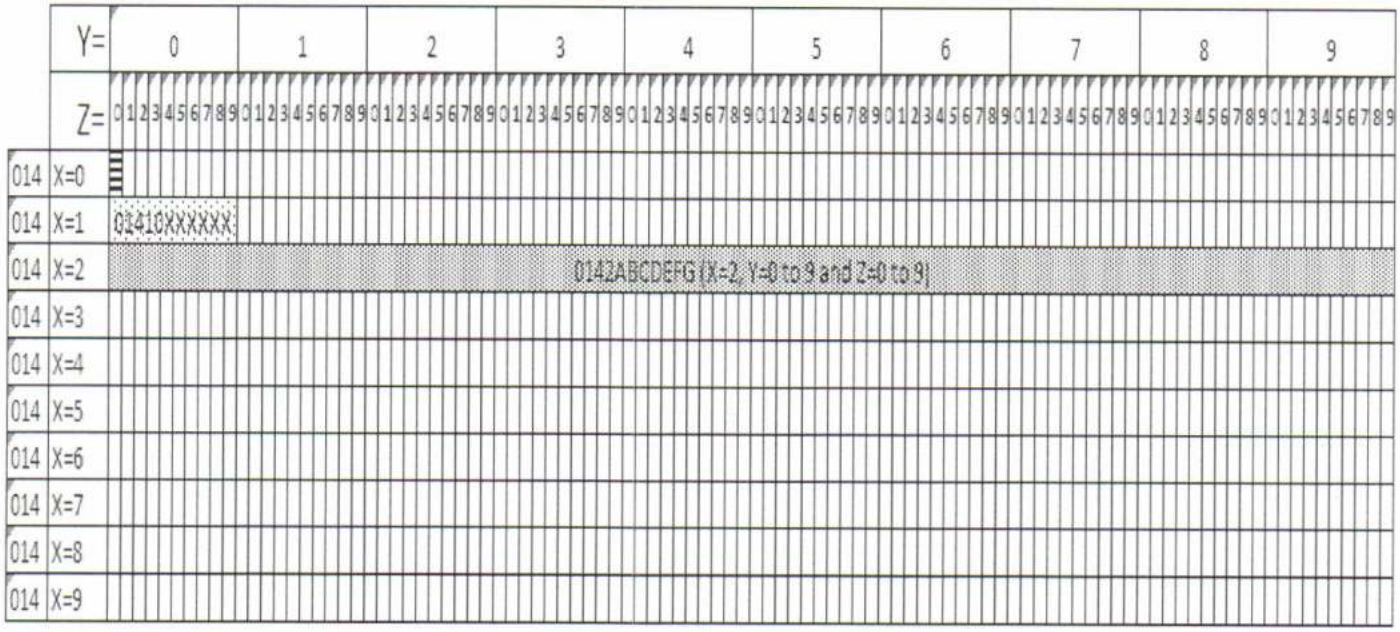
Schedule C

Figure C-2

Numbering blocks for Cellular Mobile Service Operators

With 10 Digit as N(S)N, every 2-digit Operator Code (OC) has a capacity of 100 million number. For example, 01400000000 to 01499999999. For block-wise assignment, every OC is defined as 014XYZ-ABCDE. Where X, Y & Z have any value from 0 to 9 and define the capacity of block. If X, Y, Z are fixed then each block capacity is 100, 000. For example, 014000-ABCDE. If X & Y are fixed and Z has any value from 0 to 9, then the block capacity will be 1 (one) million. For example, 01410-ABCDEF. If only X is fixed then block capacity is of 10 (ten) million. For example, 0142-ABCDEFG.

Allocation of number range: '01400000000 to '01499999999 - 100 million numbers divided into 1000 unit



Schedule C
Figure C-3

Numbering Scheme for Broadband Wireless Access (BWA) Services Providers

S. No.	BWA Operator	Operator Code(OC)	Subscriber Number
1	Banglalion Communications Ltd	617	ABCDEFG
2	Augere Wireless Broadband Bangladesh	618	ABCDEFG
3	Bangladesh Internet Exchange Ltd.	619	ABCDEFG

Schedule D

Figure D-1

Numbering Scheme for IMSI numbers in Bangladesh

MCC	MNC	Country	MSIN BY NETWORK OPERATOR
470	01	Bangladesh	Grameen Phone Ltd
470	02,07		Robi Axiata Limited
470	03		Banglalink Digital Communications Ltd.
470	04		TeleTalk Bangladesh Ltd
470	06		Pacific Bangladesh Telecom Limited
470	09		BIEL
470	10		Banglalion Communications Ltd
470	05,08, 11 - 99		Reserved for future use

Schedule D

Figure D-2

Numbering Scheme for ICCID numbers in Bangladesh

Name of the Operator	**ICCID**
Grameenphone Ltd	89-880-1-ABCDEFGHIJK-L
Robi Axiata Limited	89-880-2- ABCDEFGHIJK-L 89-880-7- ABCDEFGHIJK-L
Banglalink Digital Communications Ltd.	89-880-3- ABCDEFGHIJK-L
TeleTalk Bangladesh Ltd	89-880-4- ABCDEFGHIJK-L
Pacific Bangladesh Telecom Limited	89-880-6- ABCDEFGHIJK-L

List of Abbreviations

ANS	Access Network Service
BWA	Broadband Wireless Access
CC	Country Code
DN	Destination Network
CIC	Carrier Identity Code
CMTS	Cellular Mobile Telephone Service
E.164	ITU-T Recommendation E.164
EA	Electronic Addressing
ICIC	International Carrier Identification Codes
ILDTS	International Long-Distance Telecommunication Service
IMSI	International Mobile Subscriber Identity
IN	Intelligent Network
ISDN	Integrated Services Digital Network
IP	Internet Protocol
IPTSP	Internet Protocol Telephony Service Provider
ITU	International Telecommunication Union
ITFS	International Toll free Service
ISPC	International Signalling Point Code
ITU-T	Telecommunication Standardization Sector of the International Telecommunications Union
LTFS	Local Toll-Free Service Number
MNI	Mobile Network Identifier
MNO	Mobile Network Operator
MNC	Mobile Network Code
MSC	Mobile Switching Centre

MCC	Mobile Country Code
MSISDN	Mobile Subscriber Integrated Services Digital Network
MVNO	Mobile Virtual Network Operator
N(S)N	National (Significant) Number
NSPC	National Signalling Point Code
NDC	National Destination Code
PLMN	Public Land Mobile Network
PSTN	Public Switched Telephone Network
SANC	Signalling Area/Network Code
SN	Subscriber Number
SP	Signalling Point
TC	Trunk Code

Glossary of Terms

1. **"Act"** means the Bangladesh Telecommunication Regulation Act, 2001 (Act No. XVIII of 2001).

2. "**Access Network Service Operators (ANS Operators)**" means the PSTN Operators, 2G Cellular Mobile Phone Operators, 3G Cellular Mobile Phone Services Operator, 4G/LTE Cellular Mobile Phone Services Operator, Cable Service Provider, Internet Service Providers, Broadband Wireless Access Operators and IPTSPs who have a direct access with the subscribers.

3. **"Assignment holder"** means the person to whom a number or electronic address is assigned pursuant to this Plan.

4. **"Asia Pacific Network Information Centre (APNIC)"** is the Regional Internet Registry for the Asia-Pacific region. APNIC provides number resource (IP and AS number) allocation and registration services that support the global operation of the Internet. It is a not-for-profit, membership-based organization whose members include Internet Service Providers, National Internet Registries, and similar organizations.

5. **"Autonomous System Number (ASN)"** is a unique two-byte or four-byte number associated with an Autonomous System ("AS"). The ASN is used as an identifier to allow the AS to exchange dynamic routing information with other Autonomous Systems. Exterior routing protocols such as the Border Gateway Protocol ("BGP") requires ASNs to exchange information between networks.

6. **"Commission"** means the Bangladesh Telecommunication Regulatory Commission (BTRC) established under the Bangladesh Telecommunication Regulation Act, 2001.

7. **"Country code"** is a set of digits allocated by the ITU that indicates the country to which an international call is made

8. **"Domain Name System (DNS)"** is a hierarchical naming system built on a distributed database for computers, services, or any resource connected to the Internet. It associates various information with domain names assigned to each of the participating entities.

9. **"E.164"** number is a number that conforms to ITU-T Recommendation E.164 for public telecommunications network numbering

10. **"ENUM"** type Numbers are a type of numbers which enable a subscriber to have a single subscriber number which a calling party may dial and which enables the subscriber to determine the preferred terminating device or destination, such as a mobile phone, email address or fixed-line phone. ENUM-type numbers are a form of E.164 numbers.

11. **"Emergency number"** means a number which, in an emergency or disaster situation, makes the public able to call the public emergency service.

12. **"End users"** means the final customers of service providers including closed user groups and those providing services only to organizations under substantively the same ownership; which also mean

users of telecommunications networks or telecommunications services who do not make such telecommunications networks or telecommunications services available to others on a commercial.

13. **"Geographic Numbers"** are numbers used for services which correspond to a discrete geographic area where the digits in certain parts of the number string indicate a specific geographical location of the person or service being called. The use of Geographic Numbers is presently limited to fixed telephony and IPTSP services or other similar services.

14. **"Government"** means the Government of the People's Republic of Bangladesh represented by Ministry of Posts, Telecommunications and Information Technology.

15. **"IPv4"** means Internet Protocol version 4 which uses 32 bit addresses and is the current version of the Internet.

16. **"IPv6"** means Internet Protocol version 6 which uses 128 bit addresses and is designed to replace and enhance Internet Protocol version 4.

17. **"IP Address"** means a 32-bit (version 4) or 128-bit (version 6) number used to identify interfaces in the Internet.

18. **"ITU-T"** means Telecommunication Standardization Sector of the International Telecommunications Union.

19. **"Inter-Operator Short Code"** can be defined as which Short code can access from any Mobile, PSTN, IPTSP and BWA operators and also anywhere from the Country. Inter-Operator Short Code can be used for commercial or non-commercial Service purpose. Any Service provider from Peoples Republic of Bangladesh can take this type of short code.

20. **"Intra-Operator Short Code"** can be defined as which Short code access from only for the specific Network. Intra-Operator Short Code can be used for commercial/non-commercial Service purpose. MNOs, PSTN, IPTSP and BWA operators take this type of short code.

21. **"License"** means an authorization issued by the Commission under Section 36 of the Act, and Regulations issued by the Commission for establishing, operating and maintaining Telecommunication Services.

22. **"Number series"** means a block of numbers from the national numbering plan for telephony, ISDN and mobile communications that has the same initial digits

23. **"Pre-assignment or pre- assigned"** number means the numbers that have been assigned prior to this plan.

24. **"Public interest service"** means a service-

(a) Providing access to information or assistance of wide public interest; and
(b) that is not, of itself, a source of commercial benefit.

25. **"Reserved Numbers"** means Numbers and electronic addresses which are reserved by the Commission that are not subject to either an assignment of normal numbers or an assignment of special numbers.

26. **"Regulation"** means regulations made or will be made in the future by the Commission under the Act.

27. **"Rules"** means all or any rules issued from time to time by the Government under the Act;

28. **Short Code/Special service Numbers** are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS, MMS messages or dial up service from mobile phones or fixed phones. Short codes are widely used for value-added services also.

29. "**Subscriber"** means any person or legal entity that avails the service from the Licensee/operator.

30. **"SS7"** means signalling system number 7 which is an ITU-T common channel signalling protocol.

31. **"Systems"** means cellular mobile phone systems, for which the Licensee/operator is granted a License to establish, operate and maintain such system.

32. **Toll free Service** means a service in which the caller does not pay for the call rather the called party or a 3rd party pays for the call. Hence it is toll free for the caller. Toll free services are being used to provide customer services, sales encashment, conference bridge access, calling card access number etc. Toll free Services are available as Local Toll Free Services (LTFS) and International Toll free Services (ITFS).

33. **"Telecommunication"** means transmission and reception of any speech, sound, sign, signal, writing, visual image and any other intellectual expression by the way of using electricity or electro-magnetic or electro chemical or electro-mechanical energy through cable, radio, optical fiber or other electro-magnetic or electro chemical or electro-mechanical or satellite communication system.

34. "**Telecommunication Service**" means telecommunications services defined under section 2(15) of Bangladesh Telecommunication Regulation Act, 2001.

35. "**Telecommunication System**" means Telecommunications System defined under section 2(13) of Bangladesh Telecommunication Regulation Act, 2001.

36. "**Tariff**" means rates, charges payable by a subscriber/party for service provided and related conditions at which telecommunication services may be provided including rates and related conditions at which messages shall be transmitted, deposits, installation fees, rentals, free calls, usages charges and any other related fees or service charge.

----------**THE END**----------