



Telecommunications Numbering Plan 1997

as amended

made under subsection 455 (1) of the

Telecommunications Act 1997

This compilation was prepared on 1 February 2011
taking into account amendments up to *Telecommunications Numbering Plan
Variation 2011 (No. 1)*

This document has been split into four volumes

Volume 1 contains sections 1.1–13.4 and Schedules 1–8, 11

Volume 2 contains Schedule 12 (Part 1)

Volume 3 contains Schedule 12 (Parts 2–5) and

Volume 4 contains the Dictionary and the Notes

Each volume has its own Table of Contents

Prepared by the Office of Legislative Drafting and Publishing,
Attorney-General's Department, Canberra

Contents

Chapter 1 Preliminary

Part 1 General

1.1	Citation [see Note 1]	15
1.2	Commencement	15
1.3	Definitions — the dictionary etc	16

Part 2 Objects of this plan

Division 1 Primary objects

1.4	Primary objects	17
-----	-----------------	----

Division 2 Secondary objects

1.5	Purpose of Division	17
1.6	Access to end-users	17
1.7	Consistency with objects of Part XIC of the <i>Trade Practices Act 1974</i>	17
1.8	Consistency with other instruments	17
1.9	Issue and use of numbers	18
1.10	Carriage services	18
1.11	Call charge and associated services	18
1.12	Changes to numbers	18
1.13	Technology	18
1.14	Transfer, surrender and withdrawal of numbers	18
1.15	Recognition of telecommunications industry	19

Chapter 2 Numbers that are for use

2.1	Purpose of Chapter 2	20
2.2	Numbers that are for use — public	20
2.3	Numbers that are for use — non-public	20

Chapter 3 Telephone numbers

Part 1 Geographic numbers

Division 1 Information about geographic numbers

3.1	Outline of Schedule for geographic numbers	23
3.2	Application of Part 1	23
3.3	Geographic numbers	23
3.4	Use of geographic numbers	23
3.5	Using numbers of local geographic significance: numbers in Part 1 of Schedule 3	25
3.6	Using numbers of local geographic significance: other numbers	26
3.7	Using numbers of broad geographic significance: numbers in Part 2 of Schedule 3	26
3.8	Use of local numbers	28

	Page
Division 2	Creating standard zone units
3.8A	Application for creation of standard zone unit 28
3.8B	Notification of application for creation of standard zone unit 29
3.8C	Objections to application for creation of standard zone unit 30
3.8D	ACMA decision on application for creation of standard zone unit 30
3.8E	Register of standard zone units 31
3.8F	Creation of standard zone unit by registration 31
3.8G	ACMA decision on request to rezone numbers to be used in new standard zone unit 32
Part 2	Special services numbers
Division 1	Information about special services numbers
3.9	Outline of Schedule for special services numbers 34
3.10	Application of Part 2 35
3.11	Special services numbers 35
3.12	Using special services numbers 35
3.12A	Using special services number 12 23 for national and international operator connected call service or operator service 35
3.12B	Implementation operation plan 36
3.12C	Amendment or replacement of implementation operation plan at ACMA's direction 38
3.12D	Amendment or replacement of implementation operation plan on application by carriage service provider 39
3.12E	Cessation of supply of service under implementation operation plan 40
3.13	Call charge 40
3.14	Incoming international access 41
Division 2	Special services numbers that are shared numbers
3.15	Shared numbers 41
3.16	Shared numbers used on a selectable basis 41
3.17	Shared numbers used on a non-selectable basis 42
3.17A	Shared numbers used on a not accessible to public basis 42
Division 3	Special services numbers that are access codes
3.18	International access codes 43
3.19	Carriage service provider identification codes 43
3.20	Virtual private network access codes 44
3.22	Incoming only international access codes 44
3.23	Miscellaneous access codes 44
Part 3	Emergency service numbers
3.24	Emergency service numbers 46
3.25	Using emergency service numbers 46
Part 4	Private numbers
3.26	Private numbers 47
3.27	Use in private numbering schemes 47

	Page
3.28 Private numbering scheme with escape code	47
3.29 Private numbering scheme without an escape code — numbers starting with '0' or '1'	47
3.30 Private numbering scheme without an escape code — numbers starting with '2' to '9'	47
3.31 Exceptions to private numbering schemes without an escape code	48
Part 5	
Freephone, local rate and premium rate numbers	
Division 1	
Introductory	
3.32 Application of Part 5	50
3.33 Delegation	50
Division 2	
Information about freephone, local rate and premium rate numbers	
3.34 Outline of Schedule for freephone numbers	51
3.35 Outline of Schedule for local rate numbers	51
3.35A Outline of Schedule for premium rate numbers	52
3.36 Incoming international access	52
3.37 Entitlement of holder of freephone, local rate or premium rate number	52
3.37A Prefixes for age-restricted services	53
Division 3	
Freephone, local rate and premium rate numbers that may be allocated	
3.38 Numbers that are available for allocation	54
3.39 Declaration that number is available for allocation	54
3.40 Matters to consider in making declaration	55
Division 4	
Registration of carriage service providers	
3.41 Registration is required before allocation, surrender, release from quarantine	55
3.42 Approval of registration forms and arrangements	55
3.43 Application for registration	55
3.44 Decision on application for registration	56
3.45 Registered carriage service provider	56
Division 5	
Allocation by reservation of number (withheld status)	
3.46 Withheld status	56
3.47 Approval of forms and arrangements: allocation with withheld status	57
3.48 Electronic allocation procedure	59
3.49 Eligibility	60
3.50 Entitlement to allocation with withheld status	60
3.51 Application for allocation with withheld status	60
3.52 Decision on application	60
3.53 Unit size	61
3.54 Extending reservation period	61
3.55 Action during reservation period	61
3.56 Notification of confirmation of allocation	62

	Page
3.57 Notification of change of reservation	62
Division 6 Allocation by reservation of number (reserved status)	
3.58 Reserved status	63
3.59 Approval of forms and arrangements: allocation with reserved status	63
3.60 Electronic allocation procedure	66
3.61 Eligibility	66
3.62 Entitlement to allocation with reserved status	67
3.63 Application for allocation with reserved status	67
3.64 Decision on application	67
3.65 Unit size	67
3.66 Extending reservation period	67
3.67 Action during reservation period	68
3.68 Notification of confirmation of allocation	68
Division 7 Allocation without reservation of number	
3.69 Approval of forms and arrangements: allocation without reservation of number	69
3.70 Electronic allocation procedure	71
3.71 Eligibility	71
3.72 Entitlement to allocation without reservation of number	72
3.73 Application for allocation without reservation of number	72
3.74 Decision on application	72
3.75 Unit size	72
Division 7A Allocation by auction	
3.75A Allocation by auction	73
3.75B Definitions for Division 7A	73
3.75C Application of the other provisions of this Plan	73
3.75D Declaration	74
3.75E Entitlements after auction	74
3.75F Allocation	75
3.75G Issue	75
3.75H Register	75
3.75J Trading the rights of use and licensing a number	76
3.75K Surrender of number - general	76
3.75L Surrender where rights of use waived	77
3.75M Withdrawal of number	77
3.75N Cancellation of rights of use – false statement	78
3.75P Cancellation of rights of use – no active service	78
3.75R Release from auction-declared quarantine	78
3.75S Release of number to ROU-holder	79
3.75T Emergency allocation	79
Division 8 Surrender of numbers	
3.76 Approval of forms and arrangements: surrender of number	80
3.77 Electronic surrender procedure	81
3.78 Eligibility	81
3.79 Entitlement to surrender number	81

	Page
3.80 Application for surrender of number	81
3.81 Decision on application	81
3.82 Unit size	82
Division 9 Quarantine of surrendered numbers	
3.83 Quarantining of number	83
3.84 Approval of forms and arrangements: releasing quarantined number	83
3.85 Eligibility	84
3.86 Application for release of quarantined number	84
3.87 Decision on application	85
3.88 Unit size	86
Division 10 Transfer of numbers	
3.89 Transfer of number	86
3.90 Unit size	86
Division 11 Withdrawal of numbers	
3.91 Telling ACMA whether numbers have been placed in service	87
3.92 Withdrawal of numbers that have not been placed in service before first declaration under section 3.39	88
3.93 Withdrawal of number by ACMA: number not in service after first declaration under section 3.39	88
3.94 Automatic withdrawal of reserved number: end of reservation period	89
3.95 Withdrawal of number by ACMA: inconsistency with Plan	89
3.96 Withdrawal of number by ACMA: non-payment of annual numbering charge	89
3.97 Withdrawal of number by ACMA: court order	90
3.98 Unit size	90
Division 12 Information about freephone, local rate and premium rate numbers	
3.99 Notification of changes in names etc	90
3.100 Updating Register of Allocated Numbers	90
Division 13 Transitional	
3.101 Numbers recovered by carriage service providers before commencement of Part 5	91
3.102 Numbers reserved before commencement of Part 5	92
Chapter 4 Data numbers	
4.1 Outline of Schedule for data numbers	94
4.2 Application of Chapter 4	94
4.3 Data numbers	94
4.4 Use of data numbers	95
4.5 Using data network identification codes	95
Chapter 5 Telex numbers	
5.1 Outline of schedule for telex numbers	96
5.2 Application of Chapter 5	96
5.3 Telex numbers	96

	Page
5.4 Using telex numbers	96
Chapter 5A International signalling point codes (ISPCs)	
Part 1 International signalling point codes and signalling area network codes	
5A.1 <i>International signalling point code</i>	98
5A.2 <i>Signalling area network code</i>	98
Part 2 Allocation of international signalling point codes after Chapter 5A commences	
Division 1 Introductory	
5A.3 Application of Part 2	99
5A.4 Principles for allocation of international signalling point codes	99
Division 2 Application for allocation	
5A.5 Entitlement to apply	99
5A.6 How applications are to be made	99
5A.7 Acknowledgment of applications	101
Division 3 Decisions on application for allocation	
5A.8 Criteria for decisions about applications	101
5A.9 Decisions on application	102
5A.10 When decision takes effect	102
5A.11 Notice of allocation of international signalling point codes	102
Part 3 Allocation of international signalling point codes before Chapter 5A commences	
5A.12 Application of Part 3	103
5A.13 International signalling point codes allocated before commencement of Part 3	103
Part 4 Conditions of allocation of international signalling point codes	
5A.14 Conditions of allocation	104
5A.15 When certain international signalling point codes are to be in service	104
5A.16 When decisions take effect	105
5A.17 Notice of decisions	105
5A.18 Signalling point operators to notify ACMA of changed circumstances	105
Part 5 Transfer of international signalling point codes	
5A.19 Divestment	106
5A.20 Merger, acquisition or joint venture	106
5A.21 No transfer in other circumstances	107

		Page
Part 6	Surrender of international signalling point codes	
5A.22	Entitlement to surrender international signalling point code	108
5A.23	Acknowledgment of surrender	108
Part 7	Revocation of allocation of international signalling point code for test network	
5A.24	Grounds for revocation	109
5A.25	Revocation	109
Part 8	Withdrawal of international signalling point code	
5A.26	Grounds for withdrawal	110
5A.27	Withdrawal	111
5A.28	Withdrawn international signalling point codes not to be reallocated	111
Chapter 6	Allocation of certain numbers	
Part 1	Preliminary matters	
6.1	Purpose of Chapter 6	112
6.1A	Chapter 6 does not apply to certain numbers	112
6.2	Allocation	112
6.4	Outcomes of allocation	113
6.5	Notification of changes in names etc	113
Part 2	Allocation procedures	
Division 1	Non-pooled numbers	
Subdivision 1	Application of Division	
6.6	Application of Division	114
Subdivision 2	Application for allocation of numbers	
6.7	Application for allocation	114
6.8	Application charges	114
6.9	Confidentiality of application	114
Subdivision 3	Assessment of application	
6.10	Routine and complex applications	115
6.11	ACMA may ask for further information	115
6.12	Dealing with application	116
6.13	Dealing with complex application	116
6.14	Numbers to be in use within 12 months	116
6.15	Numbers not to be allocated	116
6.16	Additional grounds for refusing allocation	116
6.17	Numbers of broad geographic significance	117
6.18	Incoming only international numbers	117
6.19	Data network identification codes	118
6.20	Number of network identification codes to be allocated	118
6.21	Allocation of data terminal numbers to a carriage service provider	118

	Page
Subdivision 4 Allocation procedures	
6.22 Allocation on request (more than 1 request)	119
6.23 Unit size	119
6.24 Units for allocation	120
6.25 Allocation arrangements	120
6.26 Extending, or making permanent, an allocation	121
Subdivision 5 Conditional allocation	
6.27 Conditions — general	121
6.28 Conditions — information program	122
Subdivision 6 Making the decision	
6.29 Approval or refusal of routine application	123
6.30 Approval or refusal of complex application	123
 Part 3 Variation of allocation of geographic numbers issued in error	
6.31 Application of Part 3	124
6.32 Application by carriage service provider for variation of allocation	124
6.33 Approval or refusal of application	125
6.34 Time for approval or refusal of application	126
6.35 Register	126
 Chapter 7 Transfer, surrender or withdrawal of numbers	
Part 1 Purpose	
7.1 Purpose of Chapter 7	127
7.1A Chapter 7 does not apply to certain numbers	127
 Part 2 Rules for transfer of numbers	
7.2 Purpose of Part 2	128
7.3 Numbers eligible to be transferred	128
7.4 Numbers to be transferred to carriage service providers	128
7.5 Advising ACMA of permanent transfer of number	128
7.8 Notification of changes in name etc	129
7.9 Transfer not to affect customer's right of use of number	129
7.10 Inconsistency with Chapter 10	129
7.11 Transfer of numbers allocated conditionally	129
 Part 3 Rules for surrender of numbers	
7.12 Purpose of Part 3	131
7.13 Surrender of numbers	131
7.14 Approved application form	131
7.15 Unit sizes	132
7.16 Application to surrender numbers	133
7.17 Decision on application	133
7.17A Notification of decision	134
7.17B Register	134
7.17C When surrender occurs	134

		Page
Part 4	Rules for withdrawal of numbers	
7.18	Purpose of Part 4	135
7.19	Withdrawal of numbers allocated in accordance with allocation system	135
7.20	Inconsistency with this plan	135
7.21	Non-payment of numbering charge	136
7.22	Withdrawal of numbers allocated otherwise than in accordance with allocation system	136
7.23	Withdrawal of numbers not in use	136
7.24	Withdrawal of numbers — inconsistency with conditions on issue, transfer or use	138
7.24A	Cessation of business	139
7.25	Expiry of allocation period	139
7.26	Reservation — allocation not confirmed	139
7.27	Pooled numbers that are not issued	139
7.28	Telling ACMA whether pooled numbers are issued	140
7.29	Decisions on withdrawal	140
7.30	Register	140
Chapter 7A	Monitoring and reporting use of geographic numbers	
Part 1	Preliminary	
7A.1	Purpose of Chapter 7A	141
7A.2	Definitions for Chapter 7A	141
Part 2	Obligations of ACMA	
7A.3	Monitoring use of geographic numbers	142
7A.4	Watch areas and protection areas	142
Part 3	Obligations of carriage service providers	
7A.5	Reporting first use of numbers in protection and watch areas	143
7A.6	Annual reporting of numbers	143
Chapter 8	Use of numbers	
Part 1	Purpose	
8.1	Purpose of Chapter 8	145
Part 2	Rules for issuing and using shared numbers, emergency service numbers, local numbers, and numbers in a number pool	
8.2	Purpose of Part 2	146
8.3	Who may use shared number on non-selectable basis	146
8.4	Emergency service numbers not to be issued	146
8.5	Local numbers	146

	Page
Chapter 9 Renumbering and notice of new numbers	
Part 1 Purpose	
9.1 Purpose of Chapter 9	147
Part 2 Rules for renumbering of telephone numbers	
Division 1 Purpose	
9.2 Purpose of Part 2	148
Division 2 Renumbering of geographic numbers	
9.3 Purpose of Division 2	148
9.5 Routing to geographic numbers with new prefix	148
9.6 Availability of changed number	148
9.7 Advice about changed numbers	148
9.8 Availability of local number dialling	149
Division 3 Renumbering of special services numbers	
9.9 Purpose of Division 3	149
9.11 Routing to special services numbers with new prefix	149
9.12 Availability of changed number	150
9.13 Advice about changed numbers	150
Chapter 10 Carriage service provider's obligations to customers about use of numbers	
Part 1 Purpose	
10.1 Purpose of Chapter 10	151
Part 2 Who is a customer	
10.2 Who is a customer	152
Part 3 Carriage service provider's obligations: recovering and replacing numbers	
10.3 Application of Part 3	153
10.4 Carriage service provider must not recover and replace numbers	153
10.5 Deciding the application	153
10.6 ACMA may ask for further information	154
10.7 ACMA may ask for advice from advisory committee or ACCC	154
10.8 Carriage service provider must tell customer about recovery and replacement	154
10.9 Notification period	154
Part 4 Carriage service provider's obligations: recovering numbers without replacing them	
10.10 Application of Part 4	155
10.11 Carriage service provider must not recover numbers without replacing them	155

		Page
10.12	Carriage service provider's obligations if issuing recovered number to another customer	156
Part 5	Publicising carriage service provider's obligations	
10.13	Application of Part 5	158
10.14	Publicising carriage service provider's obligations	158
Part 6	Use of numbers not to be subject to certain conditions	
10.15	Application of Part 6	159
10.16	Use of numbers not to be subject to certain conditions	159
Part 7	Exemptions	
10.17	Carriage service provider may ask for exemption	160
10.18	Deciding an application for exemption	160
10.19	ACMA may ask for further information	160
10.20	ACMA may ask for advice from advisory committee or ACCC	160
Chapter 11	Number portability	
Part 1	Preliminary	
11.1	Purpose of Chapter 11	161
11.2	Definitions	161
11.3	Porting	162
11.4	Portable services	163
11.5	Implementation dates for number portability	163
11.6	Public notice period for implementation date	163
11.7	Application of Chapter 11 to carriage service providers and carriers	163
Part 2	Providing portability	
11.8	Technical capability and technology	164
11.9	Carriage service providers and carriers must provide number portability to customers	164
Part 3	Providing equivalent service to ported numbers	
11.10	Meaning of <i>equivalent service</i>	166
11.11	Obligation to ensure that an equivalent service is provided	166
Part 4	Rules for routing to portable numbers	
11.12	Purpose of Part 4	168
11.13	Routing arrangements	168
Part 5	Cancellation of service	
11.15	Cancellation of service to a ported number	170

		Page
Part 6	Exemptions from obligations	
11.16	Purpose of Part 6	171
11.17	Applications for exemptions	171
11.17A	Consultation with ACCC	171
11.17B	Request for further information	172
11.18	ACMA may grant exemptions	172
11.19	Deciding an application for exemption	173
11.20	Compliance with the Chapter after applying for an exemption	173
11.21	Notice of decision about exemption	174
Part 7	Management of portable numbers, and reporting	
Division 1	Registers of portable numbers	
11.22	Carriage service provider's register of portable numbers	175
11.23	Keeping the register up to date	175
Division 2	Management of number portability	
11.25	Progress reports about number portability	175
11.26	Reports about failure to provide number portability	176
Division 3	Reports about digital mobile phone numbers	
11.27	Definitions for Division 3	176
11.28	Type 1 report	177
11.29	Type 2 report	177
11.30	Compulsory Type 1 or Type 2 report	178
11.31	Request for Type 1 or Type 2 report	179
11.32	Using Type 1 or Type 2 report	179
Chapter 12	Review of decisions	
12.1	Purpose of Chapter 12	180
12.2	Decisions that may be subject to reconsideration by ACMA	180
12.3	Deadlines for reaching certain decisions	180
12.4	Statements to accompany notification of decision	180
12.5	Applications for reconsideration of decisions	181
12.6	Reconsideration by ACMA	181
12.7	Deadlines for reconsiderations	181
12.8	Statements to accompany notification of decisions on reconsideration	182
12.9	Review by the Administrative Appeals Tribunal	182
Chapter 13	Numbers taken to have been allocated	
Part 1	Purpose of Chapter 13	
13.1	Purpose of Chapter 13	183
Part 2	Declaration of numbers	
13.2	Declaration of numbers	183
13.3	Person to whom numbers are taken to have been allocated	184
13.4	Other information	184

		Page
Schedule 1	Non-public numbers [see Note 2 and 3]	185
Part 1	Special services numbers	185
Part 2	Telex numbers	186
Schedule 2	Geographic numbers	187
Schedule 3	Numbers of geographic significance	206
Part 1	Numbers of local geographic significance	206
Part 2	Numbers of broad geographic significance	216
Schedule 4	Special services numbers	217
Part 1	General	217
Part 2	International access codes	223
Part 3	Carriage Service Provider Identification Codes	224
Part 4	Virtual private network access codes	224
Part 6	Incoming only international access codes	225
Part 7	Miscellaneous access codes	225
Schedule 4A	Freephone numbers	227
Schedule 4B	Local rate numbers	228
Schedule 4C	Premium rate numbers	229
Schedule 5	Data numbers	230
Part 1	Data number components	230
Part 2	Explanation of components of data numbers	231
Schedule 6	Telex numbers	234
Part 1	Services	234
Part 2	Charging areas	234
Schedule 7	Content of application for allocation of numbers	254
Part 1	Applications for numbers for all types of carriage service	254
Part 2	Additional information for applications for geographic numbers	255
Part 3	Additional information for applications for special services numbers	256
Part 4	Additional information for applications for data numbers	257
Part 5	Guidelines — application for geographic numbers or location independent communications service numbers for use in connection with a service using IP technology	257
Schedule 8	Unit sizes for allocation and surrender of special services numbers	261
Schedule 11	Reviewable decisions of ACMA	263

Chapter 1 Preliminary

Part 1 General

1.1 Citation [see Note 1]

This plan may be cited as the *Telecommunications Numbering Plan 1997*.

1.2 Commencement

This plan commences on 31 December 1997.

Background to Numbering Plan

Subsection 455 (1) of the *Telecommunications Act 1997* requires the Australian Communications and Media Authority (**ACMA**) to make a plan for:

- the numbering of carriage services in Australia; and
- the use of numbers in connection with the supply of such services.

Section 455 of the Act identifies a number of matters to be included in the plan, for example:

- the numbers that are for use in connection with the supply of carriage services to the public in Australia
- rules about the allocation, transfer, surrender and portability of numbers.

Section 455 of the Act also sets out 3 concepts about the transfer of numbers. The 'first tier' concept is specification by the plan of numbers that are for use in connection with the supply of carriage services to the public in Australia.

The 'second tier' concept is allocation of numbers by ACMA to carriage service providers.

The 'third tier' concept is issue of numbers by carriage service providers to customers.

The plan may also empower ACMA to make decisions of an administrative character.

Section 1.3

Simplified outline of plan

The plan has 13 Chapters.

The Chapters deal with the following matters:

Chapter 1 — Preliminary

Chapter 2 — Numbers that are for use

Chapter 3 — Telephone numbers

Chapter 4 — Data numbers

Chapter 5 — Telex numbers

Chapter 6 — Allocation of numbers

Chapter 7 — Transfer, surrender or withdrawal of numbers

Chapter 8 — Use of numbers

Chapter 9 — Renumbering and notice of new numbers

Chapter 10 — Carriage service providers' obligations

Chapter 11 — Portability and use of numbers

Chapter 12 — Review of decisions

Chapter 13 — Declaration of numbers taken to have been allocated.

Definitions for words and expressions used in the plan are to be found in the dictionary in the Schedule at the end of the plan.

1.3 Definitions — the dictionary etc

- (1) The dictionary at the end of this numbering plan defines certain words and expressions, and includes references to certain words and expressions that are defined in the Act or elsewhere in the plan.

Example

The signpost definition '*address format prefix* see Part 2 of Schedule 5' means that the expression *address format prefix* is defined in Part 2 of Schedule 5.

Note The dictionary only includes a signpost definition for a word or expression if the word or expression is used in more than 1 section of this plan.

- (2) The dictionary is part of this plan.
- (3) A definition in this plan applies to each use of the word or expression in the plan unless the contrary intention appears.

Part 2 Objects of this plan

Division 1 Primary objects

1.4 Primary objects

The primary objects of this plan are to:

- (a) establish a framework for the numbering of carriage services in Australia; and
- (b) establish a framework for the use of numbers in connection with the supply of such services; and
- (c) specify the numbers for use in connection with the supply of carriage services to the public in Australia; and
- (d) establish a framework for the allocation and portability of numbers.

Division 2 Secondary objects

1.5 Purpose of Division

This Division sets out the secondary objects of this plan.

1.6 Access to end-users

An object of this plan is to facilitate any-to-any connectivity by ensuring that numbers are:

- (a) clearly assigned to a type of service or multiple types of services; and
- (b) allocated and used responsibly.

Note The objective of any-to-any connectivity is achieved if, and only if, each end-user who is supplied with a carriage service that involves communication between end-users is able to communicate, by means of that service, with each other end-user who is supplied with the same service or a similar service, whether or not the end-users are connected to the same telecommunications network. See subsection 152AB (8) of the *Trade Practices Act 1974*.

1.7 Consistency with objects of Part XIC of the *Trade Practices Act 1974*

An object of this plan is to ensure that decisions of ACMA of an administrative character made under this plan are consistent with the objects of the Part XIC of the *Trade Practices Act 1974*.

1.8 Consistency with other instruments

An object of this plan is to ensure that the management of numbers under this plan is carried out in a way that is consistent with the requirements of other instruments made under the Act.

Section 1.9

1.9 Issue and use of numbers

- (1) An object of this plan is to ensure the availability of numbers by promoting efficient issue and use of numbers by carriage service providers and customers.
- (2) An object of this plan is to promote and facilitate fairness and equity in:
 - (a) the allocation of numbers to carriage service providers; and
 - (b) the issue of numbers to customers by carriage service providers.
- (3) An object of this plan is to minimise obstacles to the continued and beneficial use by customers of the numbers legitimately issued to them, while the carriage service, in connection with which numbers are issued, is provided.

1.10 Carriage services

An object of this plan is to ensure the availability of numbers to facilitate:

- (a) the introduction and supply of carriage services; and
- (b) access by customers, or connection by end-users, to the services; and
- (c) proper routing of calls by carriage service providers.

1.11 Call charge and associated services

An object of this plan is:

- (a) to enable end-users to understand the level of call charge for calls to a number; and
- (b) to enable end-users to understand which numbers can be used in connection with the supply of particular carriage services; and
- (c) to enable end-users to apply this understanding in the management of call costs.

1.12 Changes to numbers

An object of this plan is to minimise the need for changes to numbers, and to minimise disruption and inconvenience to end-users if numbers are changed.

1.13 Technology

An object of this plan is to accommodate the capabilities and usage of different telecommunications technologies and terminal equipment in Australia.

1.14 Transfer, surrender and withdrawal of numbers

An object of this plan is to establish a framework for the transfer, surrender and withdrawal of numbers that:

- (a) promotes the long-term interests of end-users; and
- (b) facilitates the efficient supply of carriage services; and

- (c) facilitates the administration of the *Telecommunications (Numbering Charges) Act 1997*.

1.15 Recognition of telecommunications industry

An object of this plan is to recognise and support the actual and potential role and contribution of the telecommunications industry in the management of numbers.

Section 2.1

Chapter 2 Numbers that are for use

2.1 Purpose of Chapter 2

This Chapter sets out the numbers that are for use in connection with the supply of carriage services in Australia.

2.2 Numbers that are for use — public

- (1) The numbers that are for use in connection with the supply of carriage services to the public in Australia are:
 - (a) geographic numbers; and
 - (b) local numbers that are part of a geographic number; and
 - (c) special services numbers, except a special services number:
 - (i) with the components in columns 1 and 3 of an item in Part 1 of Schedule 1; and
 - (ii) used in connection with the supply of the type of carriage service mentioned in column 2 of the item; and
 - (d) internal numbers; and
 - (e) international numbers; and
 - (f) emergency service numbers; and
 - (g) private numbers; and
 - (ga) freephone numbers; and
 - (gb) local rate numbers; and
 - (h) data numbers; and
 - (i) telex numbers, except a telex number with the components in columns 1 and 2 of an item in Part 2 of Schedule 1; and
 - (j) premium rate numbers; and
 - (k) ENUM trial numbers; and
 - (l) location independent communications service numbers.
- (2) No other number may be used in connection with the supply of carriage services to the public in Australia.

2.3 Numbers that are for use — non-public

The numbers that are for use in connection with the supply of carriage services in Australia other than to the public include:

- (a) special services numbers:
 - (i) with the components in columns 1 and 3 of an item in Part 1 of Schedule 1; and

Section 2.3

- (ii) used in connection with the supply of the type of carriage service mentioned in column 2 of the item; and
- (b) telex numbers with the components in columns 1 and 2 of an item in Part 2 of Schedule 6; and
- (c) international signalling point codes.

Note Numbers that are not specified in this plan may also be used in connection with the supply of carriage services other than to the public.

Chapter 3 Telephone numbers

Information about Chapter 3

Chapter 3 explains the form of the following telephone numbers:

- geographic numbers
- special services numbers, including shared numbers
- emergency service numbers
- private numbers.

The Chapter also explains how the numbers may be used in connection with the supply of carriage services in Australia.

Part 1 Geographic numbers

Division 1 Information about geographic numbers

Information about geographic numbers

This Part and Schedule 2 explain:

- the form of geographic numbers
- that geographic numbers must be used in connection with the supply of local services
- the areas where geographic numbers may be used
- the local area where numbers of local geographic significance must be used
- the broad area where numbers of broad geographic significance must be used
- other ways that geographic numbers can be used.

A number in the form identified in Schedule 2 is recognised as a geographic number. A number that does not have that form is not recognised as a geographic number, and must not be used as a geographic number.

Division 2 of this Part explains the process by which standard zone units, in addition to units that were in existence at the commencement of this plan, may be created.

A standard zone unit that was in existence at the commencement of this Plan is also known either as a **charging zone** or a **charging precinct**, depending on how the area was originally identified. Division 2 of this Part sets out the mechanism to create standard zone units that are neither charging zones nor charging precincts.

The arrangements for geographic numbers are as consistent as practicable with the International Telecommunication Union document ITU-T Recommendation E.164, *Numbering Plan for the ISDN Era*.

3.1 Outline of Schedule for geographic numbers

A telephone number that is a geographic number is identified in items of Schedule 2 in the following way:

Column 1	Shows the first digits of the number
Column 2	Describes the charging district where a call to the number will terminate, or appears to terminate, for charging purposes
Column 3	Describes the structure of the number
Column 4	Explains the special arrangements (if any) for use of the number

3.2 Application of Part 1

- (1) This Part applies to the use of a geographic number in connection with the supply of a carriage service to the public.
- (2) However, this Part does not apply to the use of a geographic number in a private numbering scheme.

3.3 Geographic numbers

- (1) A number with the components in columns 1 and 3 of an item of Schedule 2 is a **geographic number**.
- (2) However, if the special arrangements mentioned for a geographic number in column 4 of Schedule 2 mention that the number is not for use after a particular day, the number is not a geographic number after that day.

3.4 Use of geographic numbers

- (1) A geographic number must not be used except in connection with the supply of a local service.

Note 1 Carriage service providers applying for geographic numbers to provide local services through IP telephony are required to have regard to the guidelines in Part 5 of Schedule 7 when completing an application.

Note 2 Part 4 of Schedule 2 to the Act requires that if a carriage service provider supplies a carriage service to an end-user, and the end-user has a public number, then the carriage service provider must give to Telstra such information as Telstra reasonably requires to meet its obligation to maintain an integrated public number database.

- (2) A call made in Australia to a geographic number must:
 - (a) terminate at a location in a charging district mentioned for the number in column 2 of Schedule 2 (the **relevant charging district**); or
 - (b) be charged for in the way mentioned in subsection (3).
- (3) The call charge for the call must be worked out as if the call were terminated at a location in the relevant charging district.
- (4) Geographic numbers allocated in the same unit must not be used except in connection with the supply of carriage services:

Section 3.4

- (a) that terminate calls to the numbers at locations in the same standard zone unit; or
 - (b) for which the call charge for the calls is worked out as if the calls were terminated at locations in the standard zone unit.
 - (4A) If:
 - (a) a carriage service provider offers to supply a carriage service; and
 - (b) the provider issues a geographic number in connection with the supply of the carriage service; and
 - (c) calls made to the carriage service will not terminate at a location in the relevant charging district;the provider must comply with subsection (4B).
 - (4B) For subsection (4A), the carriage service provider must:
 - (a) at the time of offering to supply the service, give written notice to all potential customers that:
 - (i) if the customer is located in an area which is not the charging district for the geographic number to be issued to the customer, calls to the number may be charged as if the customer was located within the relevant charging district for the geographic number; and
 - (ii) the customer may not be able to port the number to another carriage service provider; and
- Note* A carriage service provider generally relies on information contained in a geographic number to find out the location of the service being called for the purpose of working out the charge for a call. Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* contains requirements about charging for local calls.
- (b) if the internet was used for making the offer, and for allowing customers to enter into an arrangement for supply of the service, ensure:
 - (i) that the notice under paragraph (a) was prominently displayed on each primary webpage the provider used to offer the supply of the service; and
 - (ii) that the notice was in a legible text font with a size of at least 10 points and in plain English; and
 - (c) at the time of entering into an arrangement for supply of the service, obtain a customer acknowledgement that the customer understood the service was limited as mentioned in subparagraphs (a) (i) and (ii).
 - (4C) Subsection (4A) does not apply to a carriage service provider if the ACMA registers an industry code, in the Register of Industry Codes kept under section 136 of the Act that:
 - (a) sets out the information a carriage service provider must provide to a potential customer in relation to the use of a geographic number for services provided at a location outside of the relevant charging district for the geographic number; and
 - (b) applies to the carriage service provider.

- (5) This section does not prevent another number being used in connection with the supply of a local service.

Notes

1. Geographic numbers are allocated in units of particular sizes: see section 6.23.
2. The geographic limits on the use of geographic numbers restricts movement of the numbers between different locations.

3.5 Using numbers of local geographic significance: numbers in Part 1 of Schedule 3

- (1) A geographic number mentioned in Part 1 of Schedule 3 is a ***number of local geographic significance***.
- (2) The number must not be issued except in connection with the supply of a carriage service:
 - (a) that terminates a call to the number at a location in the geographic sector or area mentioned for the number in Part 1 of Schedule 3; or
 - (b) for which the call charge for the call is worked out as if the call were terminated at a location in the geographic sector or area.
- (3) The number must not be used except in connection with the supply of a carriage service:
 - (a) that terminates a call to the number at a location in the standard zone unit containing the geographic sector or area for which the number is issued for subsection (2); or
 - (b) for which the call charge for the call is worked out as if the call were terminated at a location in the standard zone unit.
- (4) If:
 - (a) a carriage service provider offers to supply a carriage service; and
 - (b) the provider issues a number of local geographic significance in connection with the supply of the carriage service; and
 - (c) calls made to the carriage service will not terminate at a location in the geographic sector or area mentioned for the number in Part 1 of Schedule 3;the provider must comply with subsection (5).
- (5) For subsection (4), the carriage service provider must:
 - (a) at the time of offering to supply the service, give written notice to all potential customers that:
 - (i) if the customer is located in an area which is not the geographic sector or area for the number of local geographic significance to be issued to the customer, calls to the number may be charged as if the customer was located within the geographic sector or area mentioned for the number in Part 1 of Schedule 3; and
 - (ii) the customer may not be able to port the number to another carriage service provider; and

Section 3.6

Note A carriage service provider generally relies on information contained in a number of local geographic significance to find out the location of the service being called for the purpose of working out the charge for a call. Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* contains requirements about charging for local calls.

- (b) if the internet was used for making the offer, and for allowing customers to enter into an arrangement for supply of the service, ensure:
 - (i) that the notice under paragraph (a) was prominently displayed on each primary webpage the provider used to offer the supply of the service; and
 - (ii) that the notice was in a legible text font with a size of at least 10 points and in plain English; and
 - (c) at the time of entering into an arrangement for supply of the service, obtain a customer acknowledgement that the customer understood that the service was limited as mentioned in subparagraphs (a) (i) and (ii).
- (6) Subsection (4) does not apply to a carriage service provider if the ACMA registers an industry code, in the Register of Industry Codes kept under section 136 of the Act that:
- (a) sets out the information a carriage service provider must provide to a potential customer in relation to the use of a number of local geographic significance for services provided at a location outside the geographic sector or area mentioned for the number in Part 1 of Schedule 3; and
 - (b) applies to the carriage service provider.

3.6 Using numbers of local geographic significance: other numbers

- (1) A geographic number not mentioned in Part 1 or 2 of Schedule 3 is a *number of local geographic significance*.
- (2) The number must be used in connection with the supply of a carriage service in a way consistent, as far as practicable, with the existing patterns of allocation.
- (3) The existing patterns of allocation include patterns corresponding to areas where geographic numbers with the same first 6 digits have been issued.

3.7 Using numbers of broad geographic significance: numbers in Part 2 of Schedule 3

- (1) A *number of broad geographic significance* is a geographic number mentioned in Part 2 of Schedule 3.
- (2) The number must not be used except in connection with the supply of a carriage service:
 - (a) that terminates a call to the number at a location in the charging district mentioned for the number in Part 2 of Schedule 3; or

- (b) for which the call charge for the call is worked out as if the call were terminated at a location in the relevant charging district.
 - (3) If:
 - (a) a carriage service provider offers to supply a carriage service; and
 - (b) the provider issues a number of broad geographic significance in connection with the supply of the carriage service; and
 - (c) calls made to the carriage service will not terminate at a location in the charging district mentioned for the number in Part 2 of Schedule 3;the provider must comply with subsection (4).
 - (4) For subsection (3), the carriage service provider must:
 - (a) at the time of offering to supply the service, give written notice to all potential customers that:
 - (i) if the customer is located in an area which is not the charging district for the number of broad geographic significance to be issued to the customer, calls to the number may be charged as if the customer was located within the charging district mentioned for the number in Part 2 of Schedule 3; and
 - (ii) the customer may not be able to port the number to another carriage service provider; and
- Note* A carriage service provider generally relies on information contained in a number of broad geographic significance to find out the location of the service being called for the purpose of working out the charge for a call. Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* contains requirements about charging for local calls.
- (b) if the internet was used for making the offer, and for allowing customers to enter into an arrangement for supply of the service, ensure:
 - (i) that the notice under paragraph (a) was prominently displayed on each primary webpage the provider used to offer the supply of the service; and
 - (ii) that the notice was in a legible text font with a size of at least 10 points and in plain English; and
 - (c) at the time of entering into an arrangement for supply of the service, obtain a customer acknowledgement that the customer understood that the service was limited as mentioned in subparagraphs (a) (i) and (ii).
- (5) Subsection (3) does not apply to a carriage service provider if the ACMA registers an industry code, in the Register of Industry Codes kept under section 136 of the Act that:
 - (a) sets out the information a carriage service provider must provide to a potential customer in relation to the use of a number of broad geographic significance for services provided at a location outside the charging district mentioned for the number in Part 2 of Schedule 3; and
 - (b) applies to the carriage service provider.

Section 3.8

3.8 Use of local numbers

- (1) If a local number only is dialled to make a call between 2 locations having the same area code, the number:
 - (a) may be used as a geographic number; and
 - (b) must be accepted as the geographic number by the originating access service provider for the call.
- (2) This section does not apply to a call mentioned in section 9.8 until the date when a carriage service provider must ensure that the call can be made without dialling the area code.

Note For renumbering arrangements for geographic numbers see section 9.4 and Schedule 9.

Division 2 Creating standard zone units

3.8A Application for creation of standard zone unit

- (1) A carriage service provider may apply to ACMA, in writing, for the creation of a standard zone unit in an area that is not a standard zone unit.
- (2) The application must include a statement that the carriage service provider proposes:
 - (a) to allow existing end-users who will receive service in the proposed standard zone unit to keep their existing numbers; or
 - (b) to issue existing end-users with new numbers.
- (3) The application must include the following information:
 - (a) a description of the area;
 - (b) a unique name for the proposed standard zone unit;
 - (c) the name of each standard zone unit adjacent to the proposed standard zone unit;
 - (d) the charging district within which the proposed standard zone unit would be located;
 - (e) both:
 - (i) the longitude and latitude of a point within the proposed standard zone unit by which the unit can be identified; and
 - (ii) a description of the boundaries of the proposed standard zone unit;
 - (f) for end-users (if any) who reside in the area:
 - (i) the numbers issued to the end-users; and
 - (ii) the standard zone unit for which the numbers were originally allocated for use; and
 - (iii) an explanation of the way (if any) in which the creation of a new standard zone unit is likely to impact on the end-users.

- (4) If either or both of the following apply:
- (a) the carriage service provider:
 - (i) has issued numbers that are allocated for use in another standard zone unit to end-users in the area of the proposed standard zone unit; and
 - (ii) proposes that the end-users should keep their numbers for use in the proposed standard zone unit;
 - (b) the carriage service provider:
 - (i) has a block of numbers, from a unit of numbers allocated to it for use in another standard zone unit, which have not yet been issued to customers; and
 - (ii) proposes to use those numbers in the proposed standard zone unit;

the application must include a request to ACMA to rezone the numbers so that they are appropriate for use in the proposed standard zone unit.

Note If a carriage service provider does not wish to rezone numbers in an existing allocation, or does not hold any numbers that are able to be rezoned, the carriage service provider should apply for an allocation of numbers to be used in the new standard zone unit in accordance with the rules set out in Chapter 6.

If the carriage service provider wishes to recover and replace a number from an end-user that was issued prior to the area being zoned in accordance with Division 2, the carriage service provider must comply with the rules on recovery and replacement of numbers set out in Chapter 10.

- (5) If subsection (4) applies, the application must include:
- (a) details of the units of numbers that were allocated for use in another standard zone unit; and
 - (b) confirmation that the proposed standard zone unit will be in the same charging district as that other standard zone unit to which the numbers had been allocated.

Note The arrangements in this section are consistent with the requirements for rezoning numbers under section 6.33, which is located in Part 3 of Chapter 6.

3.8B Notification of application for creation of standard zone unit

- (1) As soon as practicable after receiving an application under subsection 3.8A (1), ACMA must place a copy of the application on an Internet website operated by or for ACMA.
- (2) As soon as practicable after receiving an application under subsection 3.8A (1), ACMA must notify, in writing:
 - (a) each carriage service provider that holds geographic numbers in the proposed standard zone unit at the time ACMA receives the application; and
 - (b) any other carriage service provider that ACMA considers may be disadvantaged or otherwise inconvenienced by the creation of the proposed standard zone unit;that ACMA has received the application.

Section 3.8C

- (3) The notification under subsection (2) must also include statements that:
- (a) the application has been placed on a website operated by or for ACMA; and
 - (b) the carriage service provider may make an objection to the creation of the standard zone unit in accordance with section 3.8C.

3.8C Objections to application for creation of standard zone unit

- (1) A carriage service provider that:
- (a) is notified under subsection 3.8B (2); or
 - (b) considers that it may be disadvantaged, or otherwise inconvenienced, by the creation of a proposed standard zone unit;
- may object to the creation of the proposed standard zone unit.
- (2) An objection by a carriage service provider must:
- (a) be made in writing; and
 - (b) be received by ACMA not later than:
 - (i) 20 working days after the day on which ACMA placed a copy of the application on a website under subsection 3.8B (1); or
 - (ii) if ACMA, in writing, allows the carriage service provider to make an objection after the end of that period — the time allowed by ACMA; and
 - (c) include a statement that the creation of the standard zone unit:
 - (i) is likely to affect the capacity of the carriage service provider to fulfil its obligations in respect of untimed local calls set out in Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*; or
 - (ii) is likely to affect the capacity of the carriage service provider to comply with the arrangements made under section 3.4 in relation to geographic numbers; or
 - (iii) will impose undue costs on the carriage service provider's capacity to route, or bill for, calls to or from the proposed standard zone unit; and
 - (d) give reasons in support of the objection.

3.8D ACMA decision on application for creation of standard zone unit

- (1) ACMA must decide whether or not to create the standard zone unit proposed in the application within 40 working days after receiving the application.

Note ACMA creates a standard zone unit in accordance with section 3.8G.

- (2) If ACMA receives an application under subsection 3.8A (1), ACMA may ask the carriage service provider, in writing, to give it further information on matters mentioned in the application to allow it to consider the application.

Example

ACMA may ask the applicant for further information about numbers that:

- are already in use in another standard zone unit within the same charging district; and
- may also be appropriate to use in the proposed standard zone unit.

- (3) The 40 days mentioned in subsection (1) do not include a period:
 - (a) starting when ACMA asks the carriage service provider under subsection (2) for further information; and
 - (b) ending when ACMA receives the information.
- (4) In deciding whether or not to create the standard zone unit, ACMA must have regard to:
 - (a) the objects of this plan; and
 - (b) the ability of any carriage service provider to fulfil its obligations in respect of untimed local calls set out in Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* if the standard zone unit were created; and
 - (c) the ability of any carriage service provider to comply with the arrangements made under section 3.4 in relation to geographic numbers if the standard zone unit were created; and
 - (d) the reasons given in support of any objection made by a carriage service provider under section 3.8C; and
 - (e) the extent to which the creation of the new standard zone unit would impose undue costs on carriage service providers, and whether the imposition of the costs would outweigh the advantages of creating the new standard zone unit.
- (5) ACMA must notify the applicant of a decision under subsection (1), in writing, as soon as practicable after making the decision.

3.8E Register of standard zone units

- (1) ACMA must make and keep a register to record standard zone created after decisions under subsection 3.8D (1).
- (2) ACMA must make the register available for inspection by the public at reasonable times.
- (3) ACMA must update the register as soon as practicable if:
 - (a) the details recorded in the register have changed; or
 - (b) ACMA makes a decision, in relation to a carriage service provider or a standard zone unit, that affects a matter recorded in the register.

3.8F Creation of standard zone unit by registration

- (1) If ACMA decides under subsection 3.8D (1) to create a standard zone unit, ACMA must create the standard zone unit in accordance with this section as soon as practicable after making the decision.

Section 3.8G

- (2) ACMA must include in the register kept under section 3.8E:
 - (a) the details of the standard zone unit; and
 - (b) the information for the standard zone unit given under subsection 3.8A (2) by the applicant for the creation of the standard zone unit.
- (3) The standard zone unit is taken to have been created when ACMA completes the arrangements set out in subsection (2).
- (4) ACMA may, at any time, include other information about the standard zone unit in the register.

3.8G ACMA decision on request to rezone numbers to be used in new standard zone unit

- (1) If an application under subsection 3.8A (1) includes a request for ACMA to rezone numbers so that they are appropriate for use in a proposed standard zone unit:
 - (a) ACMA is not required to make a decision if ACMA refuses to create the standard zone unit proposed in the application; and
 - (b) if ACMA decides to create the standard zone unit, ACMA must decide whether to approve or refuse the request within 5 working days after making that decision.

Note There are several processes by which a carriage service provider may be provided with numbers that can be used in a new standard zone unit.

One process is to rezone numbers allocated for use in a new standard zone unit in the same charging district as the charging district in which the new standard zone unit is to be created. This section provides ACMA with the discretion to rezone a block of contiguous numbers in an allocation for use in the new standard zone unit.

If a carriage service provider has already issued numbers to customers that are in areas that are to be rezoned under Division 2, the provider may choose to request ACMA to rezone a block of numbers which includes those customers' numbers. ACMA may only make a decision to rezone numbers where the carriage service provider has made an application for ACMA to do so under section 3.8A.

- (2) In deciding whether to make a decision under subsection (1), ACMA must have regard to:
 - (a) the objects of this plan; and
 - (b) the ability of any carriage service provider to fulfil its obligations in respect of untimed local calls set out in Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* if the standard zone unit were created; and
 - (c) the ability of any carriage service provider to comply with the arrangements made under section 3.4 in relation to geographic numbers if the standard zone unit were created; and
 - (d) the reasons given in support of any objection made by a carriage service provider under section 3.8C; and
 - (e) whether the new standard zone unit will be in the same charging district as the other standard zone unit to which the numbers had been allocated.

- (3) ACMA must notify the applicant of a decision under subsection (1), in writing, as soon as practicable after making the decision.
- (4) ACMA must update the Register, maintained under section 465 of the Act, to reflect an approval of a request.

Part 2 Special services numbers

Division 1 Information about special services numbers

Information about special services numbers

This Part and Schedule 4 explain:

- the form of special services numbers
- that special services numbers must be used in connection with the supply of carriage services specified for the numbers
- the broad level of charge for calls to special services numbers
- which special services numbers are shared selectable numbers, or shared non-selectable numbers, and how they may be used
- which special services numbers are access codes, and how they may be used
- other ways that special services numbers can be used.

A special services number does not show the geographic location of the number being called.

A number in the form identified in Schedule 4 is recognised as a special services number. A number that does not have that form is not recognised as a special services number, and must not be used as a special services number.

The arrangements for special services numbers are as consistent as practicable with the International Telecommunication Union document ITU-T Recommendation E.164, *Numbering Plan for the ISDN Era*.

3.9 Outline of Schedule for special services numbers

A telephone number that is a special services number is identified in items of Schedule 4 in the following way:

Column 1	Shows the number, or the first digits of the number (the <i>prefix</i>)
Column 2	Describes the carriage service to which the prefix relates and explains (in italics) whether the level of call charge for the number is limited to a low charge
Column 3	Describes the structure for the number and explains (in italics) special arrangements (if any) for use of the number
Column 4	Explains whether an incoming call from outside Australia may be routed to the number and also explains (in italics) whether the number is a type of shared number

3.10 Application of Part 2

- (1) This Part applies to the use of a special services number specified in Schedule 4 in connection with the supply of carriage services to the public.
- (2) However, this Part does not apply to the use of a special services number in a private numbering scheme.

3.11 Special services numbers

- (1) A number with the components in columns 1 and 3 of an item of Schedule 4 is a *special services number*.
- (2) However, if the special arrangements mentioned in italics in column 3 of Schedule 4 for a number state that the number is not for use before a particular day, the number is not a special services number until that day.
- (3) However, if the special arrangements mentioned in italics in column 3 of Schedule 4 for a number state that the number is not for use after a particular day, the number is not a special services number after that day.
- (4) A number with 4 to 13 digits (inclusive), and with the prefix '10', '11' or '12', is also a *special services number*.

3.12 Using special services numbers

- (1) A special services number must not be used except in connection with the supply of the type of carriage service mentioned for the number in column 2 of Schedule 4.
- (2) However, a special services number with 4 to 15 digits (inclusive), and with the prefix '10', '11' or '12', must not be used except:
 - (a) in connection with the supply of an incoming only international service; or
 - (b) in accordance with arrangements for the number mentioned in section 3.18; or
 - (c) in accordance with arrangements for the number mentioned in other provisions of this Part.
- (3) This section does not prevent another number being used in connection with the supply of carriage services mentioned in column 2 of Schedule 4.

Note Sections 3.16 and 3.17 explain whether the number is a shared number that must be used in connection with the supply of a selectable or non-selectable carriage service.

3.12A Using special services number 12 23 for national and international operator connected call service or operator service

In addition to subsection 3.12 (1), the special services number 12 23 may be used in connection with the supply of:

- (a) a national and international operator connected call service; or

Section 3.12B

- (b) an operator service;
only in accordance with the table and sections 3.12B, 3.12C and 3.12D.

Table

Item	If the special services number is used to make a call using ...	then ...
1	a public mobile telecommunications service	the carriage service provider may, at its discretion, supply the national and international operator connected call service or operator service
2	a carriage service (other than a public mobile telecommunications service) that is not subject to the price control arrangements specified in a determination made by the Minister under subsection 154 (1), 155 (1) or 157 (1) of the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>	the carriage service provider may, at its discretion, supply the national and international operator connected call service or operator service
3	a carriage service (other than a public mobile telecommunications service) that is subject to the price control arrangements specified in a determination made by the Minister under subsection 154 (1), 155 (1) or 157 (1) of the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i>	<p>(a) the carriage service provider must not supply the national and international operator connected call service or operator service unless an approved implementation operation plan is in effect for the carriage service provider; and</p> <p>(b) the carriage service provider must supply the national and international operator connected call service or operator service in accordance with the approved implementation operation plan</p>

Note Implementation operation plans are explained in section 3.12B.

3.12B Implementation operation plan

- (1) If a carriage service provider wishes to use the special services number 12 23 in connection with the supply of a national and international operator connected call service or an operator service (an ***optional service***) in response to calls made using a carriage service that:
- (a) is not a public mobile telecommunications service; and

- (b) is subject to the price control arrangements specified in a determination made by the Minister under subsection 154 (1), 155 (1) or 157 (1) of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*;

the provider must apply to ACMA for approval of an implementation operation plan relating to how the provider will use the number to supply the optional service.

- (2) The application must be made in a form approved by ACMA.
- (3) The application form must require the applicant to consult with consumer organisations about the provision of optional services, and to provide a documented record of the consultations as part of the application.

Note The applicant is expected to consult consumer organisations that are appropriate to the circumstances in which, and the clients to whom, the applicant proposes to supply the optional services. The opinion of each organisation that has been consulted will be taken into account under subsection (5).

- (4) The application must be accompanied by a draft implementation operation plan that sets out arrangements to ensure that:
- (a) the provider will continue to supply a directory assistance service when the special services number is used to supply optional services; and
 - (b) the supply of optional services will not diminish access to, or the supply of, a directory assistance service when the special services number is used to supply optional services; and
 - (c) consumers will be adequately informed about the availability of the optional service and any charges applicable to the supply of the optional service.
- (5) ACMA must consider the application within 60 business days after receiving it, having regard to:
- (a) whether the draft implementation operation plan will ensure the outcomes mentioned in subsection (4); and
 - (b) whether the draft implementation operation plan is consistent with the objects of the Act; and
 - (c) the opinion of each appropriate consumer organisation that the carriage service provider has consulted about the provision of optional services; and
 - (d) any other matter that ACMA considers relevant.
- (6) Within the 60 business days mentioned in subsection (5), ACMA may ask the carriage service provider, in writing, to give it further information about matters mentioned in the application to allow it to consider the application.
- (7) The 60 business days mentioned in subsection (5) do not include a period:
- (a) starting when ACMA asks the carriage service provider under subsection (6) for further information; and
 - (b) ending when ACMA receives the information.

Section 3.12C

- (8) If ACMA is satisfied:
- (a) that the draft implementation operation plan sets out appropriate arrangements for subsection (4); and
 - (b) the draft implementation operation plan is consistent with the objects of the Act; and
 - (c) that the carriage service provider has given it adequate records of all consultations it has had with appropriate consumer organisations about the provision of optional services; and
 - (d) as to any other matter that ACMA considered relevant for paragraph (5) (d);
- ACMA must approve the draft implementation operation plan and notify the carriage service provider of its decision.
- (9) If ACMA is not satisfied as described in subsection (8), ACMA must:
- (a) refuse to approve the draft implementation operation plan; and
 - (b) notify the carriage service provider of its decision.

Note A refusal of an application is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

3.12C Amendment or replacement of implementation operation plan at ACMA's direction

- (1) If ACMA has approved an implementation operation plan, ACMA may direct the relevant carriage service provider, in writing:
- (a) to amend the approved plan in a way set out in the direction; or
 - (b) to replace the approved plan with a plan set out in the direction.
- (2) However, ACMA must not give a direction unless it is satisfied that the arrangements in:
- (a) the approved plan, as amended; or
 - (b) the replacement plan;
- will be more effective in ensuring the outcomes mentioned in subsection 3.12B (4).
- (3) If ACMA gives a carriage service provider a direction, the provider must not supply an optional service unless ACMA notifies the provider that ACMA has decided that the provider has complied with the direction.
- Note* A carriage service provider is not required to comply with the direction, and may instead decide to cease supplying optional services.
- (4) If the carriage service provider gives ACMA an amended plan, or a replacement plan, that the provider believes complies with the direction, ACMA must decide, within 60 business days after receiving the plan, whether the provider has complied with the direction.
- (5) Within the 60 business days mentioned in subsection (4), ACMA may ask the carriage service provider, in writing, to give it further information to allow it to consider the plan.

- (6) The 60 business days mentioned in subsection (4) do not include a period:
 - (a) starting when ACMA asks the carriage service provider under subsection (5) for further information; and
 - (b) ending when ACMA receives the information.
- (7) If ACMA is satisfied that the carriage service provider has complied with the direction, ACMA must approve the plan and notify the provider of its decision.
- (8) If ACMA is not satisfied that the carriage service provider has complied with the direction, ACMA must notify the provider of its decision.

Note A decision that ACMA is not satisfied that a carriage service provider has complied with its direction is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

3.12D Amendment or replacement of implementation operation plan on application by carriage service provider

- (1) In addition to section 3.12C, a carriage service provider may apply to ACMA for approval of:
 - (a) an amendment of the approved implementation operation plan set out in the application; or
 - (b) a replacement implementation operation plan set out in the application.
- (2) The application must be made in a form approved by ACMA.
- (3) ACMA must consider the application within 60 business days after receiving it, having regard to whether the arrangements in the amended plan or the replacement plan will be more effective than the current approved implementation operation plan in ensuring the outcomes mentioned in subsection 3.12B (4).
- (4) Within the 60 business days mentioned in subsection (3), ACMA may ask the carriage service provider, in writing, to give it further information about matters mentioned in the application to allow it to consider the application.
- (5) The 60 business days mentioned in subsection (3) do not include a period:
 - (a) starting when ACMA asks the carriage service provider under subsection (4) for further information; and
 - (b) ending when ACMA receives the information.
- (6) The carriage service provider must supply optional services in accordance with the provider's current approved implementation operation plan until ACMA notifies the provider of its decision.
- (7) If ACMA is satisfied:
 - (a) that the amended plan or the replacement plan will be more effective than the current approved plan in ensuring the outcomes mentioned in subsection 3.12B (4); and
 - (b) the amended plan or the replacement plan will be consistent with the objects of the Act; and

Section 3.12E

- (c) as to any other matter that ACMA considered relevant for paragraph 3.12B (5) (d);

ACMA must approve the amendment or the replacement plan and notify the carriage service provider of its decision.

- (8) If ACMA is not satisfied as described in subsection (7), ACMA must:

- (a) refuse to approve the amendment or the replacement plan; and
- (b) notify the carriage service provider of its decision.

Note A refusal of an application is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

3.12E Cessation of supply of service under implementation operation plan

- (1) If a carriage service provider:
 - (a) uses the special services number 12 23 in connection with the supply of a national and international operator connected call service or an operator service; and
 - (b) intends to cease the supply of the service;
 the provider must notify ACMA of its intention, in writing, as soon as practicable before ceasing to supply the service.
- (2) The carriage service provider must include in the notification the likely date on which the provider will cease to supply the service.

3.13 Call charge

- (1) Column 2 of an item of Schedule 4 also explains (in italics) whether the level of call charge for the number in the item is limited to a low charge (*a low charge number*).
- (2) Subsection (3) only applies to calls made to a low charge number using a standard telephone service (other than a public mobile telecommunications service).
- (3) A low charge number is for use only in connection with the supply of carriage services for which the call charge for calls to the number:
 - (a) is worked out by reference to the number of calls made during a particular period, regardless of how long each call lasted; and
 - (b) is not more than the low charge amount.
- (4) The *low charge amount* is the highest call charge for an eligible local call made using a standard telephone service, other than a public mobile telecommunications service, supplied by the national universal service provider.
- (5) *Call charge* is the charge (if any) that a customer would incur for using a carriage service to make a call, disregarding optional discounts and surcharges (if any) applied to the charge.

3.14 Incoming international access

- (1) Column 4 of an item of Schedule 4 also states whether an incoming call from outside Australia may be routed to the special services number in the item.
- (2) If column 4 of an item of Schedule 4 states that the call may not be routed to the special services number in the item, the number must not be used in connection with the supply of a carriage service that routes the call to the number.
- (3) If column 4 of an item of Schedule 4 states that the call may be routed to the special services number in the item, the number may be used in connection with the supply of a carriage service that routes the call to the number.

Division 2 Special services numbers that are shared numbers

Information about shared numbers

Shared numbers are used in connection with the supply of either a selectable or non-selectable carriage service.

'1234' is a shared number used in connection with the supply of a selectable carriage service, as it is a number available to be shared by carriage service providers to supply the service mentioned for the number in Schedule 4. Callers to the number can choose to use the services of a carriage service provider by pre-selecting to that carriage service provider or, on a call by call basis, by use of a pre-selection over-ride code before the shared number. Section 349 of the Act allows for ACMA to make written determinations about pre-selection.

'1831' is a shared number used in connection with a calling number display over-ride service that is also a non-selectable carriage service.

See Dictionary for the meaning of:

- ***pre-selection over-ride code***
- ***pre-selection over-ride service***
- ***non-selectable carriage service***
- ***selectable carriage service.***

3.15 Shared numbers

Column 4 of an item of Schedule 4 also states (in italics) whether the number in the item is a type of shared number.

3.16 Shared numbers used on a selectable basis

- (1) If column 4 of an item in Schedule 4 includes a reference to '*shared selectable*', the number in the item is a ***shared number*** that must not be used except in connection with the supply of a selectable carriage service.

Section 3.17

- (2) A shared number may be used without being allocated.
- (3) This section does not prevent another number being used in connection with the supply of a selectable carriage service.

3.17 Shared numbers used on a non-selectable basis

- (1) If column 4 of an item in Schedule 4 includes a reference to '*shared non-selectable*', the number in the item is a ***shared number*** that must not be used except in connection with the supply of a non-selectable carriage service.
- (2) A private number is also a ***shared number*** that must be used in connection with the supply of a non-selectable carriage service.
- (3) A shared number may be used without being allocated.
- (4) This section does not prevent another number being used in connection with the supply of a non-selectable carriage service.

3.17A Shared numbers used on a not accessible to public basis

- (1) If column 4 of an item in Schedule 4 includes a reference to '*shared not accessible to public*', the number in the item is a ***shared number*** that must not be:
 - (a) accessible to the public; or
 - (b) allocated to a carriage service provider; or
 - (c) used by a carriage service provider except in connection with the supply of an assistance operator service, a delay operator service or a directory enquiries service.
- (2) This section does not prevent another number being used in connection with the supply of an assistance operator service, a delay operator service, or a directory enquiries service.

Division 3 Special services numbers that are access codes

Information about access codes

Access codes are numbers used only as prefixes to other numbers. Examples of the other numbers are:

- international numbers
- private numbers
- geographic numbers
- special services numbers.

Access codes generally indicate that a particular kind of carriage service or function is applied to a call to the number following the access code.

'0011' is an access code used as a prefix to an international number or a private number. The access code indicates that the number is used in connection with the supply of a carriage service of an international character.

3.18 International access codes

- (1) A special services number in Part 2 of Schedule 4 may be used as a prefix to an international number or a private number.
- (1A) However, the special services number '0011800' may only be used as a prefix to a freephone subscriber number within the meaning of ITU Recommendation E.169.
- (2) When the special services number is used in that way:
 - (a) it is an ***access code***; and
 - (b) it may be used in conjunction with access codes that are shared numbers.
- (3) This section does not prevent a local number, geographic number, international number or private number being used without the relevant access code.

3.19 Carriage service provider identification codes

- (1) A special services number in Part 3 of Schedule 4 is a ***carriage service provider identification code*** that may be used as an access code for a call of a kind:
 - (a) that:
 - (i) is listed in a determination in force under subsection 349 (1) or (2) of the Act; or
 - (ii) uses services that the originating carriage service provider, and other carriage service providers for the call, agree are pre-selectable services or services for which override is available; and

Section 3.20

- (b) for which the number that follows the access code is another number specified in this numbering plan.
- (2) A carriage service provider identification code:
 - (a) may be used:
 - (i) to identify a telecommunications network, with or without the number for the call having been called; or
 - (ii) to interconnect routing of a call between carriage service providers, with or without the number for the call having been called; and
 - (b) may prefix:
 - (i) another number specified in this numbering plan; or
 - (ii) an address digit for routing a call across a point of interconnection.
- (3) This section does not prevent another number being used in connection with the supply of a selectable carriage service.

3.20 Virtual private network access codes

- (1) A special services number in Part 4 of Schedule 4 is an *access code* that must not be used except as a prefix to a local number, geographic number, international number, special services number (other than an access code), internal number or private number.
- (2) When the special services number is used in that way, it may be used in conjunction with access codes that are shared numbers.
- (3) An internal number must not be used without the relevant access code.
- (4) This section does not prevent a local number, geographic number, international number, special services number or private number being used without the relevant access code.

3.22 Incoming only international access codes

- (1) A special services number in Part 6 of Schedule 4 is an *access code* that must not be used except as a prefix to a local number, geographic number, special services number or private number.
- (2) This section does not prevent a local number, geographic number, special services number or private number being used without the relevant access code.

3.23 Miscellaneous access codes

- (1) A special services number in Part 7 of Schedule 4 is an *access code* that must not be used except as a prefix to a local number, geographic number, international number or special services number.

Section 3.23

- (2) When the special services number is used in that way, it may be used in conjunction with access codes that are shared numbers.
- (3) This section does not prevent a local number, geographic number, international number or special services number being used without the relevant access code.

Section 3.24

Part 3 Emergency service numbers

Information about emergency service numbers

This Part deals with the form of an emergency service number.

Emergency service numbers are used in connection with emergencies that are likely to require the assistance of an emergency service organisation. Subsection 466 (1) of the Act describes the organisations that are emergency service organisations.

3.24 Emergency service numbers

For subsection 466 (2) of the Act, the following numbers are emergency service numbers:

- (a) the primary emergency service number is '000';
- (b) the secondary emergency service numbers are '106' and '112'.

3.25 Using emergency service numbers

No other number must be:

- (a) used as an emergency service number; or
- (b) accepted as an emergency service number by the network on which a call to the number originates.

Note Section 265 of the Act requires ACMA to make a determination for the provision of emergency call services having regard to the objective that a carriage service provider who supplies a standard telephone service should provide each end-user of that standard telephone service with access, free of charge, to an emergency call service, unless ACMA considers that it would be unreasonable for such access to be provided.

Part 4 Private numbers

3.26 Private numbers

A *private number* is any number that satisfies this Part.

3.27 Use in private numbering schemes

The number must be:

- (a) used in a private numbering scheme that uses an escape code; or
- (b) used in a private numbering scheme that does not use an escape code.

3.28 Private numbering scheme with escape code

- (1) This section applies to a number used in a private numbering scheme that uses an escape code.
- (2) The number must not begin with the escape code, unless the entire number is the escape code.

Note See the Dictionary for the meaning of *private numbering scheme*.

3.29 Private numbering scheme without an escape code — numbers starting with ‘0’ or ‘1’

- (1) This section applies to a number:
 - (a) used in a private numbering scheme that does not use an escape code; and
 - (b) starting with ‘0’ or ‘1’.
- (2) The originating access carriage service provider for a call to the number must not treat the call as a call to a special services number.

3.30 Private numbering scheme without an escape code — numbers starting with ‘2’ to ‘9’

- (1) This section applies to a number:
 - (a) used in a private numbering scheme that does not use an escape code; and
 - (b) starting with ‘2’, ‘3’, ‘4’, ‘5’, ‘6’, ‘7’, ‘8’ or ‘9’.
- (2) During the period starting on the commencing day and ending on 8 November 1998, the number must not have more than 6 digits.
- (3) At any time after 8 November 1998, the number must not have more than 8 digits.

Section 3.31

3.31 Exceptions to private numbering schemes without an escape code

Sections 3.29 and 3.30 do not apply to a number issued to a customer if:

- (a) the number was issued at the customer's request; and
- (b) before the number was issued, the carriage service provider holding the number told the customer, in writing, that use of the number in a private numbering scheme would be likely to affect the ability of end-users in the scheme to use the number in connection with the supply of other carriage services specified for the number in this plan; and
- (c) the number is not an emergency service number; and
- (d) the number is not a special services number that must, under this plan, be used in connection with supply of a calling number display over-ride service; and

Note See the Dictionary for the meaning of *calling number display over-ride service*.

- (e) the number is not a number that has been issued to an emergency service organisation.

Note All private numbers are shared numbers used in connection with the supply of non-selectable carriage services, see subsection 3.17 (2).

Part 5 Freephone, local rate and premium rate numbers

Outline of Part 5

Part 5 makes arrangements for the allocation and management of freephone numbers, local rate numbers and premium rate numbers.

The arrangements are intended to rely on the automatic allocation of freephone numbers, local rate numbers and premium rate numbers by the automatic and electronic exchange of information, without the intervention of a human decision-maker.

It is ACMA's intention that the allocation of freephone, local rate and premium rate numbers, the transfer of numbers and the surrender of numbers and some related functions, such as the registration of carriage service providers, will be carried out using the expertise of a specialist body other than ACMA. However, ACMA intends to retain ultimate responsibility over its powers and functions by delegating them only if the specialist body meets certain prerequisites relating to its ability and conduct.

The administration of freephone numbers, local rate numbers and premium rate numbers will include the following elements:

- Certain freephone numbers, local rate numbers and premium rate numbers will be available for allocation (Divisions 2 and 3).
- A carriage service provider that wishes to be allocated a number, or to transfer or quarantine the number, will need to be registered (Division 4).
- A registered carriage service provider may have a number allocated by reserving the number for a limited period, and for a specific reason (Divisions 5 and 6).
- A registered carriage service provider may have a number allocated without first reserving the number (Division 7).
- A registered carriage service provider may surrender a number that has been allocated to it (Division 8).
- A number may be placed in quarantine for a period, before being allocated (Division 9).
- A registered carriage service provider may transfer a number that has been allocated to it (Division 10).
- A number may be withdrawn (Division 11).

Section 3.32

Division 1 Introductory

3.32 Application of Part 5

- (1) This Part applies to the allocation and use of a freephone number, local rate number or a premium rate number in connection with the supply of a carriage service to the public.
- (2) Despite subsection (1), the following arrangements apply in the period starting on the commencement of this Part and ending when ACMA makes the first declaration under section 3.39:
 - (a) freephone numbers and local rate numbers are to be allocated, issued and used, during the period, in accordance with this Plan as it was in force immediately before the commencement of this Part;
 - (b) ACMA may make any of the arrangements required under this Part during the period (for example, preparing the first declaration of numbers under Division 3 or registering carriage service providers under Division 4);
 - (c) a carriage service provider must comply with requirements of ACMA under this Part during that period (for example, notifying ACMA of freephone numbers and local rate numbers under Division 11).

Note Although this Part places freephone numbers and local rate numbers under new administrative arrangements, the arrangements cannot be used until ACMA has made the first declaration of numbers under section 3.39.

Until that declaration is made, ACMA's intention is that freephone numbers and local rate numbers will be dealt with under the arrangements that were in the Plan before this Part commenced.

When the declaration is made, all freephone numbers and local rate numbers that are affected by the declaration will be administered under this Part.

3.33 Delegation

- (1) ACMA must not delegate to a body corporate ACMA's powers and functions in this Part relating to the registration of carriage service providers unless:
 - (a) ACMA is satisfied that the body will register providers only in accordance with rules and arrangements approved by ACMA; and
 - (b) the body has entered into a written agreement with ACMA relating to matters including:
 - (i) the notification of ACMA about proposed changes to those approved rules and arrangements; and
 - (ii) the manner in which the body will perform the powers and functions.
- (2) ACMA must not delegate to a body corporate ACMA's powers and functions under this Part relating to the allocation of numbers unless:

- (a) ACMA is satisfied that the body will allocate the numbers using equipment and technology that will ensure the efficient and accurate allocation of numbers; and
- (b) ACMA is satisfied that the body will allocate the numbers only in accordance with rules and arrangements approved by ACMA; and
- (c) the body has entered into a written agreement with ACMA relating to matters including:
 - (i) the notification of ACMA about proposed changes to those approved rules and arrangements; and
 - (ii) the manner in which the body will perform the powers and functions.

Note Under section 467 of the Act, ACMA may, by writing, delegate any or all of the powers conferred on ACMA by the numbering plan to a body corporate.

Division 2 Information about freephone, local rate and premium rate numbers

3.34 Outline of Schedule for freephone numbers

- (1) A telephone number that is a freephone number is identified in an item of Schedule 4A in the following way:

Column 1	Shows the number, or the first digits of the number (the <i>prefix</i>)
Column 2	Describes the structure for the number
Column 3	Explains whether an incoming call from outside Australia may be routed to the number

- (2) For subsection 455 (3) of the Act, a number that has the components in columns 1 and 2 of an item of Schedule 4A is a freephone number.

3.35 Outline of Schedule for local rate numbers

- (1) A telephone number that is a local rate number is identified in an item of Schedule 4B in the following way:

Column 1	Shows the number, or the first digits of the number (the <i>prefix</i>)
Column 2	Describes the structure for the number
Column 3	Describes any limits on the use of the number
Column 4	Explains whether an incoming call from outside Australia may be routed to the number

- (2) For subsection 455 (3) of the Act, a number that has the components in columns 1 and 2 of an item of Schedule 4B is a local rate number.

Section 3.35A

3.35A Outline of Schedule for premium rate numbers

- (1) A telephone number that is a premium rate number is identified in an item in Schedule 4C in the following way:

Column 1	Shows the number, or the first digits of the number (the <i>prefix</i>)
Column 2	Describes the structure for the number and explains (in italics) special arrangements (if any) for use of the number
Column 3	Describes the limits on the use of the number <i>Note</i> The supply of age-restricted services is limited to prefixes 195 and 196 only.
Column 4	Explains whether an incoming call from outside Australia may be routed to the number

- (2) For subsection 455 (3) of the Act, a number that has the components in columns 1 and 2 of an item of Schedule 4C is a premium rate number.

3.36 Incoming international access

- (1) If an item of Schedule 4A or Schedule 4B has ‘No’ in the incoming international access column, a number identified in column 1 of the item must not be used in connection with the supply of a carriage service that routes an incoming call from outside Australia to the number.
- (2) If an item of Schedule 4A or Schedule 4B has ‘Yes’ in the incoming international access column, a number identified in column 1 of the item may be used in connection with the supply of a carriage service that routes an incoming call from outside Australia to the number.
- (3) In this section:
incoming international access column means:
(a) for Schedule 4A — column 3; and
(b) for Schedule 4B — column 4.

3.37 Entitlement of holder of freephone, local rate or premium rate number

- (1) A carriage service provider that holds a freephone number, local rate number or a premium rate number has:
- the exclusive ability to make the first issue of the number to a customer; and
 - the exclusive ability to supply a service on that number; and
 - the exclusive ability to enter into a commercial relationship with another carriage service provider, governed by an agreement, to supply a service on that number.

- (2) For paragraph (1) (c), the carriage service provider that holds the number is liable for:
- (a) all charges imposed on the number under:
 - (i) the *Telecommunications (Numbering Charges) Act 1991*; or
 - (ii) the *Telecommunications (Numbering Charges) Act 1997*; or
 - (b) an amount of late payment penalty (within the meaning of section 468 of the Act) imposed in relation to annual charge (within the meaning of section 468 of the Act) payable by the carriage service provider.

Note The *Telecommunications (Annual Numbering Charge — Late Payment Penalty) Determination 2000* provides for late payment penalty under section 468 of the Act.

3.37A Prefixes for age-restricted services

- (1) A mobile carriage service provider must not supply an age-restricted service by way of a premium SMS or MMS service otherwise than on a number with the prefix 195 or 196.
- (2) A mobile carriage service provider is taken not to have contravened subsection (1) if, at the time the age-restricted service was supplied, the carriage service provider:
 - (a) did not know; and
 - (b) could not, with reasonable diligence, have found out;

that it was supplying an age-restricted service by way of a premium SMS or MMS service otherwise than on a number with the prefix 195 or 196.
- (3) For subsection (2), in determining whether a mobile carriage service provider could, with reasonable diligence, have found out that it was supplying an age-restricted service by way of a premium SMS or MMS service otherwise than on a number with the prefix 195 or 196, ACMA must have regard to the following matters:
 - (a) whether the content service provider that supplied the age-restricted service by way of the premium SMS or MMS service is under any contractual obligation to notify the mobile carriage service provider of the nature of the content supplied;
 - (b) whether the mobile carriage service provider does any of the following:
 - (i) monitoring, or arranging for the monitoring of, advertisements for premium SMS or MMS services broadcasted on television or radio or appearing in newspapers or magazines where such advertisements are likely to be found;
 - (ii) checking, or arranging for the checking of, those advertisements against the content of the services being advertised;
 - (c) any other matter that ACMA considers relevant.

Division 3 Freephone, local rate and premium rate numbers that may be allocated

3.38 Numbers that are available for allocation

- (1) A freephone number is available for allocation if:
 - (a) ACMA has declared, in writing, that the number is available; and
 - (b) the declaration is in force in respect of the number.
- (2) A local rate number is available for allocation if:
 - (a) ACMA has declared, in writing, that the number is available; and
 - (b) the declaration is in force in respect of the number.
- (3) A premium rate number is available for allocation if:
 - (a) ACMA has declared, in writing, that the number is available; and
 - (b) the declaration is in force in respect of the number.

3.39 Declaration that number is available for allocation

- (1) ACMA may, in writing, declare that a freephone number, local rate number or a premium rate number is available for allocation.
- (2) A number that has already been allocated may be included in a declaration.

Note The purpose of the declaration is to identify as many numbers as possible that ACMA may allocate at any time in the future.

It should not be assumed that the inclusion in a declaration of a number that has already been allocated means that the current arrangements for that number are being changed. A declaration may include a number that has already been allocated because it is being identified for a future allocation if the number is ever surrendered or withdrawn.

- (3) Before making the declaration, ACMA must consult with:
 - (a) an advisory committee; and
 - (b) any carriage service provider that is likely to be affected by the declaration.
- (4) The declaration must specify:
 - (a) its date and time of effect; and
 - (b) the numbers or class of numbers to which it applies.
- (5) If the declaration is to operate for a fixed period, it must also specify the period.
- (6) ACMA may tell any person whom it considers may have an interest in the declaration, about the declaration.
- (7) ACMA must:
 - (a) establish and maintain a register of declarations made for available numbers; and

- (b) make the register available for public inspection.

3.40 Matters to consider in making declaration

- (1) ACMA must ensure that a declaration made under section 3.39 will promote the public interest in the management and administration of numbers that are subject to the declaration.
- (2) In deciding whether a declaration will promote the public interest in the management and administration of the numbers that are subject to the declaration, the ACA must consider any matters it considers relevant.

Division 4 Registration of carriage service providers

3.41 Registration is required before allocation, surrender, release from quarantine

A carriage service provider must hold a current registration given under this Division before the provider is entitled:

- (a) to have a freephone number, local rate number or a premium rate number allocated to it; or
- (b) to surrender a freephone number, local rate number or a premium rate number; or
- (c) to apply for the release of a quarantined number.

Note The carriage service provider must also comply with other requirements in this Part.

3.42 Approval of registration forms and arrangements

- (1) ACMA must, in writing, approve:
 - (a) the following forms to be used for the purposes of an application for registration under this Division:
 - (i) 1 or more application forms;
 - (ii) 1 or more forms of guarantee to be given by a bank; and
 - (b) the place or places at which an application may be lodged.
- (2) ACMA may, in writing, approve arrangements for ACMA to offer an option for making applications for registration by electronic means.

Note Registration will be carried out manually after this Division commences, but ACMA may be able to offer an option of electronic registration in the future.

3.43 Application for registration

- (1) A carriage service provider that wishes to be registered must apply to ACMA, using the appropriate approved application form.
- (2) The registered carriage service provider must include, as part of the application, any form of guarantee, to be given by a bank, that is required by the approved application form.

Section 3.44

- (3) The application must be lodged at an approved place.

3.44 Decision on application for registration

- (1) ACMA must, within 14 days after receiving the application, approve it or refuse it.
- (2) ACMA must approve the application if the carriage service provider:
- (a) completes the application form in accordance with the instructions in the form; and
 - (b) provides the required form of guarantee (if any); and
 - (c) is able, at the time of application, to participate in the electronic allocation procedures set out in Divisions 5, 6 and 7 (whether or not the provider intends to participate in the procedure at the time of the application); and
 - (d) has indicated that it will continue to participate in the electronic allocation procedures set out in Divisions 5, 6 and 7 at all times when the provider holds a freephone number, local rate number or a premium rate number.
- (3) If ACMA approves the application, ACMA must:
- (a) register the carriage service provider in a register established for the purposes of this subsection; and
 - (b) assign to the provider a unique form of identification.

Note The form of identification is likely to be an alpha-numeric code.

The carriage service provider will be able to use the form of identification in the electronic allocation, surrender, transfer and withdrawal procedures set out in this Part.

- (4) ACMA must refuse the application if the carriage service provider does not meet the requirements of subsection (2).
- (5) If ACMA refuses the application, ACMA must notify the carriage service provider, as soon as practicable, that the application has been refused.

3.45 Registered carriage service provider

A carriage service provider that is registered under paragraph 3.44 (3) (a) is a *registered carriage service provider*.

Division 5 Allocation by reservation of number (withheld status)

3.46 Withheld status

- (1) This Division empowers ACMA to allocate a freephone number, local rate number or a premium rate number by the reservation of the number, on application by a registered carriage service provider, for a short period that will give the provider time to allow a potential customer to consider the use of the allocated number.

- (2) This process is *allocation with withheld status*.

3.47 Approval of forms and arrangements: allocation with withheld status

- (1) ACMA must, in writing, approve:
- (a) 1 or more application forms to be used for the purposes of making an application for the allocation of a freephone number, local rate number or a premium rate number with withheld status; and
 - (b) arrangements for making applications for the allocation of the number by electronic means; and
 - (c) arrangements for allocating the number by electronic means.

Note ACMA intends to consult with the specialist body that will allocate freephone numbers, local rate numbers and premium rate numbers to ensure that the forms and arrangements are suitable, and as simple as practicable.

- (2) The approved arrangements must include arrangements for ACMA:
- (a) to specify the maximum number of numbers, or a proportion or quota of numbers, that may be allocated with withheld status to a class of registered carriage service providers; and
 - (b) to specify a maximum period for which a number may be allocated with withheld status (the *reservation period*); and
 - (c) to extend a reservation period on application, and to specify a period of extension that is to apply to all applications; and
 - (d) to give registered carriage service providers written information about the effect of the approved arrangements, including ACMA's powers:
 - (i) to specify reservation periods; and
 - (ii) to withdraw a number that has been allocated by reservation at the end of a reservation period unless the provider confirms the allocation.
- (3) The approved arrangements must include arrangements for the payment and collection of:
- (a) the amount of charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*; and
 - (b) the amount of charge (if any) imposed on the allocation of the numbers by Part 2 of the *Telecommunications (Numbering Charges) Act 1997*.
- (4) The approved arrangements must include arrangements that ensure that a carriage service provider may not apply for the allocation of a number which was previously allocated to it by reservation for a period (the *specified period*) following:
- (a) the end of the reservation period; or
 - (b) the surrender of the number by the carriage service provider before the end of the reservation period for the number; or
 - (c) the withdrawal of the number.

Section 3.47

Note The prohibition in subsection (4) is intended to ensure that other registered carriage service providers that may be seeking the allocation of a particular number will not be prevented from obtaining the number because the previous holder of the number is attempting to extend the reservation indefinitely.

- (5) The approved arrangements must include arrangements for ACMA to specify, in writing, the period mentioned in subsection (4).
- (6) The approved arrangements must include arrangements for ACMA to refuse an application for the allocation of a particular number with withheld status, an application for the extension of a reservation period, or the notification of the confirmation of a reservation period, for any of the following reasons:
 - (a) the number is not a freephone number, local rate number or a premium rate number;
 - (b) the number is not included in a declaration that is in force under section 3.39;
 - (c) the number has already been allocated at the time when ACMA considers the application;
 - (d) the number is a quarantined number when ACMA considers the application;
 - (e) the application was not made by a registered carriage service provider;
 - (f) the application form does not include all of the information required to be given;
 - (g) the registered carriage service provider has had a liability for payment of annual numbering charge outstanding for more than 6 months before the date of the application or the notification, and ACMA has not declared that the number may again be allocated to the provider;
 - (h) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the provider surrendered the number within the reservation period; and
 - (ii) the specified period relevant to the reservation has not ended;
 - (i) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the number was withdrawn by ACMA within the reservation period; and
 - (ii) ACMA has not declared that the number may again be allocated to the provider;
 - (j) ACMA has previously withdrawn the number from the registered carriage service provider because the number was allocated, issued, transferred or used in a manner inconsistent with this Plan, and ACMA has not declared that the number may again be allocated to the provider;
 - (k) ACMA has previously withdrawn the number from the registered carriage service provider because the number was not placed in service for a particular period, and ACMA has not declared that the number may again be allocated to the provider;

- (l) ACMA has previously withdrawn the number from the registered carriage service provider in compliance with an order made by a court, and ACMA has not declared that the number may again be allocated to the provider;
- (m) in the case of an application for the extension of a reservation period, the period has already been extended once;
- (n) the registered carriage service provider has had a liability for payment of an amount of late payment penalty (within the meaning of section 468 of the Act) outstanding for more than 6 months before the date of the application or the notification.

Note The *Telecommunications (Annual Numbering Charge — Late Payment Penalty) Determination 2000* provides for late payment penalty under section 468 of the Act.

- (7) The approved arrangements must include arrangements for ACMA to declare that a number may again be allocated to a registered carriage service provider for the purposes of paragraph (6) (g), (i), (j), (k) or (l).

Note ACMA wishes to make it clear that, if it withdraws a number from a registered carriage service provider for punitive reasons, that provider cannot re-apply for allocation of the number without a declaration by ACMA that the number may be allocated to the provider.

- (8) The approved arrangements must include arrangements:
 - (a) for a registered carriage service provider:
 - (i) to confirm the allocation of a number that has been reserved if the provider wishes to do so; or
 - (ii) to change the basis on which a number has been allocated, from allocation with withheld status to allocation with reserved status, if the provider wishes to do so; and
 - (b) for dealing with the provider in the same way as an application for allocation of the number, or with variations that reflect the provider's requirements.
- (9) The approved arrangements:
 - (a) are not limited to the arrangements mentioned in subsections (2), (3), (4), (5), (7) and (8); but
 - (b) must not include a reason for refusing an application that is not mentioned in subsection (6).

3.48 Electronic allocation procedure

- (1) The *electronic allocation procedure* for the allocation of a freephone number, local rate number or a premium rate number with withheld status consists of:
 - (a) the arrangements for making an application by electronic means that are approved under section 3.47; and
 - (b) the arrangements for allocating the number by electronic means that are approved under section 3.47.

Section 3.49

- (2) The electronic allocation procedure may be operated:
 - (a) by ACMA; or
 - (b) by a delegate of ACMA; or
 - (c) by ACMA and a delegate taking responsibility for different parts of the procedure.

3.49 Eligibility

After ACMA approves all of the arrangements that create the electronic allocation procedure, a carriage service provider is eligible to be allocated a freephone number, local rate number or a premium rate number with withheld status only if:

- (a) the provider is a registered carriage service provider; and
- (b) the provider makes an application for allocation by the reservation of the number; and
- (c) the application is approved.

Note ACMA wishes to make it clear that freephone numbers, local rate numbers and premium rate numbers will only be allocated with withheld status to registered carriage service providers, and only in accordance with the electronic allocation procedure in this Division.

There will be no 'special' or 'over-the-counter' allocations.

3.50 Entitlement to allocation with withheld status

A registered carriage service provider may apply for the allocation of a freephone number, local rate number or a premium rate number with withheld status.

3.51 Application for allocation with withheld status

- (1) A registered carriage service provider must apply for the allocation using the approved application form that is appropriate to the provider.
- (2) The registered carriage service provider must make the application in accordance with the electronic allocation procedure.

3.52 Decision on application

- (1) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic allocation procedure; and
 - (b) an automated response to the application in accordance with the electronic allocation procedure.
- (2) The application:
 - (a) is approved if it is approved in accordance with the electronic allocation procedure; and

- (b) is refused if it is refused in accordance with the electronic allocation procedure.
- (3) If the application is approved:
 - (a) a number will be allocated to the registered carriage service provider with withheld status by an automated response in accordance with the electronic allocation procedure; and
 - (b) the number is a *reserved number*.

3.53 Unit size

Freephone numbers, local rate numbers and premium rate numbers will be allocated with withheld status individually.

3.54 Extending reservation period

- (1) Before the end of the reservation period for a reserved number, the registered carriage service provider that holds the reserved number may apply for the extension of the reservation period.
- (2) The registered carriage service provider must make the application in accordance with the electronic allocation procedure.
- (3) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic allocation procedure; and
 - (b) an automated response to the application in accordance with the electronic allocation procedure.
- (4) The application:
 - (a) is approved if it is approved in accordance with the electronic allocation procedure; and
 - (b) is refused if it is refused in accordance with the electronic allocation procedure.
- (5) If the application is approved, the reservation period will be extended by an automated response in accordance with the electronic allocation procedure.
- (6) To avoid doubt, if ACMA has specified a period of extension that is to apply to all applications, ACMA has no discretion to accept or offer a different period.

3.55 Action during reservation period

A registered carriage service provider to which a reserved number has been allocated with withheld status has 3 options in relation to the number during the reservation period for the reserved number:

- (a) the provider may notify ACMA that the provider wishes to confirm the allocation; or

Section 3.56

- (b) the provider may surrender the reserved number to ACMA; or
- (c) if the provider does not notify ACMA, and does not surrender the reserved number, the reserved number is taken to have been withdrawn at the end of the reservation period.

Note 1 The provider also has the options mentioned in sections 3.54 and 3.57.

Note 2 The surrender of numbers is dealt with in Division 8. The withdrawal of numbers is dealt with in Division 11.

3.56 Notification of confirmation of allocation

- (1) If a registered carriage service provider wishes to confirm the allocation of a reserved number, the provider must notify ACMA in accordance with the electronic allocation procedure.
- (2) The response to the notification will be made by:
 - (a) the automated processing of the notification in accordance with the electronic allocation procedure; and
 - (b) an automated response to the notification.
- (3) The registered carriage service provider will be notified of the decision by an automated response in accordance with the electronic allocation procedure.
- (4) If the notification is approved, the reserved number will be allocated to the registered carriage service provider by an automated response in accordance with the electronic allocation procedure.
- (5) The confirmation of the allocation is subject to the following conditions:
 - (a) if the registered carriage service provider's intention, at the time of confirmation, is to issue the reserved number to a customer, the provider must issue the reserved number within 14 months after the day of the confirmation;
 - (b) if the registered carriage service provider's intention, at the time of confirmation, is not to issue the reserved number to a customer, the provider must place the reserved number in service within 5 days after the day of the confirmation.

Note The registered carriage service provider may intend to use a reserved number itself, rather than issuing it to a customer.

3.57 Notification of change of reservation

- (1) If a registered carriage service provider wishes to change the basis on which a reserved number has been allocated, from allocation with withheld status to allocation with reserved status, the provider must notify ACMA in accordance with the electronic allocation procedure.

Note It is not possible to convert the basis on which a reserved number has been allocated, from allocation with reserved status to allocation with withheld status.

- (2) The response to the notification will be made by:
 - (a) the automated processing of the notification in accordance with the electronic allocation procedure; and
 - (b) an automated response to the notification.
- (3) The registered carriage service provider will be notified of the decision by an automated response in accordance with the electronic allocation procedure.
- (4) If the notification is approved, the basis on which the reserved number was allocated will be changed by an automated response in accordance with the electronic allocation procedure.

Division 6 Allocation by reservation of number (reserved status)

3.58 Reserved status

- (1) This Division empowers ACMA to allocate a freephone number, local rate number or a premium rate number by the reservation of the number, on application by a registered carriage service provider, for a period that will give the registered carriage service provider time to establish a service in connection with the allocated number for itself or a contracted customer.
- (2) This process is *allocation with reserved status*.

3.59 Approval of forms and arrangements: allocation with reserved status

- (1) ACMA must, in writing, approve:
 - (a) 1 or more application forms to be used for the purposes of making an application for the allocation of a freephone number, local rate number or a premium rate number with reserved status; and
 - (b) arrangements for making applications for the allocation of the number by electronic means; and
 - (c) arrangements for allocating the number by electronic means.

Note ACMA intends to consult with the specialist body that will allocate freephone numbers, local rate numbers and premium rate numbers to ensure that the forms and arrangements are suitable, and as simple as practicable.

- (2) The approved arrangements must include arrangements for ACMA:
 - (a) to specify the maximum number of numbers, or a proportion or quota of numbers, that may be allocated with reserved status to a class of registered carriage service providers; and
 - (b) to specify a maximum period for which a number may be allocated with reserved status (the *reservation period*); and
 - (c) to extend a reservation period on application, and to specify a period of extension that is to apply to all applications; and

Section 3.59

- (d) to treat an application as being an application for the allocation of the number with withheld status if the registered carriage service provider wishes to change the application in that way; and
 - (e) to give registered carriage service providers written information about the effect of the approved arrangements, including ACMA's powers:
 - (i) to specify reservation periods; and
 - (ii) to withdraw a number that has been allocated by reservation at the end of a reservation period unless the provider confirms the allocation.
- (3) The approved arrangements must include arrangements for the payment and collection of:
- (a) the amount of charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*; and
 - (b) the amount of charge (if any) imposed on the allocation of the numbers by Part 2 of the *Telecommunications (Numbering Charges) Act 1997*.
- (4) The approved arrangements must include arrangements that ensure that a carriage service provider may not apply for the allocation of a number which was previously allocated to it by reservation for a period (the ***specified period***) following:
- (a) the end of the reservation period; or
 - (b) the surrender of the number by the carriage service provider before the end of the reservation period for the number; or
 - (c) the withdrawal of the number.
- Note* The prohibition in subsection (4) is intended to ensure that other registered carriage service providers that may be seeking the allocation of a particular number will not be prevented from obtaining the number because the previous holder of the number is attempting to extend the reservation indefinitely.
- (5) The approved arrangements must include arrangements for ACMA to specify, in writing, the period mentioned in subsection (4).
- (6) The approved arrangements must include arrangements for ACMA to refuse an application for the allocation of a particular number with reserved status, an application for the extension of a reservation period, or the notification of the confirmation of a reservation period, for any of the following reasons:
- (a) the number is not a freephone number, local rate number or a premium rate number;
 - (b) the number is not included in a declaration that is in force under section 3.39;
 - (c) the number has already been allocated at the time when ACMA considers the application;
 - (d) the number is a quarantined number when ACMA considers the application;
 - (e) the application was not made by a registered carriage service provider;

Section 3.59

- (f) the application form does not include all of the information required to be given;
- (g) the registered carriage service provider has had a liability for payment of annual numbering charge outstanding for more than 6 months before the date of the application or the notification, and ACMA has not declared that the number may again be allocated to the provider;
- (h) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the provider surrendered the number within the reservation period; and
 - (ii) the specified period relevant to the reservation has not ended;
- (i) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the number was withdrawn by ACMA within the reservation period; and
 - (ii) ACMA has not declared that the number may again be allocated to the provider;
- (j) ACMA has previously withdrawn the number from the registered carriage service provider because the number was allocated, issued, transferred or used in a manner inconsistent with this Plan, and ACMA has not declared that the number may again be allocated to the provider;
- (k) ACMA has previously withdrawn the number from the registered carriage service provider because the number was not placed in service for a particular period, and ACMA has not declared that the number may again be allocated to the provider;
- (l) ACMA has previously withdrawn the number from the registered carriage service provider in compliance with an order made by a court, and ACMA has not declared that the number may again be allocated to the provider;
- (m) in the case of an application for the extension of a reservation period, the period has already been extended once;
- (n) the registered carriage service provider has had a liability for payment of an amount of late payment penalty (within the meaning of section 468 of the Act) outstanding for more than 6 months before the date of the application or the notification.

Note The *Telecommunications (Annual Numbering Charge — Late Payment Penalty) Determination 2000* provides for late payment penalty under section 468 of the Act.

- (7) The approved arrangements must include arrangements for ACMA to declare that a number may again be allocated to a registered carriage service provider for the purposes of paragraph (6) (g), (i), (j), (k) or (l).

Note ACMA wishes to make it clear that, if it withdraws a number from a registered carriage service provider for punitive reasons, that provider cannot re-apply for allocation of the number without a declaration by ACMA that the number may be allocated to the provider.

Section 3.60

- (8) The approved arrangements must include arrangements:
 - (a) for a registered carriage service provider to confirm the allocation of a number that has been reserved if the provider wishes to do so; and
 - (b) for dealing with that application in the same way as an application for allocation of the number, or with variations that reflect the requirements of confirmation.
- (9) The approved arrangements:
 - (a) are not limited to the arrangements mentioned in subsections (2), (3), (4), (5), (7) and (8); but
 - (b) must not include a reason for refusing an application that is not mentioned in subsection (6).

3.60 Electronic allocation procedure

- (1) The *electronic allocation procedure* for the allocation of a freephone number, local rate number or a premium rate number with reserved status consists of:
 - (a) the arrangements for making an application by electronic means that are approved under section 3.59; and
 - (b) the arrangements for allocating the number by electronic means that are approved under section 3.59.
- (2) The electronic allocation procedure may be operated:
 - (a) by ACMA; or
 - (b) by a delegate of ACMA; or
 - (c) by ACMA and a delegate taking responsibility for different parts of the procedure.

3.61 Eligibility

After ACMA approves all of the arrangements that create the electronic allocation procedure, a carriage service provider is eligible to be allocated a freephone number, local rate number or a premium rate number with reserved status only if:

- (a) the provider is a registered carriage service provider; and
- (b) the provider makes an application for allocation by the reservation of the number; and
- (c) the application is approved.

Note ACMA wishes to make it clear that freephone numbers, local rate numbers and premium rate numbers will only be allocated with reserved status to registered carriage service providers, and only in accordance with the electronic allocation procedure in this Division.

There will be no ‘special’ or ‘over-the-counter’ allocations.

3.62 Entitlement to allocation with reserved status

A registered carriage service provider may apply for the allocation of a freephone number, local rate number or a premium rate number with reserved status.

3.63 Application for allocation with reserved status

- (1) A registered carriage service provider must apply for the allocation using the approved application form that is appropriate to the provider.
- (2) The registered carriage service provider must make the application in accordance with the electronic allocation procedure.

3.64 Decision on application

- (1) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic allocation procedure; and
 - (b) an automated response to the application in accordance with the electronic allocation procedure.
- (2) The application:
 - (a) is approved if it is approved in accordance with the electronic allocation procedure; and
 - (b) is refused if it is refused in accordance with the electronic allocation procedure.
- (3) If the application is approved:
 - (a) a number will be allocated to the registered carriage service provider with reserved status by an automated response in accordance with the electronic allocation procedure; and
 - (b) the number is a *reserved number*.

3.65 Unit size

Freephone numbers, local rate numbers and premium rate numbers will be allocated with reserved status individually.

3.66 Extending reservation period

- (1) Before the end of the reservation period for a reserved number, the registered carriage service provider that holds the reserved number may apply for the extension of the reservation period.
- (2) The registered carriage service provider must make the application in accordance with the electronic allocation procedure.

Section 3.67

- (3) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic allocation procedure; and
 - (b) an automated response to the application in accordance with the electronic allocation procedure.
- (4) The application:
 - (a) is approved if it is approved in accordance with the electronic allocation procedure; and
 - (b) is refused if it is refused in accordance with the electronic allocation procedure.
- (5) If the application is approved, the reservation period will be extended by an automated response in accordance with the electronic allocation procedure.
- (6) To avoid doubt, if ACMA has specified a period of extension that is to apply to all applications, ACMA has no discretion to accept or offer a different period.

3.67 Action during reservation period

A registered carriage service provider to which a reserved number has been allocated with reserved status has 3 main options in relation to the number during the reservation period for the reserved number:

- (a) the provider may notify ACMA that the provider wishes to confirm the allocation; or
- (b) the provider may surrender the reserved number to ACMA; or
- (c) if the provider does not notify ACMA, and does not surrender the reserved number, the reserved number is taken to have been withdrawn at the end of the reservation period.

Note 1 The provider also has the option mentioned in section 3.66.

Note 2 The surrender of numbers is dealt with in Division 8. The withdrawal of numbers is dealt with in Division 11.

3.68 Notification of confirmation of allocation

- (1) If a registered carriage service provider wishes to confirm the allocation of a reserved number, the provider must notify ACMA in accordance with the electronic allocation procedure.
- (2) The response to the notification will be made by:
 - (a) the automated processing of the notification in accordance with the electronic allocation procedure; and
 - (b) an automated response to the notification.
- (3) The registered carriage service provider will be notified of the decision by an automated response in accordance with the electronic allocation procedure.

- (4) If the notification is approved, the reserved number will be allocated to the registered carriage service provider by an automated response in accordance with the electronic allocation procedure.
- (5) The confirmation of the allocation is subject to the following conditions:
 - (a) if the registered carriage service provider's intention, at the time of confirmation, is to issue the reserved number to a customer, the provider must issue the number to a customer, and place the number in service, within 5 days after the day of the confirmation;
 - (b) if the registered carriage service provider's intention, at the time of confirmation, is not to issue the reserved number to a customer, the provider must place the number in service within 5 days after the day of the confirmation.

Note The registered carriage service provider may intend to use a reserved number itself, rather than issuing it to a customer.

Division 7 Allocation without reservation of number

3.69 Approval of forms and arrangements: allocation without reservation of number

- (1) ACMA must, in writing, approve:
 - (a) 1 or more electronic application forms to be used for the purposes of making an application for the allocation of a freephone number, local rate number or a premium rate number without the reservation of the number; and
 - (b) arrangements for making applications for the allocation of the number by electronic means; and
 - (c) arrangements for allocating the number by electronic means.

Note ACMA intends to consult with the specialist body that will allocate freephone numbers, local rate numbers and premium rate numbers to ensure that the forms and arrangements are suitable, and as simple as practicable.

- (2) The approved arrangements must include arrangements for ACMA to tell a registered carriage service provider, in writing, about the effect of the arrangements approved for the purposes of this section.
- (3) The approved arrangements must include arrangements for the payment and collection of:
 - (a) the amount of charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*; and
 - (b) the amount of charge (if any) imposed on the allocation of the numbers by Part 2 of the *Telecommunications (Numbering Charges) Act 1997*.
- (4) The approved arrangements must include arrangements for ACMA to refuse an application for the allocation of a particular number for any of the following reasons:

Section 3.69

- (a) the number is not a freephone number, local rate number or a premium rate number;
- (b) the number is not included in a declaration that is in force under section 3.39;
- (c) the number has already been allocated at the time when ACMA considers the application;
- (d) the number is a quarantined number when ACMA considers the application;
- (e) the application was not made by a registered carriage service provider;
- (f) the application form does not include all of the information required to be given;
- (g) the registered carriage service provider has had a liability for payment of annual numbering charge outstanding for more than 6 months before the date of the application, and ACMA has not declared that the number may again be allocated to the provider;
- (h) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the provider surrendered the number within the reservation period; and
 - (ii) the specified period relevant to the reservation has not ended;
- (i) the number was previously allocated to the registered carriage service provider by reservation, but:
 - (i) the number was withdrawn by ACMA within the reservation period; and
 - (ii) ACMA has not declared that the number may again be allocated to the provider;
- (j) ACMA has previously withdrawn the number from the registered carriage service provider because the number was allocated, issued, transferred or used in a manner inconsistent with this Plan, and ACMA has not declared that the number may again be allocated to the provider;
- (k) ACMA has previously withdrawn the number from the registered carriage service provider because the number was not placed in service for a particular period, and ACMA has not declared that the number may again be allocated to the provider;
- (l) ACMA has previously withdrawn the number from the registered carriage service provider in compliance with an order made by a court, and ACMA has not declared that the number may again be allocated to the provider;
- (m) the registered carriage service provider has had a liability for payment of an amount of late payment penalty (within the meaning of section 468 of the Act) outstanding for more than 6 months before the date of the application.

Note The *Telecommunications (Annual Numbering Charge — Late Payment Penalty) Determination 2000* provides for late payment penalty under section 468 of the Act.

- (5) The approved arrangements must include arrangements for ACMA to declare that a number may again be allocated to a registered carriage service provider for the purposes of paragraph (4) (g), (i), (j), (k) or (l).

Note ACMA wishes to make it clear that if it withdraws a number from a registered carriage service provider for punitive reasons, that provider cannot re-apply for allocation of the number without a declaration by ACMA that the number may be allocated to the provider.

- (6) The approved arrangements:
- (a) are not limited to the arrangements mentioned in subsections (2), (3) and (5); but
 - (b) must not include a reason for refusing an application that is not mentioned in subsection (4).

3.70 Electronic allocation procedure

- (1) The *electronic allocation procedure* for the allocation of a freephone number, local rate number or a premium rate number without the reservation of the number, consists of:
- (a) the arrangements for making an application by electronic means that are approved under section 3.69; and
 - (b) the arrangements for allocating the number by electronic means that are approved under section 3.69.
- (2) The electronic allocation procedure may be operated:
- (a) by ACMA; or
 - (b) by a delegate of ACMA; or
 - (c) by ACMA and a delegate taking responsibility for different parts of the procedure.

3.71 Eligibility

After ACMA approves all of the arrangements that create the electronic allocation procedure, a carriage service provider is eligible to be allocated a freephone number, local rate number or a premium rate number (other than a number with withheld status or reserved status) only if:

- (a) the provider is a registered carriage service provider; and
- (b) the provider makes an application for allocation without the reservation of the number; and
- (c) the application is approved.

Note ACMA wishes to make it clear that freephone numbers, local rate numbers and premium rate numbers will only be allocated, without reservation of the number, to registered carriage service providers, and only in accordance with the electronic allocation procedure in this Division.

There will be no 'special' or 'over-the-counter' allocations.

Section 3.72

3.72 Entitlement to allocation without reservation of number

A registered carriage service provider may apply for the allocation of a freephone number, local rate number or a premium rate number without requiring the number to be reserved.

3.73 Application for allocation without reservation of number

- (1) A registered carriage service provider must apply for the allocation using the approved application form that is appropriate to the provider.
- (2) The registered carriage service provider must make the application in accordance with the electronic allocation procedure.

3.74 Decision on application

- (1) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic allocation procedure; and
 - (b) an automated response to the application in accordance with the electronic allocation procedure.
- (2) The application:
 - (a) is approved if it is approved in accordance with the electronic allocation procedure; and
 - (b) is refused if it is refused in accordance with the electronic allocation procedure.
- (3) If the application is approved, a number will be allocated to the registered carriage service provider by an automated response in accordance with the electronic allocation procedure.
- (4) The allocation is subject to the following conditions:
 - (a) if the registered carriage service provider's intention, at the time of allocation, is to issue the number to a customer, the provider must issue the number to a customer, and place the number in service, within 5 days after the day of the allocation;
 - (b) if the registered carriage service provider's intention, at the time of allocation, is not to issue the number to a customer, the provider must place the number in service within 5 days after the day of the allocation.

Note The registered carriage service provider may intend to use an allocated number itself, rather than issuing it to a customer.

3.75 Unit size

Freephone numbers, local rate numbers and premium rate numbers will be allocated individually.

Division 7A Allocation by auction

3.75A Allocation by auction

- (1) This Division empowers ACMA to allocate a freephone number or a local rate number to the successful applicant determined by the auction system set out in the Auction Determination.
- (2) This process is *allocation by auction*.

3.75B Definitions for Division 7A

In this Division:

active service, for a number, means that a carriage service is being provided using the number.

auction-declared quarantine, for a number, means quarantined under this Division.

Auction Determination means the *Telecommunications (Freephone and Local Rate Numbers) Allocation Determination 2003* made under section 463 of the *Telecommunications Act 1997*, or a subsequent determination made under that section that determines a system for allocating freephone and local rate numbers.

eligible amount means the eligible amount within the meaning of section 4.1 of the Auction Determination.

number means a freephone number or a local rate number allocated under this Division.

rights of use means the enhanced rights set out in section 3.75E.

ROU-holder means the holder of the rights of use for a number.

successful bidder has the same meaning as in the Auction Determination.

trade, for rights of use to a number, means assign or otherwise deal with the rights of use attached to the number.

working day means a day that is not a Saturday, a Sunday or a day that is a public holiday in Victoria.

3.75C Application of the other provisions of this Plan

- (1) This Division makes particular provision about freephone and local rate numbers allocated under this Division as the result of an auction held under the Auction Determination.
- (2) Where this Division does not make provision about a freephone or local rate number allocated under this Division, the parts of this Plan that make other provisions about freephone or local rate numbers apply to a freephone or local rate number allocated under this Division in the same way as they apply to a freephone or local rate number allocated under Division 5, 6 or 7 of this Part.

Section 3.75D

3.75D Declaration

- (1) A declaration under section 3.39 that a freephone number or a local rate number is available for allocation may state that the number is to be allocated by auction.
- (2) The declaration may include a number that has already been declared under that section.
- (3) A declaration under section 3.39 that a number is available for allocation may state that a number that has been declared as being available for allocation by auction is instead to be allocated administratively under Division 5, 6 or 7 of this Part.

Note A number that has been declared as being available for allocation by auction may also be allocated administratively for a specified period for an emergency; see section 3.75T.

3.75E Entitlements after auction

- (1) After the successful bidder for a number at an auction has paid the eligible amount to ACMA under the Auction Determination, ACMA must allocate the number to the carriage service provider that was the joint applicant for that number with the successful bidder.

Note Only a registered carriage service provider can be a joint applicant with a customer. See section 2.3 of the Auction Determination. For registration of carriage service providers, see Chapter 3, Division 4 of this Plan.

- (2) On payment of the eligible amount, the successful bidder becomes the **ROU-holder**.
- (3) The following enhanced rights of use for a number are conferred on the ROU-holder:
 - (a) the right to trade the rights of use, as set out in section 3.75J; and
 - (b) the right to ask the carriage service provider to surrender the number, as set out in section 3.75K; and
 - (c) the right to give up all rights in relation to the number; and
 - (d) except as set out in section 3.75P, the right to have no active service in place for the number; and
 - (e) the right to ask a registered carriage service provider to retrieve the number, if it has been surrendered and has become an auction-declared quarantined number, as set out in section 3.75S; and
 - (f) the right to disconnection of an active service on the number at any time.
- (4) The right to disconnection of an active service does not affect the validity of any agreement for the delivery of services between the party to whom the services are provided and the carriage service provider.
- (5) The carriage service provider need not act on a request by a person purporting to be the ROU-holder unless the carriage service provider is satisfied that the person who made the request is the current ROU-holder.

3.75F Allocation

- (1) ACMA must in writing approve arrangements for allocating the number by electronic means (the ***electronic allocation procedure***).
- (2) ACMA must allocate the number using the electronic allocation procedure. However, ACMA may allocate the number by other means if it is not practicable to use electronic means.
- (3) The number must be allocated as soon as practicable after the eligible amount has been paid to ACMA as required by section 1.8 of the Auction Determination.
- (4) Each number must be allocated individually.

3.75G Issue

The carriage service provider must issue the number to the ROU-holder as soon as practicable after:

- (a) the number has been allocated to the carriage service provider; and
- (b) the carriage service provider and the ROU-holder have agreed about the delivery of services for the number.

Note For numbers allocated via an auction process, the ROU are conferred by ACMA on the successful bidder at auction once the eligible amount has been paid. The number is then allocated by ACMA to the carriage service provider. The carriage service provider then issues the number to the ROU-holder.

3.75H Register

- (1) ACMA will establish a Register of numbers and ROU-holders.
- (2) The Register is to contain the following information:
 - (a) the number; and
 - (b) the name of the ROU-holder for the number; and
 - (c) if the ROU-holder agrees, his or her address, telephone and fax numbers and email address.
- (3) A ROU-holder must update the Register, using the form made available by ACMA, with any change in his or her address, telephone and fax numbers or email address which are contained in the Register.
- (4) A person who becomes a ROU-holder as the result of a trade must update the Register, using the form made available by ACMA, with his or her name and, if the ROU-holder agrees, his or her address, telephone and fax numbers and email address.
- (5) ACMA must make the Register available to the public.
- (6) The Register may be in electronic form.
- (7) ACMA may correct any error or omission in the Register information about a ROU-holder.

Section 3.75J

3.75J Trading the rights of use and licensing a number

- (1) The ROU-holder may trade all his or her rights of use. However, this does not entitle the ROU-holder to trade only some of the rights of use.

Note The surrender and quarantine of the number does not prevent the ROU-holder from trading the number.

- (2) The ROU-holder for a number may license another person to have an active service on the number.

Note A carriage service provider must not hinder the porting of a number — see section 11.9.

- (4) Trading of the rights of use:
- (a) must be in writing, using the form made available by ACMA; and
 - (b) must include the number to which the rights of use relate, the names of the parties and the date; and
 - (c) must be signed by the parties; and

Note A person who becomes the ROU-holder as the result of a trade must ensure that the Register contains accurate information – Section 3.75H.

- (5) The carriage service provider to which the number is allocated must not do anything to hinder the trading of the rights of use or licensing the number.
- (6) A ROU-holder may not trade his or her rights of use to provide security for a loan.

3.75K Surrender of number - general

- (1) A number may only be surrendered by a registered carriage service provider.
- (2) A number may only be surrendered if there is no active service in place on the number.
- (3) Surrender may be initiated by the ROU-holder or the carriage service provider.
- (4) On receiving a request to surrender from the ROU-holder, the carriage service provider must surrender the number within 5 working days, using the electronic surrender procedure in Division 8.

Note The ROU-holder retains the rights to trade the number and to ask a carriage service provider to retrieve the number; see section 3.75E.

- (5) A number must be surrendered individually.
- (6) After a number is surrendered:
- (a) it is no longer allocated and becomes an auction-declared quarantined number; and
 - (b) it may be released from auction-declared quarantine, as set out in section 3.75S; and

- (c) if it is not released, it remains in auction-declared quarantine for 3 years.

3.75L Surrender where rights of use waived

- (1) This section applies where a number is surrendered by the carriage service provider and the ROU-holder for the number has notified ACMA that the ROU-holder no longer wants the rights of use for the number.
- (2) The number:
 - (a) is no longer allocated and becomes an auction-declared quarantined number; and
 - (b) may be released from auction-declared quarantine as set out in section 3.75R.

3.75M Withdrawal of number

- (1) ACMA may withdraw a number from a carriage service provider, as set out in section 3.95, 3.96 and 3.97.

Note Sections 3.95, 3.96 and 3.97 deal with withdrawal for use inconsistent with this Plan (section 3.95), for non-payment of the annual numbering charge (section 3.96), and to comply with a court order (section 3.97).

- (2) Subject to any court order as mentioned in section 3.97, ACMA must give the carriage service provider notice in writing, at least 21 days before withdrawing the number (the *notice period*):
 - (a) that ACMA proposes to withdraw the number; and
 - (b) the reason for the withdrawal; and
 - (c) that the carriage service provider must tell the ROU-holder for the number, within 5 working days of receiving ACMA notice:
 - (i) that the number is to be withdrawn; and
 - (ii) that the ROU-holder may port the number, as set out in Chapter 11; and
 - (iii) the consequences of not porting the number.
- (3) If the ROU-holder ports the number within the notice period, ACMA will not withdraw the number.
- (4) If the ROU-holder does not port the number within the notice period:
 - (a) ACMA will withdraw the number; and
 - (b) the number is no longer allocated and becomes an auction-declared quarantined number; and
 - (c) the number may be released from auction-declared quarantine as set out in section 3.75S.

Section 3.75N

3.75N Cancellation of rights of use – false statement

- (1) This section applies if the ROU-holder was the joint applicant for the number and is found to have made in the application a false statement within the meaning of subsection 136(1) of the *Criminal Code Act 1995*.
- (2) ACMA must:
 - (a) cancel the rights of use; and
 - (b) withdraw the number from the carriage service provider.
- (3) The number:
 - (a) becomes an auction-declared quarantined number; and
 - (b) may be released from auction-declared quarantine as set out in section 3.75R.

3.75P Cancellation of rights of use – no active service

- (1) ACMA must cancel the rights of use for a number if there has been no active service on the number for a continuous period of 3 years.
- (2) If the number was not an auction declared-quarantine number immediately before the cancellation, the number becomes an auction-declared quarantine number.
- (3) The number may be released from auction-declared quarantine as set out in section 3.75R.

3.75R Release from auction-declared quarantine

- (1) A number remains in auction-declared quarantine for 3 years, unless it is released as set out in this section.
- (2) If the rights of use have been cancelled under section 3.75P, ACMA will as soon as practicable make the number again available for allocation by auction.
- (3) In any other case, ACMA will again make the number available for allocation by auction after the end of the 3 year quarantine period.
- (4) However, before the end of the 3 year quarantine period a person may in writing ask ACMA to release an auction-declared quarantined number and make it available for allocation.
- (5) After ACMA receives the request, ACMA must release the number and make it available for allocation by auction.
- (6) This section does not apply to a number surrendered under section 3.75K or withdrawn under section 3.75M.

Note Section 3.75S applies to a number surrendered under section 3.75K or withdrawn under section 3.75M as there is still a ROU-holder for the number.

3.75S Release of number to ROU-holder

- (1) The ROU-holder for a number surrendered under section 3.75K or withdrawn under section 3.75M may ask any registered carriage service provider in writing to retrieve the number from auction-declared quarantine.
- (2) The carriage service provider may ask ACMA to release the number and allocate it to the carriage service provider.
- (3) ACMA must then:
 - (a) release the number from auction-declared quarantine; and
 - (b) allocate the number to the carriage service provider.
- (4) The carriage service provider must then issue the number to the ROU-holder as soon as practicable after:
 - (a) the number has been allocated to the carriage service provider; and
 - (b) the carriage service provider and the ROU-holder have agreed about the delivery of services for the number.
- (5) In spite of subsection (3), if the number was withdrawn, the carriage service provider from whom the number was withdrawn is not entitled to be allocated the number for a period of 90 days after the number was withdrawn.

3.75T Emergency allocation

- (1) The Chair of ACMA may in writing determine that a number that has been declared under section 3.39 as available for allocation by auction may instead be allocated under this section.
- (2) The Chair may only make the determination if:
 - (a) the number is needed as the result of an emergency situation; and
 - (b) a registered carriage service provider has applied in writing for allocation of the number; and
 - (c) the number is to be allocated for a limited period (the *allocation period*).
- (3) The determination must state:
 - (a) the allocation period; and
 - (b) the conditions of the allocation.
- (4) At the end of the allocation period, the number:
 - (a) is no longer allocated; and
 - (b) becomes an auction-declared quarantine number; and
 - (c) may be released from auction-declared quarantine as set out in section 3.75R.
- (5) The Chair may again determine that the number is to be allocated under this section.

Section 3.76

Division 8 Surrender of numbers

3.76 Approval of forms and arrangements: surrender of number

- (1) ACMA must, in writing, approve:
 - (a) 1 or more electronic application forms to be used for the purposes of making an application to surrender a freephone number, local rate number or a premium rate number; and
 - (b) arrangements for making applications for surrender by electronic means; and
 - (c) arrangements for surrendering the number by electronic means.

Note ACMA intends to consult with the specialist body that will accept the surrender of freephone numbers, local rate numbers and premium rate numbers to ensure that the forms and arrangements are suitable, and as simple as practicable.

- (2) The approved arrangements must include arrangements for ACMA to tell a registered carriage service provider, in writing, about the effect of the arrangements approved for the purposes of this section.
- (3) The approved arrangements must include arrangements for the payment and collection of:
 - (a) the amount of charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*; and
 - (b) the amount of charge (if any) imposed on the allocation of the numbers by Part 2 of the *Telecommunications (Numbering Charges) Act 1997*.
- (4) The approved arrangements must include arrangements for ACMA to refuse an application to surrender a particular number for any of the following reasons:
 - (a) the registered carriage service provider that made the application is not the provider for which there is an allocation of the number in force;
 - (b) the number is not a freephone number, local rate number or a premium rate number;
 - (c) the number is not included in a declaration that is in force under section 3.39;
 - (d) the application form does not include all of the information required to be given.
- (5) The approved arrangements:
 - (a) are not limited to the arrangements mentioned in subsections (2) and (3); but
 - (b) must not include a reason for refusing an application that is not mentioned in subsection (4).

3.77 Electronic surrender procedure

- (1) The *electronic surrender procedure* for the surrender of a freephone number, local rate number or a premium rate number consists of:
 - (a) the arrangements for making an application by electronic means that are approved under section 3.76; and
 - (b) the arrangements for surrendering the number by electronic means that are approved under section 3.76.
- (2) The electronic surrender procedure may be operated:
 - (a) by ACMA; or
 - (b) by a delegate of ACMA; or
 - (c) by ACMA and a delegate taking responsibility for different parts of the procedure.

3.78 Eligibility

After ACMA approves all of the arrangements that create the electronic surrender procedure, a carriage service provider is eligible to surrender a freephone number, local rate number or a premium rate number only if:

- (a) the provider is a registered carriage service provider; and
- (b) the provider makes an application to surrender the number; and
- (c) the application is approved.

3.79 Entitlement to surrender number

A registered carriage service provider may apply to surrender a freephone number, local rate number or a premium rate number.

3.80 Application for surrender of number

- (1) A registered carriage service provider must apply for the surrender using the approved application form that is appropriate to the provider.
- (2) The registered carriage service provider must make the application in accordance with the electronic surrender procedure.

3.81 Decision on application

- (1) The decision that will be made in response to the application will be made by:
 - (a) the automated processing of the application in accordance with the electronic surrender procedure; and
 - (b) an automated response to the application in accordance with the electronic surrender procedure.

Note ACMA expects that applications for surrender will be finalised under the electronic surrender procedure within 24 hours after the receipt of the application.

Section 3.82

- (2) The application:
 - (a) is approved if it is approved in accordance with the electronic surrender procedure; and
 - (b) is refused if it is refused in accordance with the electronic surrender procedure.
- (3) If the application is approved, the number will be surrendered in accordance with the electronic surrender procedure.

3.82 Unit size

Freephone numbers, local rate numbers and premium rate numbers must be surrendered individually.

Division 9 Quarantine of surrendered numbers

Outline of Division 9

A freephone number, local rate number or a premium rate number that is held by ACMA may be withheld from allocation for a period, particularly during a period after the number has been surrendered to ACMA or withdrawn by ACMA. This is known as **quarantining**.

A number may be quarantined for various reasons:

- the number may have experienced nuisance calls;
- the immediate re-allocation of a number that is commonly associated with a particular previous user may inconvenience a new user;
- the number may have been surrendered for a short period for technical reasons, and it would be appropriate to re-allocate the number to the same user when the user is ready to take back the number.

It can be expected, under normal circumstances, that a quarantine period will be between 6 and 12 months.

This Division is intended to ensure that:

- a number is not available for allocation while it is quarantined; but
- a number can be released from quarantine, within the quarantine period if necessary, so that the registered carriage service provider to which it is to be allocated can issue it to the customer who last held the number.

The quarantine arrangements will rely on the automatic quarantining of numbers by the automated exchange of information, without the intervention of a human decision-maker.

Applications for the release of a number from quarantine will be considered by a human decision-maker.

3.83 Quarantining of number

- (1) This section applies if ACMA is satisfied, at any time, that a freephone number, local rate number or a premium rate number:
 - (a) is included in a declaration that is in force under section 3.39; but
 - (b) should not be allocated at that time because of:
 - (i) concerns about the personal safety of users of the number; or
 - (ii) concerns about the convenience of users of the number; or
 - (iii) the need for the efficient use of numbers.

Examples

- 1 The number has been used for nuisance calls.
- 2 The number has a level of association with a particular user that may inconvenience a new user.
- 3 The number has been surrendered to ACMA in circumstances where:
 - ACMA expects that the number will be re-allocated, and re-issued, to the same user; and
 - it is appropriate to place the number in quarantine to ensure that it can be re-issued to the user.
- (2) ACMA may declare, in writing, that the number is not to be allocated for the period specified in the declaration.

Note The length of a quarantine period in a particular case will depend on the circumstances of that case. ACMA expects, but does not guarantee, that a quarantine period will be between 6 and 12 months.
- (3) If ACMA makes a declaration under subsection (2):
 - (a) the number is a **quarantined number** during the specified period; and
 - (b) the number is not to be allocated during the specified period.
- (4) ACMA may, at any time, revoke a declaration.
- (5) If ACMA revokes a declaration, the quarantined number ceases to be a quarantined number with effect from the date of the revocation.

3.84 Approval of forms and arrangements: releasing quarantined number

- (1) ACMA must, in writing, approve:
 - (a) 1 or more application forms to be used for the purposes of making an application for the release of a quarantined number from quarantine; and
 - (b) the place or places at which an application may be lodged; and
 - (c) arrangements for ACMA to tell a registered carriage service provider, in writing, about the effect of the arrangements in force under this Division; and
 - (d) arrangements for the release of a quarantined number from quarantine after an application for release has been approved.

Section 3.85

- (2) An approved application form must require a registered carriage service provider to provide a statutory declaration to the effect that:
 - (a) the provider was the last provider to which the number had been allocated before it was quarantined; and
 - (b) a customer named in the statutory declaration was the last customer to which the number had been issued before it was quarantined.

Note Release from quarantine is a process that is separate from the termination of a quarantine period as described in section 3.86.

- (3) The arrangements for the release of a quarantined number from quarantine may be operated:
 - (a) by ACMA; or
 - (b) by a delegate of ACMA; or
 - (c) by ACMA and a delegate taking responsibility for different parts of the procedure.

3.85 Eligibility

After ACMA approves all of the forms and arrangements mentioned in section 3.84, a carriage service provider is eligible to have a freephone number, local rate number or a premium rate number released from quarantine only if:

- (a) the provider is a registered carriage service provider; and
- (b) the provider:
 - (i) was the last provider to which the quarantined number had been allocated before it was quarantined; and
 - (ii) intends to issue the quarantined number to the customer who was the last customer to which the number had been issued before it was quarantined; and
- (c) the provider makes an application for allocation without the reservation of the number; and
- (d) the application is approved.

Note ACMA wishes to make it clear that freephone numbers, local rate numbers and premium rate numbers will only be released from quarantine in accordance with the procedure in this Division.

There will be no 'special' arrangements for release of numbers.

3.86 Application for release of quarantined number

- (1) A registered carriage service provider must apply for the release of a quarantined number using the approved application form that is appropriate to the provider.
- (2) The registered carriage service provider must lodge the application at an approved place.

- (3) The registered carriage service provider must include with the application the amount of charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*.

3.87 Decision on application

- (1) ACMA must consider an application, and approve it or refuse it, within 14 days after receiving the application.
- (2) ACMA may refuse the application only for any of the following reasons:
- (a) the number is not a freephone number, local rate number or a premium rate number;
 - (b) the number is not included in a declaration in force under section 3.39;
 - (c) the number is not a quarantined number;
 - (d) the application was not made by a registered carriage service provider;
 - (e) the registered carriage service provider that made the application was not the last registered carriage service provider to which the number had been allocated before it was quarantined;
 - (f) the customer named in the statutory declaration was not the last holder of the number before it was quarantined;

Note Although the number is included in a declaration, it is not available for allocation while it is a quarantined number: see section 3.83.

- (g) the application form:
 - (i) does not include all of the information required to be given; or
 - (ii) was not lodged at an approved place;
- (h) the arrangements for the payment of the application fee are not satisfactory;
- (i) the registered carriage service provider has had a liability for payment of annual numbering charge outstanding for more than 6 months before the date of the application;
- (j) ACMA has previously withdrawn the number from the registered carriage service provider because the number was allocated, issued, transferred or used in a manner inconsistent with this Plan, and ACMA has not declared that the number may again be allocated to the provider;
- (k) ACMA has previously withdrawn the number from the registered carriage service provider because the number was not placed in service for a particular period, and ACMA has not declared that the number may again be allocated to the provider;
- (l) ACMA has previously withdrawn the number from the registered carriage service provider in compliance with an order made by a court, and ACMA has not declared that the number may again be allocated to the provider;
- (m) the registered carriage service provider has had a liability for payment of an amount of late payment penalty (within the meaning of section 468 of the Act) outstanding for more than 6 months before the date of the application.

Section 3.88

Note 1 The *Telecommunications (Annual Numbering Charge — Late Payment Penalty) Determination 2000* provides for late payment penalty under section 468 of the Act.

Note 2 A refusal of an application is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

- (3) ACMA may declare that a number may again be allocated to a registered carriage service provider for the purposes of paragraph (2) (j), (k) or (l).
- (4) If the application is refused, ACMA must notify the registered carriage service provider of the decision as soon as practicable after refusing the application.
- (5) ACMA must approve the application if subsection (2) does not apply.
- (6) If the application is approved, the number will be released from quarantine:
 - (a) in accordance with the approved procedure; and
 - (b) to allow the registered carriage service provider that made the application to issue the quarantined number to the customer who was the last customer to which the number had been issued before it was quarantined.
- (7) The release from quarantine is subject to the condition that the provider must issue the number to the customer as soon as practicable after the day of the release.

3.88 Unit size

Freephone numbers, local rate numbers and premium rate numbers must be released from quarantine individually.

Division 10 Transfer of numbers

3.89 Transfer of number

- (1) A freephone number, local rate number or a premium rate number that has been allocated may be transferred.
- (2) However, the registered carriage service provider to which it is proposed to transfer a number must agree to the transfer.

3.90 Unit size

Freephone numbers, local rate numbers and premium rate numbers must be transferred individually.

Division 11 Withdrawal of numbers

Outline of Division 11

When Part 5 commences, certain freephone numbers and local rate numbers will have been allocated to carriage service providers, without being issued or placed in service.

It is in the interests of the efficient use of numbers that ACMA has as many numbers as practicable under its control that it can allocate, if necessary, after it starts to make declarations under section 3.39.

This Division is intended to ensure that:

- a freephone number or a local rate number that has not been issued or placed in service is taken to be withdrawn from the date of effect of a declaration, made by ACMA under section 3.39, that applies to the number; and
- carriage service providers are required to advise ACMA of the freephone numbers, local rate numbers and premium rate numbers that have not been issued or placed in service.

3.91 Telling ACMA whether numbers have been placed in service

- (1) After the making of a declaration under section 3.39, and not later than 7 days before the declaration is to take effect, a carriage service provider that holds a freephone number or a local rate number that is to be included in the declaration must notify ACMA whether the number has been placed in service (including use by the carriage service provider itself).
- (2) If the carriage service provider notifies ACMA that the provider has issued the number to a customer, the provider must notify ACMA, not later than 2 days before the day when the declaration takes effect, whether the customer has terminated the service for the number in the period between the notifications.
- (3) If the carriage service provider notifies ACMA that the number has not been placed in service (including use by the provider itself), the provider must notify ACMA, not later than 2 days before the day when the declaration takes effect, whether the number has been placed in service in the period between the notifications.

- (4) On the day before the declaration takes effect, ACMA must not deal with a notification.

Note The day immediately before the day when a declaration takes effect will be used by ACMA to complete data transfers and to ensure that notifications are processed efficiently.

- (5) The carriage service provider must notify ACMA:
 - (a) in a form approved in writing by ACMA; and

Section 3.92

- (b) at a place approved in writing by ACMA.

Note ACMA will make arrangements to ensure that providers are given adequate notice of the date when a declaration under section 3.39 will take effect, so that providers have sufficient time to comply with this section.

3.92 Withdrawal of numbers that have not been placed in service before first declaration under section 3.39

- (1) This section applies to a freephone number or a local rate number that:
 - (a) has been allocated to a carriage service provider; and
 - (b) is not in service (including use by the carriage service provider itself), immediately before the making of the first declaration under section 3.39.
- (2) The number is withdrawn when that declaration takes effect.
- (3) Subsection (2) applies to numbers that have been allocated to a carriage service provider whether or not the provider has complied with section 3.91.

3.93 Withdrawal of number by ACMA: number not in service after first declaration under section 3.39

- (1) This section applies if:
 - (a) ACMA allocates a freephone number, local rate number or a premium rate number after ACMA makes its first declaration under section 3.39; and
 - (b) the number has not been placed in service (including use by a carriage service provider itself) within the appropriate period.
- (2) This section also applies:
 - (a) if ACMA allocates a freephone number, local rate number or a premium rate number after ACMA makes its first declaration under section 3.39; and
 - (b) if:
 - (i) the service that was supplied in connection with the number has ceased; and
 - (ii) the number has not been surrendered to ACMA within the appropriate period.
- (3) ACMA may decide to withdraw the number.

Note 1 It is in the interests of a registered carriage service provider to place a number in service as soon as possible after allocation (unless the number has withheld or reserved status) and to surrender a number as soon as possible after a service ceases.

Note 2 A decision to withdraw a number is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

3.94 Automatic withdrawal of reserved number: end of reservation period

- (1) This section applies if:
 - (a) ACMA allocates a freephone number, local rate number or a premium rate number as a reserved number; and
 - (b) the registered carriage service provider has not confirmed the allocation of the number before the end of the reservation period.
- (2) The number is withdrawn at the end of the reservation period for the number.

3.95 Withdrawal of number by ACMA: inconsistency with Plan

- (1) This section applies if a freephone number, local rate number or a premium rate number was allocated, issued, transferred or used in a way inconsistent with this Plan.
- (2) ACMA may decide to withdraw the number.
- (3) However, ACMA must not withdraw the number unless it is satisfied that the benefits, or problems to be avoided, for end-users and carriage service providers by withdrawal are more significant than the technical and financial consequences of withdrawal for end-users and carriage service providers.

Note A decision to withdraw a number is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

3.96 Withdrawal of number by ACMA: non-payment of annual numbering charge

- (1) This section applies if:
 - (a) charge is payable for a freephone number, local rate number or a premium rate number under:
 - (i) the *Telecommunications (Numbering Charges) Act 1991*; or
 - (ii) the *Telecommunications (Numbering Charges) Act 1997*; and
 - (b) the charge has been unpaid for at least 6 months after its due date.
- (2) ACMA may decide to withdraw the number.
- (3) However, ACMA must not withdraw the number unless it is satisfied that:
 - (a) the registered carriage service provider that holds the number is aware of the liability; and
 - (b) the withdrawal of the number will produce no significant adverse consequences for end-users.

Note A decision to withdraw a number is reviewable by the Administrative Appeals Tribunal: see Schedule 11.

Section 3.97

3.97 Withdrawal of number by ACMA: court order

- (1) This section applies if a court has made an order requiring a freephone number, local rate number or a premium rate number to be withdrawn from a registered carriage service provider.

Example

A court order made in the course of ordering that the number be allocated to another registered carriage service provider.

- (2) ACMA must withdraw the number as soon as practicable.

3.98 Unit size

Freephone numbers, local rate numbers and premium rate numbers will be withdrawn individually.

Division 12 Information about freephone, local rate and premium rate numbers

3.99 Notification of changes in names etc

- (1) This section applies to a registered carriage service provider to which a freephone number, local rate number or a premium rate number is allocated.
- (2) While the registered carriage service provider holds the number, it must notify ACMA as soon as practicable of changes to any of the following:
 - (a) its name;
 - (b) its trading or registered business name (if any);
 - (c) its Australian Company Number or Australian Registered Business Number (if applicable);
 - (d) the address of its registered office;
 - (e) if the provider is a partnership, the full name and residential address of a partner;
 - (f) if the provider is an individual, the provider's residential address;
 - (g) its facsimile number.

3.100 Updating Register of Allocated Numbers

- (1) ACMA must update the Register maintained under section 465 of the Act, to reflect the allocation, surrender or withdrawal of a freephone number, local rate number or a premium rate number.
- (2) ACMA may update the Register maintained under section 465 of the Act, if that is the appropriate way to reflect the transfer of a freephone number, local rate number or a premium rate number.

Note It can be expected that ACMA will update the Register to take account of the transfer of a number. However, transfer arrangements may be acknowledged and recorded in a way that makes it unnecessary to update the Register.

Division 13 Transitional

3.101 Numbers recovered by carriage service providers before commencement of Part 5

- (1) This section applies to a freephone number or a local rate number (a *recovered number*) if:
 - (a) before the commencement of this Part, a carriage service provider recovered the number from a customer because of nuisance calls; and
 - (b) immediately before the commencement of this Part, the provider was not permitted to issue the number to another customer because of subsection 10.12 (2) of this Plan.
- (2) This section also applies to a freephone number or a local rate number (a *recovered number*) if:
 - (a) before the commencement of this Part, a carriage service provider recovered the number from a customer for a reason other than nuisance calls; and
 - (b) immediately before the commencement of this Part, the provider was not permitted to issue the number to another customer because of subsection 10.12 (3) of this Plan.
- (3) If ACMA includes the recovered number in a declaration of numbers under section 3.39:
 - (a) subsection 10.12 (2) or (3) ceases to apply to the recovered number; and
 - (b) the recovered number is taken to be a quarantined number for the remainder of the period for which the provider would not have been permitted to issue the number because of subsection 10.12 (2) or (3).
- (4) The recovered number is taken to be a quarantined number even though:
 - (a) ACMA does not hold the number on the commencement of this Part; and
 - (b) ACMA has not made a declaration of the number under subsection 3.83 (2).
- (5) The carriage service provider that holds a recovered number that is to be included in a declaration under section 3.39 must notify ACMA, not later than 7 days before the declaration takes effect:
 - (a) of the existence of the number; and
 - (b) when the period for which the provider is not permitted to issue the number will end.
- (6) If the carriage service provider notifies ACMA that the provider has issued the number to a customer, the provider must notify ACMA, not later than 2 days before the day when the declaration takes effect, whether the customer has terminated the service for the number in the period between the notifications.

Section 3.102

- (7) If the carriage service provider notifies ACMA that the number has not been placed in service (including use by the provider itself), the provider must notify ACMA, not later than 2 days before the day when the declaration takes effect, whether the number has been placed in service in the period between the notifications.

- (8) On the day before the declaration takes effect, ACMA must not deal with a notification.

Note The day immediately before the day when a declaration takes effect will be used by ACMA to complete data transfers and to ensure that notifications are processed efficiently.

- (9) The carriage service provider must notify ACMA:
- (a) in a form approved in writing by ACMA; and
 - (b) at a place approved in writing by ACMA.

Note ACMA will make arrangements to ensure that providers are given adequate notice of the date when a declaration under section 3.39 will take effect, so that providers have sufficient time to comply with this section.

3.102 Numbers reserved before commencement of Part 5

- (1) This section applies to a freephone number or a local rate number if:
- (a) before the commencement of this Part, ACMA allocated the number to a carriage service provider; and
 - (b) the number was allocated in anticipation of being issued to a customer who had not confirmed a request to be issued with the number; and
 - (c) before the commencement of this Part, a period was fixed in which the customer's request was to be confirmed or cancelled; and
 - (d) immediately before the commencement of this Part:
 - (i) the provider had not yet issued the number to the customer; and
 - (ii) the request was still in force.
- (2) When ACMA approves arrangements under Division 6 for allocation of numbers by reservation, the number is taken to be allocated with reserved status for the remainder of the period mentioned in paragraph (1) (c).
- (3) The number is taken to be allocated with reserved status even though:
- (a) the carriage service provider may not be registered when ACMA approves the arrangements; and
 - (b) the carriage service provider has not applied for the allocation under Division 6.
- (4) The carriage service provider that holds the number must, not later than 7 days before ACMA approves arrangements under Division 6, notify ACMA of:
- (a) the existence of the number; and
 - (b) the length of the remaining period in which the customer's request is to be confirmed or cancelled.

- (5) If the carriage service provider notifies ACMA that the provider has issued the number to the customer, the provider must notify ACMA, not later than 2 days before the day when ACMA approves the arrangements, whether the customer has terminated the service for the number in the period between the notifications.
- (6) If the carriage service provider notifies ACMA that the number has not been placed in service (including use by the provider itself), the provider must notify ACMA, not later than 2 days before the day when ACMA approves the arrangements, whether the number has been placed in service in the period between the notifications.
- (7) On the day before the declaration takes effect, ACMA must not deal with a notification.

Note The day immediately before the day when a declaration takes effect will be used by ACMA to complete data transfers and to ensure that notifications are processed efficiently.

- (8) The carriage service provider must notify ACMA:
 - (a) in a form approved in writing by ACMA; and
 - (b) at a place approved in writing by ACMA.

Note ACMA will make arrangements to ensure that providers are given adequate notice of the date when ACMA will approve arrangements under Division 6, so that providers have sufficient time to comply with this section.

Section 4.1

Chapter 4 Data numbers

Information about data numbers

Chapter 4 and Schedule 5 explain:

- the different forms of data numbers available for use in connection with the supply of data network services
- how they may be used
- the components of data numbers.

A number in one of those forms is recognised as a data number. A number not in any of those forms is not recognised as a data number, and cannot be used successfully as a data number.

The arrangements for data numbers are as consistent as practicable with the international numbering plan described in International Telecommunication Union Recommendation X.121.

4.1 Outline of Schedule for data numbers

Part 1 of Schedule 5 sets out the form of data number components.

4.2 Application of Chapter 4

This Chapter does not apply to the use of a number in a private numbering scheme.

4.3 Data numbers

- (1) A number with the components in Part 1 of Schedule 5 is a ***data number***.
- (2) A number with the components, other than a geographic routing code, is a ***data number***.
- (3) A network terminal number, used on its own, is a ***data number*** only if:
 - (a) it is used solely in the data network uniquely identified by the data network identification code corresponding to the network terminal number; and
 - (b) it is not preceded by an address format prefix.
- (4) A private network terminal number, used on its own, is a ***data number*** only if:
 - (a) it is used solely in the data network uniquely identified by the combination of the data network identification code, and the private network identification code corresponding to that private network terminal number; and
 - (b) it is not preceded by an address format prefix.

Section 4.5

- (5) An escape code is a *data number*.

4.4 Use of data numbers

A data number must be used in connection with the supply of a carriage service:

- (a) that allows the number to be transmitted by a terminal, for addressing purposes, to the data network to which the terminal is connected; and
- (b) that is a data service having a data terminal address other than a telephone or telex number.

4.5 Using data network identification codes

A data network identification code may be used as a prefix for a collection of private network identification codes.

Section 5.1

Chapter 5 Telex numbers

Information about telex numbers

Chapter 5 explains the form of a telex number.

Schedule 6 lists:

- telex numbers and their structures
- the carriage services in connection with which telex numbers may be used, or the geographic areas in which they may be used.

A number in the correct form is recognised as a telex number. A number not in that form is not recognised as a telex number, and cannot be used successfully as a telex number.

The arrangements for telex numbers are as consistent as practicable with International Telecommunication Union Recommendation F.69, *International Telex Numbering*.

5.1 Outline of schedule for telex numbers

The type of number that is a telex number is identified in items of Parts 1 and 2 of Schedule 6 in the following way:

Column 1	Shows the number, or the first digits of the number (the <i>prefix</i>)
Column 2	Part 1 describes the carriage service to which the prefix relates Part 2 describes the area in which a call to the number will terminate
Column 3	Describes the structure of the number

5.2 Application of Chapter 5

This Chapter does not apply to the use of a number in a private numbering scheme.

5.3 Telex numbers

A number with the components in columns 1 and 3 of an item of Schedule 6 is a *telex number*.

5.4 Using telex numbers

- (1) A telex number must be used in connection with the supply of a carriage service that allows a person to send a message using telex equipment.

Section 5.4

- (2) A telex number in Part 1 of Schedule 6 must also be used in connection with the supply of the type of carriage service mentioned for the number in column 2 of the Part.
- (3) A telex number in Part 2 of Schedule 6 must also be used in connection with the supply of a carriage service that terminates a call, made in Australia to the number, at a location in a charging area mentioned for the number in column 2 of the Part.

Section 5A.1

Chapter 5A International signalling point codes (ISPCs)

Outline of Chapter 5A

Chapter 5A identifies international signalling point codes (ISPCs) and makes arrangements for their allocation and use.

ISPCs are used by signalling point operators in the international signalling network to route signalling messages. They enable the signalling point operator to identify network switches and signalling points in the network.

ISPCs are assigned to signalling point operators in Australia by ACMA, as the designated administrator in Australia for the International Telecommunication Union.

Part 1 International signalling point codes and signalling area network codes

5A.1 *International signalling point code*

- (1) An *international signalling point code* is a 5-digit number that is used by a network operator to identify a particular signalling point for the purpose of routing a signalling message.
- (2) An international signalling point code has 3 components:
 - (a) the first digit is a number between 0 and 7 (inclusive); and
 - (b) the combination of the second, third and fourth digits is a number between 000 and 255 (inclusive); and
 - (c) the fifth digit is a number between 0 and 7 (inclusive).

5A.2 *Signalling area network code*

The first 4 digits of an international signalling point code are the *signalling area network code* (or *SANC*).

Note 1 The ITU allocates signalling area network codes to ACMA, as ACMA is the designated administrator in Australia for the ITU in accordance with ITU-T Recommendation Q.708 (also known as *Assignment Procedures for International Signalling Point Codes*).

Note 2 The fifth digit of an international signalling point code is also known as a Signalling Point Identification. ACMA determines this digit.

Part 2 Allocation of international signalling point codes after Chapter 5A commences

Division 1 Introductory

5A.3 Application of Part 2

This Part sets out the procedure for the allocation of an international signalling point code after the commencement of this Chapter.

Note Part 3 deals with the status of allocations that were made before this Chapter commences.

5A.4 Principles for allocation of international signalling point codes

- (1) ACMA will allocate international signalling point codes on application by signalling point operators.
- (2) If a signalling point operator applies for the allocation of an international signalling point code, ACMA must:
 - (a) comply with this Chapter; and
 - (b) have regard to the rules and procedures set out in ITU-T Recommendation Q.708 (also known as *Assignment Procedures for International Signalling Point Codes*).

Division 2 Application for allocation

5A.5 Entitlement to apply

- (1) A signalling point operator may apply in writing to ACMA for the allocation of an international signalling point code to the signalling point operator.
- (2) The signalling point operator may apply for allocation of the international signalling point code:
 - (a) to use the code; or
 - (b) to test the use of the code during a period specified by ACMA.

5A.6 How applications are to be made

- (1) An application for the allocation of an international signalling point code must include as much of the following information as is applicable to the applicant:
 - (a) if the applicant is an individual — his or her name;

Section 5A.6

- (b) if the applicant is a corporation — as many of the following as the signalling point operator is required by law to have:
 - (i) its ACN;
 - (ii) its ARBN;
 - (iii) its ABN;
- (c) the trading name or registered business name (if any) of the applicant;
- (d) if the applicant is an individual or partnership — the applicant's residential address, postal address and fax number (if any);
- (e) if the applicant is a corporation — the address of its registered office;
- (f) the address of the principal place at which the applicant's business is conducted;
- (g) the name and telephone number, and the facsimile number and e-mail address (if any), of another person through whom the applicant may be contacted;
- (h) if the applicant is an individual — the signature of the applicant;
- (i) if the applicant is not an individual — the name and signature of an individual authorised by the applicant to make the application on its behalf;
- (j) a name for the signalling point, or test network, to which the application relates that is not the same as the name of any other signalling point, or test network, in respect of which an international signalling point code is allocated to the applicant;
- (k) if the network is a packet switched network — the primary address of the signalling point;
- (l) if the network is not a packet switched network — the address of the signalling point;
- (m) if the international signalling point code is not to be used in a test network — information demonstrating that the signalling point (the **first point**) for which the international signalling point code is to be allocated:
 - (i) has an effective signalling relationship (a **message transfer part**) with at least 1 other signalling point that will allow a message to be transferred from the first point to the other signalling point, using a message transfer part; or
 - (ii) will, as soon as practicable, have an effective signalling relationship of that kind with at least 1 other signalling point;
- (n) if the international signalling point code is allocated to the applicant — the date on which the code will commence service;
- (o) if the international signalling point code is to be used by the applicant to test the use of the code — a date (not later than 12 months after the date on which the application is made) on which the applicant will cease to use the code;
- (p) if the international signalling point code is allocated to the applicant — the functions for which the code will be used.

Note The only functions for which an international signalling point code may be used are as a signalling transfer point, signalling end point, signalling connection control part relay, international switching centre, gateway mobile switching centre and location register.

- (2) An application must be accompanied by the charge (if any) imposed on the application by section 53 of the *Australian Communications Authority Act 1997*.
- (3) An application must be sent to ACMA in a way specified by ACMA.

5A.7 Acknowledgment of applications

ACMA must, not later than 5 working days after receiving an application, acknowledge to the applicant in writing that it has received the application.

Division 3 Decisions on application for allocation

5A.8 Criteria for decisions about applications

- (1) ACMA must consider applications in the order in which they are made.
- (2) ACMA must not approve an application if the application does not relate to an international signalling point code for a particular signalling point in Australia.
- (3) ACMA must not approve an application unless:
 - (a) the international signalling point code has been assigned to Australia by the ITU; or
 - (b) the international signalling point code:
 - (i) has been derived from a signalling area network code assigned by the ITU to another country; and
 - (ii) has been approved, on application by ACMA, by the Director of the Telecommunication Standardization Bureau of the ITU for allocation by ACMA.
- (4) ACMA must not allocate more than 1 international signalling point code for each signalling point.
- (5) However, if the same signalling point is part of more than 1 signalling network in Australia:
 - (a) subsection (4) does not apply; and
 - (b) ACMA may allocate as many international signalling point codes for that signalling point as there are signalling networks, with each international signalling point code to be used in a specified signalling network.
- (6) ACMA must refuse an application for allocation of an international signalling point code if it reasonably considers that:
 - (a) the international signalling point code to which the application relates:
 - (i) does not identify a unique signalling point; or

Section 5A.9

- (ii) will not commence service within 12 months after the day on which the application was made; or
 - (iii) will not be used consistently with the function or functions for the code stated in the application; or
- (b) the signalling point (the *first point*) for which the international signalling point code is to be allocated:
 - (i) does not have an effective signalling relationship with at least 1 other signalling point that will allow a message to be transferred from the first point to the other signalling point, using a message transfer part; or
 - (ii) will not, as soon as practicable, have an effective signalling relationship of that kind with at least 1 other signalling point.
- (7) ACMA must approve an application if none of subsections (2), (3), (4) and (6) applies.

5A.9 Decisions on application

- (1) ACMA must make a decision to approve or refuse an application not later than 65 working days after the day on which it received the application.
- (2) However, ACMA may, by written notice given to an applicant, require the applicant to give to ACMA any additional information that ACMA needs to consider the application properly.
- (3) The 65 working day period does not include a day on which ACMA is waiting for the applicant to comply with a notice.

5A.10 When decision takes effect

A decision under subsection 5A.9 (1) to approve or refuse an application takes effect when it is made.

5A.11 Notice of allocation of international signalling point codes

- (1) ACMA must, not later than 5 working days after the day on which a decision was made under subsection 5A.9 (1), give written notice to the applicant of the decision.
- (2) A decision to refuse an application must be accompanied by the reasons for the refusal.

Note A decision to refuse an application is reviewable: see Schedule 11.

- (3) If ACMA approves an application for allocation of an international signalling point code to test the use of the code, ACMA must specify in the decision a period, ending not later than 12 months after the date on which the application is made, during which the applicant may use the code.

Part 3 Allocation of international signalling point codes before Chapter 5A commences

5A.12 Application of Part 3

This Part applies to an international signalling point code that was allocated before the commencement of this Chapter.

Note Part 2 deals with allocations after this Chapter commences.

5A.13 International signalling point codes allocated before commencement of Part 3

- (1) The international signalling point code is taken to have been allocated by ACMA under Division 3 of Part 2 on the day on which this Chapter commences.
- (2) The signalling point operator to which the international signalling point code was allocated is taken to have complied with the requirements that apply to an applicant under Division 2 of Part 2.

Section 5A.14

Part 4 Conditions of allocation of international signalling point codes

5A.14 Conditions of allocation

- (1) If ACMA approves an application for allocation of an international signalling point code for a purpose other than to test the use of the code, a signalling point operator must:
 - (a) use the international signalling point code only for the signalling point for which the code was allocated; and
 - (b) use the international signalling point code only for the function or functions specified in the application; and
 - (c) place the code in service not later than:
 - (i) 12 months after the date on which the application for allocation of the code was made by the operator; or
 - (ii) if the period is extended under section 5A.15 — the end of the extended period.

Note The functions for which an international signalling point code may be used are able to be altered in accordance with section 5A.18.

- (2) If ACMA approves an application for allocation of an international signalling point code to test the use of the code, a signalling point operator must use the code only during the period specified for subsection 5A.11 (3).

5A.15 When certain international signalling point codes are to be in service

- (1) A signalling point operator mentioned in subsection 5A.14 (1) may, not more than 22 working days before the end of the period of 12 months after the date on which the operator applies for allocation of an international signalling point code that has not been placed in service, apply in writing to ACMA for an extension of that period.
- (2) The application must:
 - (a) identify the international signalling point code to which the application relates; and
 - (b) include the information mentioned in paragraph 5A.6 (1) (a) or (b), (c), (d) or (e), (f) and (g) that was provided to ACMA in the original application for allocation of the international signalling point code; and
 - (c) explain why the international signalling point code has not commenced service in accordance with subparagraph 5A.14 (1) (c) (i); and
 - (d) specify the duration of the extension (which must not be more than 6 months).
- (3) ACMA must make a decision to approve or refuse an application not later than 15 working days after the day on which it received the application.

Section 5A.18

- (4) ACMA must approve an application made in accordance with this section unless it reasonably considers that the international signalling point code mentioned in the application has not commenced service because of circumstances that are within the control of the signalling point operator.

Examples of circumstances within the control of a signalling point operator

- 1 The signalling point operator has not installed all the necessary signalling equipment within the relevant 12-month period for reasons within the operator's control.
- 2 The overseas signalling point is not ready to receive the international signalling point code allocated to the signalling point operator.

5A.16 When decisions take effect

A decision under subsection 5A.15 (3) to approve or refuse an application takes effect when it is made.

5A.17 Notice of decisions

- (1) ACMA must, not later than 5 working days after the day on which a decision was made under subsection 5A.15 (3), give written notice to the applicant of the decision.
- (2) A decision to refuse the application must be accompanied by the reasons for the refusal.

Note A decision to refuse an application is reviewable: see Schedule 11.

5A.18 Signalling point operators to notify ACMA of changed circumstances

- (1) This section applies to a signalling point operator to which an international signalling point code is allocated.
- (2) As soon as practicable after any change in the information that the signalling point operator gave to ACMA under subsection 5A.6 (1), the operator must give written notice to ACMA of the changed information.
- (3) If the change in the information relates to the functions for which the international signalling point code is to be used:
 - (a) the signalling point operator must also ask ACMA for permission to use the international signalling point code to perform a new function; and
 - (b) ACMA must grant or refuse the permission.

Section 5A.19

Part 5 Transfer of international signalling point codes

5A.19 Divestment

- (1) If an entity to which an international signalling point code is allocated (the *original entity*) divests the part of the entity that is the signalling point operator to a separate or new entity (the *new operator*):
 - (a) the code is taken to have been allocated to the new operator on the day of the divestment; and
 - (b) the original entity and the new operator must, jointly, notify ACMA in writing of the divestment not later than 5 working days after the divestment.
- (2) The notice under paragraph (1) (b) must include:
 - (a) the date of the divestment; and
 - (b) information that is mentioned in subsection 5A.6 (1) in relation to the original entity, the new operator and the international signalling point code; and
 - (c) information about the divestment that affects the use by the new operator of the international signalling point code.
- (3) The new operator is taken to have complied with the requirements with which the original entity has complied that apply to an applicant under Division 2 of Part 2.

5A.20 Merger, acquisition or joint venture

- (1) If a signalling point operator (the *original operator*) to which an international signalling point code is allocated merges with, is acquired by, or enters a joint venture with, another entity (the *new entity*):
 - (a) the code is taken to have been allocated to the new entity on the day of the merger, acquisition or joint venture; and
 - (b) the original operator and the new entity must, jointly, notify ACMA in writing of the merger, acquisition or joint venture not later than 5 working days after its occurrence.
- (2) The notice under paragraph (1) (b) must include:
 - (a) the date of the merger, acquisition or joint venture; and
 - (b) information that is mentioned in subsection 5A.6 (1) in relation to the new entity and the international signalling point code; and
 - (c) information about the merger, acquisition or joint venture that affects the use by the new entity of the international signalling point code.

Section 5A.21

- (3) The new entity is taken to have complied with the requirements with which the original operator has complied that apply to an applicant under Division 2 of Part 2.

5A.21 No transfer in other circumstances

An international signalling point code is not transferable except in the circumstances mentioned in sections 5A.19 and 5A.20.

Section 5A.22

Part 6 Surrender of international signalling point codes

5A.22 Entitlement to surrender international signalling point code

- (1) A signalling point operator to which an international signalling point code is allocated may surrender the international signalling point code by giving ACMA a written notice.
- (2) The notice must:
 - (a) identify the international signalling point code; and
 - (b) if any of the information that the signalling point operator gave to ACMA in relation to the international signalling point code under subsection 5A.6 (1) has changed — include the changed information; and
 - (c) specify the name and location of the signalling point which identify the international signalling point code.
- (3) The notice may specify a date (later than the date on which the notice is given to ACMA) on which the surrender is to take effect.
- (4) The surrender of an international signalling point code takes effect:
 - (a) on the date specified in the notice; or
 - (b) if no date is specified in the notice — when ACMA receives the notice of surrender.

5A.23 Acknowledgment of surrender

ACMA must, not later than 10 working days after receiving a notice surrendering an international signalling point code, acknowledge in writing that it has received the notice.

Section 5A.25

Part 7 Revocation of allocation of international signalling point code for test network

5A.24 Grounds for revocation

- (1) This section applies if ACMA has allocated an international signalling point code to a signalling point operator for use in a test network.
- (2) If section 5A.19 or 5A.20 applies, ACMA must revoke the allocation if the signalling point operator does not comply with the applicable section.
- (3) ACMA must revoke the allocation if the international signalling point code is being used by a signalling point operator other than the operator to which the code has been allocated or transferred.
- (4) ACMA must revoke the allocation if the signalling point operator has not used the international signalling point code within the period of 12 months after the date on which the application for allocation of the code was made by the operator.
- (5) ACMA may revoke the allocation if the international signalling point code has been, is being, or is likely to be, used to perform a function that was not specified in the application made by the signalling point operator for allocation of the code.
- (6) ACMA may revoke the allocation if the international signalling point code has ceased to be used by the signalling point operator.
- (7) ACMA may revoke the allocation if the signalling point operator has not complied with section 5A.18.

5A.25 Revocation

- (1) If ACMA wishes to revoke the allocation of an international signalling point code in accordance with section 5A.24, ACMA must:
 - (a) give written notice of the proposed revocation to the signalling point operator; and
 - (b) specify in the notice a period, not less than 44 working days, after which the revocation takes effect.
- (2) The revocation of the allocation of an international signalling point code takes effect at the end of the period specified in the notice under subsection (1).
- (3) If the allocation of an international signalling point code is revoked, the international signalling point code may be reallocated in accordance with Part 2 at any time more than 12 months after the revocation takes effect.

Section 5A.26

Part 8 Withdrawal of international signalling point code

5A.26 Grounds for withdrawal

- (1) ACMA must withdraw an international signalling point code if the signalling point operator does not comply with a requirement specified in section 5A.19 or 5A.20 that is applicable to the operator.
- (2) ACMA must withdraw an international signalling point code that is allocated to a signalling point operator if the international signalling point code is being used by a signalling point operator other than the signalling point operator to which the code has been allocated or transferred.
- (3) ACMA must withdraw an international signalling point code that is allocated to a signalling point operator if the operator:
 - (a) has not commenced service using the international signalling point code within the period of 12 months after the date on which the application for allocation of the code was made by the operator; and
 - (b) has not applied to ACMA for an extension of that period.
- (4) ACMA must withdraw an international signalling point code that is allocated to a signalling point operator if:
 - (a) the operator has not commenced service using the international signalling point code within the period of 12 months after the date on which the application for allocation of the code was made by the operator; and
 - (b) the operator has applied to ACMA for an extension of that period; and
 - (c) ACMA has refused the application.
- (5) ACMA must withdraw an international signalling point code that is allocated to a signalling point operator if:
 - (a) ACMA has approved an application for an extension of the period in which the operator is to commence service using the international signalling point code; and
 - (b) the operator has not commenced service using the international signalling point code at the end of the extended period.
- (6) ACMA may withdraw an international signalling point code that is allocated for use by a signalling point operator if:
 - (a) the operator has ceased its telecommunications business; or
 - (b) the international signalling point code has otherwise ceased to be used by the operator.
- (7) ACMA may withdraw an international signalling point code that is allocated for use by a signalling point operator if the operator has not complied with section 5A.18.

Section 5A.28

- (8) ACMA may withdraw an international signalling point code that is allocated for use by a signalling point operator if the international signalling point code has been, is being, or is likely to be, used to perform a function:
 - (a) that was not specified in the application made by the operator for allocation of the code; or
 - (b) for which ACMA has not given permission under subsection 5A.18 (3).

5A.27 Withdrawal

- (1) If ACMA is required to withdraw an international signalling point code in accordance with subsection 5A.26 (1), (2), (3), (4) or (5):
 - (a) ACMA must give written notice of the withdrawal to the signalling point operator; and
 - (b) the withdrawal takes effect on receipt by the operator of the notice of the withdrawal.
- (2) If ACMA wishes to withdraw an international signalling point code in accordance with subsection 5A.26 (6), (7) or (8), ACMA must:
 - (a) give written notice of the proposed withdrawal to the signalling point operator; and
 - (b) invite the operator to state in writing to ACMA, within 20 working days after the day on which the notice is given to the operator, why the international signalling point code should not be withdrawn.
- (3) ACMA must, after considering any written statement given to it by the operator under paragraph (2) (b):
 - (a) decide whether to withdraw the international signalling point code; and
 - (b) if ACMA decides to withdraw the code — give written notice of the withdrawal to the operator.
- (3A) For subsection (3), the period within which ACMA must make a decision is:
 - (a) if ACMA does not receive any written statement from the operator under paragraph (2) (b) — 20 working days after the end of the period within which a written statement may be given to ACMA under paragraph (2) (b); or
 - (b) if ACMA receives a written statement from the operator under paragraph (2) (b) — 20 working days after receiving the statement.
- (4) The withdrawal of an international signalling point code in accordance with subsection 5A.26 (6), (7) or (8) takes effect on receipt by the signalling point operator of the notice of the withdrawal.

5A.28 Withdrawn international signalling point codes not to be reallocated

ACMA must not allocate an international signalling point code that has been withdrawn for a period of 12 months after the day on which the withdrawal took effect.

Section 6.1

Chapter 6 Allocation of certain numbers

Part 1 Preliminary matters

6.1 Purpose of Chapter 6

- (1) Under paragraph 455 (5) (a) of the Act, this plan may set out rules about the allocation of numbers to carriage service providers.
- (2) This Chapter sets out rules for allocating numbers.

Note This Chapter does not apply to shared numbers because they are not allocated by ACMA: see section 6.15.

6.1A Chapter 6 does not apply to certain numbers

- (1) Chapter 6 does not apply to freephone numbers mentioned in Schedule 4A.
Note Freephone numbers are allocated under Part 5 of Chapter 3.
- (2) Chapter 6 does not apply to local rate numbers mentioned in Schedule 4B.
Note Local rate numbers are allocated under Part 5 of Chapter 3.
- (2A) Chapter 6 does not apply to premium rate numbers mentioned in Schedule 4C.
Note Premium rate numbers are allocated under Part 5 of Chapter 3.
- (3) Chapter 6 does not apply to international signalling point codes.

Note International signalling point codes are allocated under Chapter 5A.

6.2 Allocation

- (1) ACMA must allocate numbers in a way that gives effect to the provisions of this plan for the use of numbers in connection with the supply of carriage services.
- (2) In allocating numbers, ACMA must also comply with this Chapter.
- (3) In allocating numbers otherwise than in accordance with an allocation system, ACMA must decide each application fairly, and in a way that is consistent with decisions made about other applications of a similar character.
- (4) In allocating numbers, ACMA must take into account the information obtained during monitoring under Chapter 7A.

Section 6.5

Information about allocations

Under subsection 455 (6) of the Act, rules about the allocation of numbers to carriage service providers may authorise the allocation of specified numbers in accordance with an allocation system determined under section 457 of the Act, or otherwise.

The rules in this Division deal with 'over the counter', or administrative, allocations of numbers for use in connection with the supply of carriage services. They do not deal with allocation in accordance with an allocation system.

6.4 Outcomes of allocation

- (1) The allocation must give effect to:
 - (a) the objects of this plan mentioned in sections 1.4 to 1.15; and
 - (b) the provisions of this plan for the use of numbers in connection with the supply of carriage services.
- (2) The allocation of a number must, if practicable:
 - (a) be an efficient use of a number, to enable future requirements for numbers to be met at the least cost to carriage service providers and customers; and
 - (b) promote access by end-users to a range of carriage services and carriage service providers; and
 - (c) promote flexible management by carriage service providers of any expansion in the use of numbers in connection with the supply of the carriage service for which the number is to be allocated.
- (3) The allocation of a number must also, if practicable:
 - (a) protect the interests of consumers, including the convenience of customers, and ease of customer understanding and use of numbers; and
 - (b) help competitive service provision and encourage investment by carriage service providers in the development of diverse and innovative carriage services.

6.5 Notification of changes in names etc

- (1) This section applies to a carriage service provider to which a number is allocated.
- (2) While the carriage service provider holds the number, it must notify ACMA as soon as practicable of changes to its name, Australian Company Number or Australian Registered Business Number (if applicable), postal address and facsimile number.

Section 6.6

Part 2 Allocation procedures

Division 1 Non-pooled numbers

Information about Division 1

This Division sets out the procedures that a carriage service provider must follow to apply for allocation of a number that is not a pooled number. The procedures include the payment of application charges

Subdivision 1 Application of Division

6.6 Application of Division

This Division applies to numbers that are not pooled numbers.

Subdivision 2 Application for allocation of numbers

6.7 Application for allocation

- (1) A carriage service provider that wishes to have a number allocated may apply to ACMA for an allocation.
- (2) The application must contain the information mentioned in Schedule 7.
- (3) ACMA must, within 5 working days of receiving the application, acknowledge it and tell the applicant whether it is a routine or complex application.

6.8 Application charges

- (1) The application must be accompanied by the charge (if any) for the application fixed by a determination under section 53 of the *Australian Communications Authority Act 1997*.
- (2) The applicant must tender the amount of charge (if any) imposed on the allocation of the numbers by Part 2 of the *Telecommunications (Numbering Charges) Act 1997*.

6.9 Confidentiality of application

- (1) This section applies if a carriage service provider claims that its information about the allocation and use of numbers is commercially sensitive, and ACMA considers the claim to be reasonable.
- (2) ACMA must keep the information secure.

Section 6.11

- (3) ACMA must not disclose the information, unless:
- (a) the disclosure is for ACMA; or
 - (b) the disclosure is required by the Act or another Act; or
 - (c) the disclosure is authorised by the applicant; or
 - (d) the disclosure is to the ACCC because:
 - (i) this plan requires ACMA to consult the ACCC about the numbers; and
 - (ii) the information is relevant to the consultations; or
 - (e) the disclosure is to the ACCC because ACMA believes the allocation of the numbers would have implications for competition in the telecommunications industry; or
 - (f) the information is relevant to a complex application, and:
 - (i) the disclosure is to an advisory committee assessing the application; and
 - (ii) the carriage service provider has been consulted about the disclosure.

Subdivision 3 Assessment of application

Information about Subdivision 3

This subdivision sets out rules that ACMA must follow when dealing with an application. It includes provisions about:

- how ACMA must decide whether an application is routine or complex
- how ACMA must deal with these kinds of applications
- when ACMA must consider the recommendation of an advisory committee.

6.10 Routine and complex applications

- (1) An application is a ***routine application*** only if ACMA believes that:
- (a) the allocation would have no adverse implications for competitive service provision; and
 - (b) the allocation would have no adverse implications for the interests of end-users of carriage services; and
 - (c) no other matters relevant to the outcomes specified in section 6.4 need special examination.
- (2) A ***complex application*** is an application that is not a routine application.

6.11 ACMA may ask for further information

- (1) ACMA may ask an applicant, in writing, to give it further information on matters mentioned in the application to allow it to consider an application.

Section 6.12

- (2) The applicant must give the further information to ACMA:
 - (a) in writing; or
 - (b) in any other form specified by ACMA.
- (3) If the applicant does not give ACMA the further information within 40 working days of the request, the applicant is taken to have withdrawn the application at the end of the 40 working days.

6.12 Dealing with application

- (1) ACMA must consider the application quickly to minimise delay in the start of carriage services.
- (2) ACMA must be responsive in giving information and assistance, as required, to the applicant.
- (3) ACMA must be consistent in applying the matters mentioned in this Subdivision.

6.13 Dealing with complex application

In deciding whether to allocate numbers to an applicant making a complex application, ACMA may consider any recommendation of its advisory committee.

6.14 Numbers to be in use within 12 months

A carriage service provider to which numbers have been allocated must ensure that the numbers are in use within 12 months after the allocation.

Examples of a number being in use

- The number has been issued to a customer.
- The number is being used for network testing.

Note ACMA may withdraw the numbers if it is satisfied that they will not be in use within a certain time — see section 7.23.

6.15 Numbers not to be allocated

- (2) A shared number must not be allocated.
- (3) An emergency service number must not be allocated.
- (4) A local number must not be allocated otherwise than as part of a geographic number.

6.16 Additional grounds for refusing allocation

- (1) A number must not be allocated to a carriage service provider if ACMA is satisfied that the carriage service provider is likely to issue, transfer or use the number in a way that is inconsistent with:
 - (a) this plan; or

- (b) a condition on the use of the number.
- (1A) For subsection (1), ACMA may have regard to:
 - (a) the way in which the carriage service provider has issued, used or transferred other numbers that have been allocated to the carriage service provider; and
 - (b) information showing an intention by the carriage service provider to issue, transfer or use the number in a way that is inconsistent with this plan or a condition; and
 - (c) any other matter ACMA considers relevant.
- (2) A number must not be allocated to a carriage service provider if:
 - (a) other numbers have been allocated to the carriage service provider; and
 - (b) either:
 - (i) a charge is due, and has been unpaid for at least 6 months after its due date, in respect of the numbers, under 1 of the following Acts:
 - (A) the *Telecommunications (Numbering Charges) Act 1991*;
 - (B) the *Telecommunications (Numbering Charges) Act 1997*;
 - or
 - (ii) an amount by way of penalty is due, and has been unpaid for at least 6 months after the carriage service provider became liable to pay the amount of penalty, under a determination made under subsection 468 (4) of the Act.
- (3) A number must not be allocated if ACMA believes that:
 - (a) the number is similar to an emergency services number; and
 - (b) its use may adversely affect an emergency call service.

6.17 Numbers of broad geographic significance

Numbers of broad geographic significance must be allocated only:

- (a) to meet the needs of customers who wish to make or keep common internal numbering arrangements across multiple geographically dispersed sites; or
- (b) to improve numbering efficiency for carriage service providers with limited requirements for geographic numbers.

Note For paragraph (a), ACMA may allocate a carriage service provider a series of contiguous blocks of numbers of broad geographic significance, each block being made available for use exclusively within a single standard zone unit.

6.18 Incoming only international numbers

- (1) ACMA must allocate an incoming only international number only if ACMA has evidence of an agreement between the applicant and at least 1 foreign telecommunications operator.

Section 6.19

- (2) The agreement must be for international interconnection between a foreign public telecommunications network and the applicant's network that would allow routing of incoming only international calls.

6.19 Data network identification codes

- (1) ACMA must allocate a data network identification code only if ACMA has evidence of an agreement between the applicant and at least 1 foreign telecommunications operator.
- (2) The agreement must be for international interconnection between a foreign public telecommunications network and the applicant's network that would allow routing of data calls.

6.20 Number of network identification codes to be allocated

- (1) If the applicant's network has a projected take-up of at least 1,500 X.25 DTE/DCE interfaces or X.28 PAD interfaces, each with its own unique terminal number, ACMA must allocate no more than one data network identification code.
- (2) If the applicant's network has a projected take-up of at least 1,000, but not more than 1499, X.25 DTE/DCE interfaces or X.28 PAD interfaces, each with its own unique terminal number, ACMA must allocate no more than one 2-digit private network identification code.
- (3) If the applicant's network has a projected take-up of at least 500, but not more than 999, X.25 DTE/DCE interfaces or X.28 PAD interfaces, each with its own unique terminal number, ACMA must allocate no more than one 3-digit private network identification code.
- (4) If the applicant's network has a projected take-up of at least 100, but not more than 499, X.25 DTE/DCE interfaces or X.28 PAD interfaces, each with its own unique terminal number, ACMA must allocate no more than one 4-digit private network identification code.

6.21 Allocation of data terminal numbers to a carriage service provider

ACMA is not required to allocate to a carriage service provider every data terminal number that has the same data network identification code.

Subdivision 4 Allocation procedures

Information about Subdivision 4

This subdivision sets out information about how ACMA must carry out an allocation, including provisions about:

- how ACMA will deal with a situation where there is more than 1 request for the allocation of a particular number
- the unit size for allocation of numbers that are not pooled numbers
- when a carriage service provider may apply to ACMA for allocation of a unit of numbers that is smaller than the unit size.

6.22 Allocation on request (more than 1 request)

- (1) This section applies if:
 - (a) more than 1 carriage service provider applies for the allocation of a particular number; and
 - (b) ACMA decides to approve 1 of the requests.
- (2) ACMA must allocate the number to the provider that made the first request.
- (3) However, ACMA may allocate, to more than 1 carriage service provider, a special service number beginning with any of the prefixes '12 61', '12 62', '12 63', '12 64', '12 65', '12 66', '12 67' or '12 68'.
- (4) If it is not apparent to ACMA which request was made first, ACMA must decide which request is taken to be made first in accordance with procedures determined by ACMA under subsection (5).
- (5) ACMA must determine, in writing, procedures for deciding which request is taken to be made first when it is not apparent to ACMA which request was made first.
- (6) If subsection (4) applies, ACMA must tell the other carriage service providers how it determined which request was taken to be made first.

6.23 Unit size

- (1) The units in which numbers that are not pooled numbers will be allocated to carriage service providers are:

Geographic numbers	A block of 1 000 numbers
Access codes	Individually
Special services numbers of 10 digits	See Schedule 8 for individual cases For numbers not mentioned in Schedule 8 — a block of 10,000 numbers

Section 6.24

Special services numbers not of 10 digits	See Schedule 8 for individual cases
Data numbers	Any unit size

- (2) If a unit size has not been mentioned in subsection (1) for the allocation of a type of number, ACMA may determine, in writing:
 - (a) a unit size for the number; or
 - (b) a unit size that is appropriate for the number in circumstances mentioned in the determination.
- (3) A unit size determined under subsection (2) for a number must be consistent with the number analysis capabilities of telecommunications networks operated in Australia.

6.24 Units for allocation

- (1) ACMA must allocate the numbers in the appropriate unit mentioned in, or determined under, section 6.23.
- (2) However, ACMA is not required to allocate the numbers in the appropriate unit if it approves an application made under subsection (3) for the allocation of fewer numbers.
- (3) A carriage service provider may apply to ACMA, in writing, for allocation of fewer numbers than the unit size.
- (4) The application must include reasons.
- (5) ACMA may approve the application only if:
 - (a) it is satisfied that the allocation of fewer numbers will not hinder a later allocation of the numbers; and
 - (b) the allocation of fewer numbers is consistent with the number analysis capabilities of telecommunications networks operated in Australia; and
 - (c) it is satisfied that:
 - (i) it is likely the carriage service provider would be disadvantaged or significantly inconvenienced by an allocation in the appropriate unit; or
 - (ii) it is an efficient use of numbers.

6.25 Allocation arrangements

- (1) ACMA may decide to allocate a number with effect from, or until, a date mentioned in the decision.
- (2) Before allocating a number to a carriage service provider until a date mentioned in the decision, ACMA must tell the provider, in writing:
 - (a) that ACMA intends to allocate the number until that date; and
 - (b) that the number will be withdrawn on that date unless the allocation is extended.

Section 6.27

- (3) ACMA must allocate numbers for:
- (a) a standard zone unit; or
 - (b) if the standard zone unit is divided into sectors — a sector;
as follows:
 - (c) if, in an available prefix for the standard zone unit or sector, there is available a contiguous block of numbers that is greater than or equal to the request in size, ACMA must allocate the numbers from the available prefix;
 - (d) if there is no available prefix for the standard zone unit or sector containing a contiguous block of numbers that is greater than or equal to the request in size, ACMA must allocate the numbers from an unavailable prefix for the standard zone unit or sector.
- (4) In subsection (3):
- available prefix* means a prefix from which a number has previously been allocated.
- unavailable prefix* means a prefix from which a number has not previously been allocated.

6.26 Extending, or making permanent, an allocation

- (1) This section applies to the allocation of a number with effect until a particular date (the *expiry date*).
- (2) Not later than 20 working days before the expiry date, the carriage service provider holding the number may apply to ACMA:
 - (a) to extend the allocation of the number to another date; or
 - (b) to extend the allocation of the number indefinitely.
- (3) ACMA must decide the application before the expiry date.

Subdivision 5 Conditional allocation

Information about Subdivision 5

This Subdivision allows ACMA to make an allocation subject to certain conditions.

6.27 Conditions — general

- (1) ACMA may allocate a number subject to conditions about:
 - (a) issuing, transferring, surrendering or using the number; or
 - (b) the number's portability.
- (2) Before imposing a condition, ACMA may consult with either or both of:
 - (a) an advisory committee; or
 - (b) the ACCC.

Section 6.28

- (3) Before imposing a condition relating to the portability of a number, ACMA must consult with the ACCC.
- (4) Before allocating a number to a carriage service provider, subject to conditions, ACMA must tell the provider, in writing:
 - (a) that ACMA intends to allocate the number subject to conditions; and
 - (b) the general content of the conditions.
- (5) ACMA:
 - (a) must give a copy of the conditions, to the carriage service provider that is subject to the conditions, within 5 working days after imposing the condition; and
 - (b) may give a copy of the conditions to a person who asks for it.

6.28 Conditions — information program

- (1) This section applies to:
 - (a) a geographic number if no other geographic number, with the same component in column 1 of Schedule 2 as the number to be allocated, has previously been used in accordance with the Schedule; and
 - (b) a special services number if no other special services number, with the same component in column 1 of Schedule 4 as the number to be allocated, has previously been used in accordance with the Schedule.
- (2) ACMA may allocate the number to a carriage service provider subject to a condition about the provider developing and implementing an information program for end-users that are likely to use the number.
- (3) The condition must provide for the program to tell end-users about:
 - (a) the potential limitations on access of customer equipment to the number, and how these limitations can be addressed; and
 - (b) for a geographic number — the general location where calls to the number will terminate; and
 - (c) for a special services number:
 - (i) the structure of call charging; and
 - (ii) the services that are to be supplied using the number.
- (4) Before allocating a number subject to the condition to a carriage service provider, ACMA must tell the provider, in writing:
 - (a) that ACMA intends to allocate the number subject to the condition; and
 - (b) the general content of the condition.
- (5) The condition ceases to apply for a carriage service provider when ACMA registers an industry code, in the Register of Industry Codes kept under section 136 of the Act, that:
 - (a) sets out information to be included in the program; and
 - (b) applies to the provider.

Section 6.30

Subdivision 6 Making the decision

6.29 Approval or refusal of routine application

- (1) ACMA must decide whether to approve or refuse a routine application within 10 working days after receiving it.
- (2) The 10 working days do not include a period:
 - (a) starting when ACMA asks the applicant for further information to allow it to consider the application; and
 - (b) ending when it receives the information.

6.30 Approval or refusal of complex application

- (1) ACMA must decide whether to approve or refuse a complex application within 44 working days after receiving it.
- (2) The 44 working days do not include a period:
 - (a) starting when ACMA asks the applicant for further information to allow it to consider the application; and
 - (b) ending when it receives the information.

Part 3 Variation of allocation of geographic numbers issued in error

Information about Part 3

Part 3 allows a carriage service provider that issues a geographic number by mistake to an incorrect standard zone unit or geographic sector to apply to ACMA to vary ACMA's allocation of numbers to rectify the problem. The variation may allow the allocation to be split into blocks that are less than the unit size for geographic numbers specified in section 6.23 of this Plan.

Geographic numbers are allocated in accordance with Parts 1 and 2 of Chapter 6. Part 3 is an arrangement that allows ACMA to deal with unexpected problems that are identified after an allocation has occurred: it is not an alternative form of allocation.

ACMA does not guarantee that it will use Part 3 to rectify a problem relating to a geographic number. ACMA is not required to vary an allocation under Part 3, since there may be more efficient ways of dealing with the problem than by varying an allocation.

It should also be noted that a carriage service provider's applications for the allocation of numbers in the future will be considered having regard to the manner in which the carriage service provider has previously used numbers allocated to it: see section 6.16.

Section 6.31

6.31 Application of Part 3

This Part applies if a carriage service provider issues:

- (a) a geographic number (the *issued number*) which:
 - (i) is part of a unit; and
 - (ii) does not terminate in the standard zone unit for which the unit was allocated in accordance with subsection 3.4 (4); or
- (b) a geographic number (the *issued number*) which does not terminate at a location in a geographic sector or area mentioned for Part 1 of Schedule 3 in accordance with section 3.5.

6.32 Application by carriage service provider for variation of allocation

- (1) A carriage service provider to which section 6.31 applies may apply to ACMA to vary an allocation by varying the location of an issued number.
- (2) The allocation to which the application relates:
 - (a) must include the issued number; and
 - (b) must:
 - (i) have been made as a result of another application under this Chapter; or
 - (ii) have been taken to have been made under this Plan.

Note This Plan commenced in 1997. It applies to an allocation that occurred before this Plan commenced as if the allocation had been made under this Plan.

- (3) The application must be:
 - (a) in writing; and
 - (b) for the variation of the allocation of:
 - (i) 100 numbers or numbers in a whole multiple of 100; or
 - (ii) 1 000 numbers or numbers in a whole multiple of 1 000.
- (4) The application must:
 - (a) identify the standard zone unit or geographic sector to which the issued number was issued; and
 - (b) include an explanation of how and why the number was issued for use in an inappropriate standard zone unit or geographic sector.
- (5) The application must be made as soon as practicable after the issued number was issued.

Note Although it may take time to recognise that a number is not terminating in the appropriate place, it is in a carriage service provider's interests to make an application as soon as practicable after the carriage service provider first becomes aware that the number is not terminating in the appropriate place.

For example, a failure to make an application, or an unjustifiable delay in making an application, may be taken into account by ACMA under section 6.16 as an example of the

Section 6.33

way in which the carriage service provider has issued and used numbers from previous allocations.

- (6) ACMA may ask an applicant, in writing, to give it further information within 30 business days on the matters to which the application relates, to allow ACMA to consider the application.
- (7) If the applicant does not give ACMA the information requested under subsection (6) within 30 business days, the applicant is taken to have withdrawn the application at the end of the 30 business days.
- (8) The other Parts of this Chapter apply to an application mentioned in this Part to the extent that they are not inconsistent with this section.

6.33 Approval or refusal of application

- (1) ACMA must refuse an application to vary an allocation if it considers that:
 - (aa) any number to which the application relates was deliberately issued for use in an inappropriate standard zone unit or geographic sector; or
 - (a) the use of the numbers as varied in accordance with the application would be inconsistent with the number analysis capabilities of telecommunications networks operated in Australia; or
 - (b) the numbers to which the variation would relate do not relate to either of the following:
 - (i) the charging district in which calls to the numbers terminate, or appear to terminate, for charging purposes; or
 - (ii) a standard zone unit that:
 - (A) is adjacent to the standard zone unit for which the unit that includes the numbers was allocated; and
 - (B) is in a charging district that has the same prefix as the charging district mentioned in subparagraph (i); or
 - (c) the use of the numbers to which the variation would relate would substantially reduce the geographic significance of the numbers; or
 - (d) the decision to vary the allocation would have disadvantages, for another carriage service provider, customer or end-user, that outweigh the advantages of varying the numbers.
- (2) ACMA may approve the application (but is not required to approve the application) if:
 - (a) ACMA is satisfied that the carriage service provider making the application has issued a number described in paragraph 6.31 (a) or (b); and
 - (b) the carriage service provider has given ACMA adequate information to allow ACMA to make the decision; and
 - (c) subsection (1) does not apply.

Section 6.34

Note A variation of the allocation of numbers is not the only way to resolve problems associated with the situation described in section 6.31. ACMA may, for example, decline to approve the application to vary the allocation in order to allow the carriage service provider:

- (a) to reorganise its allocated numbers; or
- (b) to negotiate with affected customers, or other carriage service providers, for a solution that better meets the customers' requirements.

6.34 Time for approval or refusal of application

- (1) ACMA must approve or refuse an application under section 6.33 within 15 business days starting on the day on which the application is received by ACMA.
- (2) However, ACMA may, by written notice given to the applicant, extend that period for not more than 30 business days.
- (3) The period within which ACMA must approve or refuse an application does not include a period:
 - (a) starting when ACMA asks the applicant for further information under subsection 6.32 (6); and
 - (b) ending when it receives the information.
- (4) ACMA may extend the period only if the consideration of the application requires ACMA to consult:
 - (a) another carriage service provider; or
 - (b) a supplier of relevant equipment or services;about the effect that granting the application would have on routing of, or charging for, calls by the other carriage service provider.

6.35 Register

The designated authority must update the Register, maintained under section 465 of the Act, to reflect a variation of an allocation of numbers.

Chapter 7 Transfer, surrender or withdrawal of numbers

Part 1 Purpose

7.1 Purpose of Chapter 7

- (1) Under paragraph 455 (5) (b) of the Act, this plan may set out rules about the transfer of allocated numbers between carriage service providers.
- (2) Under paragraph 455 (5) (c) of the Act, this plan may set out rules about the surrender or withdrawal of allocated numbers.
- (3) This Chapter sets out rules for transferring, surrendering or withdrawing numbers.

Note This Chapter does not apply to shared numbers because they are not allocated by ACMA: see section 6.15.

7.1A Chapter 7 does not apply to certain numbers

- (1) Chapter 7 does not apply to freephone numbers mentioned in Schedule 4A.
Note Freephone numbers are allocated under Part 5 of Chapter 3.
- (2) Chapter 7 does not apply to local rate numbers mentioned in Schedule 4B.
Note Local rate numbers are allocated under Part 5 of Chapter 3.
- (3) Chapter 7 does not apply to premium rate numbers mentioned in Schedule 4C.
Note Premium rate numbers are allocated under Part 5 of Chapter 3.
- (4) Chapter 7 does not apply to international signalling point codes.
Note International signalling point codes are allocated under Chapter 5A.

Section 7.2

Part 2 Rules for transfer of numbers

7.2 Purpose of Part 2

This Part sets out rules about the way in which an allocated number may be transferred between carriage service providers.

Note Under section 87 of the Act, a **carriage service intermediary** described in the section is a form of carriage service provider. Therefore, an allocated number can be transferred:

- from a carriage service provider to another carriage service provider; or
- from a carriage service provider to a carriage service intermediary; or
- from a carriage service intermediary to another carriage service intermediary.

Information about transferring numbers

The rules in this Part are intended to ensure that:

- the transfer of numbers is effected in a timely manner
- a customer's right to use a number is not infringed by a transfer
- information on permanent transfers is given to ACMA to allow it to support the administration of annual numbering charge under the *Telecommunications (Numbering Charges) Act 1997*
- ACMA makes and keeps a register of carriage service providers who hold allocated numbers.

7.3 Numbers eligible to be transferred

A number allocated to a carriage service provider may only be transferred from that carriage service provider, or another carriage service provider holding the number, in accordance with this Part.

7.4 Numbers to be transferred to carriage service providers

- (1) A carriage service provider that holds a number must transfer it only to another carriage service provider.
- (2) The carriage service provider must only transfer the number with the agreement of the receiving carriage service provider.

7.5 Advising ACMA of permanent transfer of number

- (1) If a carriage service provider permanently transfers a number to another carriage service provider, the providers must jointly give ACMA written notice of:
 - (a) the number being transferred; and
 - (b) the date of the transfer; and
 - (c) the company or business name of both providers; and

Section 7.11

- (d) the ACN or ARBN (if any) of both providers; and
- (e) the postal address of both providers.

Note Under section 87 of the Act, a **carriage service intermediary** described in the section is a form of carriage service provider.

- (2) The notice must:
 - (a) be in a form approved by ACMA; and
 - (b) be signed and dated, for a provider, by a person authorised to do so by the provider.
- (3) As soon as practicable after receiving the notice, the designated authority within the meaning of subsection 465 (1) of the Act must amend information in the Register maintained under subsections 465 (2) and (3) of the Act in accordance with the notice.

7.8 Notification of changes in name etc

- (1) This section applies to a carriage service provider to which a number is transferred.
- (2) While the carriage service provider holds the number, it must notify ACMA as soon as practicable of changes to its name, ACN or ARBN number (if any), postal address and facsimile number.

7.9 Transfer not to affect customer's right of use of number

If an allocated number is transferred from a carriage service provider to another carriage service provider, the providers must ensure that the transfer does not affect a customer's right to use the number.

Note Under section 87 of the Act, a **carriage service intermediary** described in the section is a form of carriage service provider.

7.10 Inconsistency with Chapter 10

If the transfer of a number would be inconsistent with a carriage service provider's obligations to customers about use of numbers:

- (a) the number must not be transferred; and
- (b) any attempt to transfer it has no effect for this plan.

Note Chapter 10 deals with the carriage service provider's obligations.

7.11 Transfer of numbers allocated conditionally

- (1) If a carriage service provider is allocated a number subject to a condition that the number will be withdrawn after a specified time unless the provider confirms the allocation, the provider must not transfer the number unless it has confirmed the allocation.
- (2) If a carriage service provider is allocated a number subject to any other condition, the provider must not transfer the number unless ACMA has approved the transfer.

Section 7.11

- (3) A carriage service provider may request ACMA to approve the transfer of a number.
- (4) ACMA may decide to approve the transfer only if it is satisfied that the transfer will not prevent compliance with the condition.
- (5) To provide for compliance with the condition, ACMA may approve the transfer subject to further conditions that give effect to the condition.
- (6) ACMA must decide the request within 15 working days after receiving it.

Part 3 Rules for surrender of numbers

7.12 Purpose of Part 3

This Part sets out rules about the way in which a carriage service provider may surrender an allocated number.

Note The rules in this Part are intended to ensure that:

- carriage service providers may surrender numbers that they do not require, with the approval of ACMA; and
- carriage service providers are able to surrender numbers before annual numbering charge becomes payable, but not for a limited period that would allow them to avoid the payment of annual numbering charge.

The rules in this Part explain:

- how carriage service providers may apply for approval to surrender numbers; and
- the preferred number of allocated numbers that should be surrendered at one time (a *unit size*).

7.13 Surrender of numbers

- (1) A carriage service provider may surrender numbers that have been:
 - (a) received by allocation; or
 - (b) received by permanent transfer; or
 - (c) taken to have been allocated by declaration in this plan.

Note A permanent transfer of a number occurs when 2 carriage service providers give a signed statement to ACMA which advises of their intention to transfer the number on a permanent basis. The statement must include details of the date of the transfer, the company or business name of each provider, and the ACN (or ARBN) and postal address of the provider that is transferring the number. See section 7.5.

- (2) However, the carriage service provider is not entitled to surrender a number unless ACMA has approved an application to surrender it.

7.14 Approved application form

- (1) ACMA must approve, in writing, an application form for the purposes of this Part.
- (2) The approved form must contain at least the following matters:
 - (a) for a carriage service provider that is a corporation:
 - (i) the provider's name; and
 - (ii) the provider's ACN or ARBN; and
 - (iii) the provider's registered business name (if any); and
 - (iv) the provider's registered office address;
 - (b) for a carriage service provider that is a partnership:
 - (i) the provider's trading or registered business name (if any); and
 - (ii) the full name and residential address of each partner;

Section 7.15

- (c) for a carriage service provider that is an individual:
 - (i) the provider's full name; and
 - (ii) the provider's registered business name (if any); and
 - (iii) the provider's residential address;
- (d) the carriage service provider's principal place of business;
- (e) the postal address of, and contact facsimile number for, the carriage service provider's principal place of business;
- (f) the name, telephone number, facsimile number and email address of a contact person who is to represent the carriage service provider for the purposes of the application;
- (g) whether the numbers that the carriage service provider wishes to surrender are telephone numbers, data numbers or telex numbers;
- (h) each number that the applicant wishes to surrender, and the type of service which was supplied in connection with the use of the number;
- (i) if the carriage service provider wishes to surrender the number from a particular date, the date;
- (j) if the carriage service provider wishes to surrender numbers in a non-standard unit size, the reasons for the non-standard unit size;
- (k) if the carriage service provider wishes to surrender a number that has been allocated to the provider for less than 12 months, the reason for the surrender;
- (l) a requirement for the signature of the person who is using the application form;
- (m) instructions for giving the completed form to ACMA.

7.15 Unit sizes

- (1) For the purposes of paragraph 7.14 (2) (j), the size of the standard unit in which allocated numbers (other than pooled numbers) may be surrendered is:
 - (a) for geographic numbers mentioned in Schedule 3, 1 000 numbers; and
 - (b) for other geographic numbers, 1 000 numbers; and
 - (c) for access codes, 1 code; and
 - (d) for a special services number mentioned in Schedule 8, the unit size set out in the Schedule for the number; and
 - (e) for special services numbers of 10 digits that are not mentioned in Schedule 8, 10 000 numbers; and
 - (f) for a data number, the number of data numbers that were allocated to the carriage service provider in the allocation that included the data number.
- (3) A carriage service provider must surrender pooled numbers individually.

Note An important objective of the surrender process is to ensure that non-pooled numbers are surrendered in useable blocks of contiguous numbers where practicable.

Section 7.17

7.16 Application to surrender numbers

- (1) A carriage service provider that wishes to surrender allocated numbers must apply to ACMA for approval to surrender the numbers.
- (2) The carriage service provider must apply by completing the approved application form and giving it to ACMA in accordance with the instructions on the form.
- (3) ACMA must acknowledge an application, in writing, within 5 working days after receiving it.
- (4) An application has no effect unless:
 - (a) it is made in accordance with subsection (2); and
 - (b) the carriage service provider has received the acknowledgement of the application mentioned in subsection (3).

7.17 Decision on application

- (1) ACMA must consider an application for approval to surrender numbers if the application has been made in accordance with subsection 7.14 (2).
- (2) ACMA must decide to approve or refuse the application:
 - (a) within 10 working days after it receives the application; or
 - (b) in accordance with subsection (3).
- (3) If ACMA is satisfied, before the end of the 10 working days mentioned in paragraph (2) (a), that:
 - (a) consultation is likely to be necessary before it can make a decision; and
 - (b) the consultation is not likely to be completed before the end of the 10 working days —

ACMA must decide to approve or refuse the application within 44 working days after it receives the application.

Example

ACMA may need to undertake consultations as part of considering an application to surrender numbers in a non-standard unit size that is smaller than the standard unit size.

- (4) ACMA must refuse an application if:
 - (a) the application deals with numbers that have been allocated to the carriage service provider for less than 12 months; and
 - (b) ACMA is satisfied that the main reason for the surrender of any of the numbers is to avoid paying a charge under Part 3 of the *Telecommunications (Numbering Charges) Act 1977*.
- (5) ACMA must refuse an application if the carriage service provider has applied for the surrender of any of the numbers on, or within 15 working days before, the day determined in subsection 18 (2) of the *Telecommunications (Numbering Charges) Act 1977*.

Section 7.17A

- (6) ACMA must refuse an application if:
 - (a) the carriage service provider wishes to surrender numbers in a non-standard unit size; and
 - (b) either:
 - (i) ACMA is not satisfied that the surrender will not hinder the later allocation of the numbers; or
 - (ii) ACMA is not satisfied that the carriage service provider would be significantly disadvantaged, or significantly inconvenienced, by surrendering numbers in the standard unit size; and
 - (c) ACMA is not satisfied that the surrender of numbers in the non-standard unit size is consistent with the current number analysis capabilities of telecommunications networks operated in Australia.
- (7) ACMA must approve an application that it is not required to refuse under subsection (4), (5) or (6).

7.17A Notification of decision

As soon as practicable after making a decision on a carriage service provider's application, ACMA must notify the provider, in writing, of the decision.

7.17B Register

The designated authority must update the Register, maintained under section 465 of the Act, to reflect the surrender of numbers.

7.17C When surrender occurs

If ACMA approves an application to surrender numbers, the surrender takes place on the later of:

- (a) the day the application is approved; and
- (b) if the applicant nominated a date under paragraph 7.14 (2) (i) — that day.

Section 7.20

Part 4 Rules for withdrawal of numbers

7.18 Purpose of Part 4

This Part sets out the way in which an allocated number may be withdrawn from a carriage service provider.

Information about withdrawal

The rules in this Division are intended to ensure that ACMA will withdraw numbers allocated to carriage service providers in accordance with clear procedures.

7.19 Withdrawal of numbers allocated in accordance with allocation system

ACMA may withdraw from a carriage service provider numbers allocated in accordance with an allocation system only in accordance with section 7.20, 7.21 or 7.24A.

7.20 Inconsistency with this plan

- (1) ACMA may withdraw the numbers if they were allocated, issued, transferred or used in a way inconsistent with this plan.
- (2) In deciding to withdraw the numbers, ACMA must be satisfied that the benefits, or problems to be avoided, for end-users and carriage service providers by withdrawal are more significant than the technical and financial consequences of withdrawal for end-users and carriage service providers.
- (3) A decision to withdraw the numbers must be in writing.
- (4) ACMA must give a written notice to the carriage service provider, specifying:
 - (a) the decision and reasons; and
 - (b) the date of withdrawal.
- (5) The minimum time between giving the notice and the date of withdrawal must be the shorter of:
 - (a) the total period of 44 working days and the period for which the carriage service provider has had the numbers; and
 - (b) 14 months.

Section 7.21

7.21 Non-payment of numbering charge

- (1) ACMA may withdraw all or any of the numbers if:
 - (a) charge is payable for any 1 or more of the numbers under:
 - (i) the *Telecommunications (Numbering Charges) Act 1991*; or
 - (ii) the *Telecommunications (Numbering Charges) Act 1997*; and
 - (b) the charge has been unpaid for at least 6 months after its due date.
- (2) In deciding to withdraw the numbers, ACMA must be satisfied that:
 - (a) the carriage service provider is aware of the liability; and
 - (b) the withdrawal of numbers will produce no significant adverse consequences for end-users.
- (3) A decision to withdraw the numbers must be in writing.
- (4) If ACMA decides to withdraw the numbers, it must give a written notice to the carriage service provider, specifying:
 - (a) the decision and reasons; and
 - (b) the date of withdrawal.
- (5) The minimum time between giving the notice and the date of withdrawal must be 20 working days.

7.22 Withdrawal of numbers allocated otherwise than in accordance with allocation system

ACMA may withdraw from a carriage service provider numbers allocated otherwise than in accordance with an allocation system only in accordance with section 7.20, 7.21, 7.23, 7.24 or 7.24A.

7.23 Withdrawal of numbers not in use

- (1) ACMA may withdraw the numbers:
 - (a) if:
 - (i) at a time in the 12 months after the numbers are allocated, ACMA believes, on reasonable grounds, that the numbers will not be in use before the end of that period; or
 - (ii) at a time after the end of 12 months after the numbers are allocated, the numbers have not been in use since the numbers were allocated; or
 - (iii) at a time after the end of 12 months after the numbers are allocated:
 - (A) the numbers have been in use since the numbers were allocated but are no longer in use; and
 - (B) the numbers have been quarantined and released from quarantine; and

Section 7.23

- (C) either:
 - (I) at a time in the 12 months after the numbers were released from quarantine, ACMA believes, on reasonable grounds, that the numbers will not be in use before the end of that period; or
 - (II) at a time after the end of 12 months after the numbers were released from quarantine, the numbers have not been in use since the numbers were released from quarantine; and
- (b) if ACMA believes, on reasonable grounds, that:
 - (i) the numbers are additional to those reasonable for the carriage service provider to hold to service its on-going business needs; and
 - (ii) the benefits or problems to be avoided by withdrawal are greater than the costs of withdrawal.

Example of costs for subparagraph (b) (ii)

The technical and financial consequences of withdrawal for end-users and carriage service providers.

Note It is ACMA's intention that ACMA will usually withdraw blocks of 1 000 contiguous numbers that are not in use.

- (2) If ACMA is considering withdrawing numbers under subsection (1), ACMA must:
 - (a) give written notice of the proposed withdrawal to the carriage service provider, including:
 - (i) details of the numbers that ACMA is considering withdrawing; and
 - (ii) the grounds on which ACMA proposes to withdraw the numbers; and
 - (b) invite the carriage service provider to object in writing to ACMA, including the reasons why the numbers should not be withdrawn.
- (3) A written objection given to ACMA under paragraph (2) (b):
 - (a) must be given to ACMA within the objection period; and
 - (b) must include the following:
 - (i) an explanation of why the numbers are not in use;
 - (ii) the date by which the carriage service provider expects that the numbers will be in use;
 - (iii) the grounds on which the carriage service provider believes that the numbers will be used by the date mentioned in subparagraph (ii);
 - (iv) evidence of the grounds mentioned in subparagraph (iii); and
 - (c) may include the following:
 - (i) evidence that the numbers are reasonable for the carriage service provider to hold to service its on-going business needs;

Section 7.24

- (ii) evidence that the costs of withdrawal are greater than the benefits or problems to be avoided by withdrawal.

Example for subparagraph (b) (iv)

Evidence of an increase in the number of customers requesting local services for which the numbers could be used in accordance with this plan.

- (4) ACMA must, after considering any written objection given to it by the carriage service provider in accordance with subsection (3):
 - (a) decide whether to withdraw the numbers; and
 - (b) if ACMA decides to withdraw the numbers — give written notice of the withdrawal to the carriage service provider as soon as practicable after making the decision.
- (5) For subsection (4), the period within which ACMA must make a decision is:
 - (a) if ACMA does not receive a written objection from the carriage service provider in accordance with subsection (3) — 20 working days after the end of the objection period; or
 - (b) if ACMA receives a written objection from the carriage service provider in accordance with subsection (3) — 20 working days after receiving the objection.
- (6) A notice under paragraph (4) (b) must include:
 - (a) a statement of reasons for the decision; and
 - (b) the date on which the numbers will be withdrawn.
- (7) The date on which the numbers will be withdrawn must be at least 20 working days after the date of the notice under paragraph (4) (b).

Note Under Chapter 7A, ACMA must monitor the use of geographic numbers by carriage service providers.

- (8) In this section:
objection period means the period of 20 working days after the day when a notice mentioned in paragraph (2) (a) is given to a carriage service provider.

7.24 Withdrawal of numbers — inconsistency with conditions on issue, transfer or use

- (1) ACMA may withdraw the numbers if they have been issued, transferred or used in a way inconsistent with conditions placed by ACMA on the allocation of the numbers.
- (2) In deciding to withdraw the numbers, ACMA must be satisfied that the benefits or problems to be avoided by withdrawal are more significant than the technical and financial consequences of withdrawal for end-users and carriage service providers.
- (3) A decision to withdraw the numbers must be in writing.

Section 7.27

- (4) If ACMA decides to withdraw the numbers, it must give a written notice to the carriage service provider, specifying:
 - (a) the decision and reasons; and
 - (b) the date of withdrawal.
- (5) The minimum time between giving the notice and the date of withdrawal must be the shorter of:
 - (a) the period for which the carriage service provider has had the numbers; and
 - (b) 1 year.

7.24A Cessation of business

- (1) This section applies if:
 - (a) a carriage service provider holds numbers:
 - (i) allocated to the provider by ACMA; or
 - (ii) permanently transferred to the provider by another carriage service provider; and
 - (b) ACMA is satisfied that:
 - (i) the provider has ceased its telecommunications business; and
 - (ii) there are no proposed arrangements for the permanent transfer of the numbers held by the provider mentioned in subparagraph (i) to another carriage service provider.
- (2) ACMA may withdraw numbers mentioned in paragraph (1) (a).

7.25 Expiry of allocation period

- (1) If ACMA allocates a number until a specified day and does not extend the allocation, the number is withdrawn at the end of that day.
- (2) If ACMA allocates a number until a specified day and extends the allocation to a later day, the number is withdrawn at the end of the later day.

7.26 Reservation — allocation not confirmed

- (1) This section applies to a number that is allocated to a carriage service provider subject to a condition the number will be withdrawn after a specified time unless the provider confirms the allocation.
- (2) The number is withdrawn at the end of the time if the provider has not confirmed the allocation.

7.27 Pooled numbers that are not issued

- (1) This section applies to a pooled number that, immediately before the declaration that the number is in a number pool takes effect:
 - (a) was held by a carriage service provider; and

Section 7.28

(b) was not issued to a customer of the provider.

Note Declaration of a number as a pooled number may be made under section 11.10.

(2) The number is withdrawn when the declaration takes effect.

7.28 Telling ACMA whether pooled numbers are issued

- (1) Not later than 5 working days before a declaration takes effect, declaring that a number is in a number pool, the carriage service provider holding the number must tell ACMA whether the number has been issued at that time.
- (2) If the number has been issued, the carriage service provider must tell ACMA, on the day the declaration takes effect, whether the customer issued with the number has terminated the service for the number after that time.
- (3) If the number has not been issued, the carriage service provider must tell ACMA, on the day the declaration takes effect, whether the number has been issued after that time.

7.29 Decisions on withdrawal

Before making a decision under this Part, ACMA may consult with either or both of:

- (a) an advisory committee; or
- (b) the ACCC.

7.30 Register

The designated authority must update the Register, maintained under section 465 of the Act, to reflect the withdrawal of numbers.

Chapter 7A Monitoring and reporting use of geographic numbers

Part 1 Preliminary

7A.1 Purpose of Chapter 7A

This Chapter sets out rules relating to monitoring and reporting the use of geographic numbers by carriage service providers.

7A.2 Definitions for Chapter 7A

In this Chapter:

protection area means an area in relation to which ACMA has made a decision under subsection 7A.4 (1).

watch area means an area in relation to which ACMA has made a decision under subsection 7A.4 (2).

Section 7A.3

Part 2 Obligations of ACMA

7A.3 Monitoring use of geographic numbers

ACMA must monitor the use of geographic numbers by carriage service providers.

7A.4 Watch areas and protection areas

- (1) If, at a particular time, ACMA believes, on reasonable grounds, that there is a significant risk that the numbers specified for use in an area will run out within the next 18 months, ACMA must decide that the area is a protection area.
- (2) If, at a particular time, ACMA believes, on reasonable grounds, that there is a significant risk that the numbers specified for use in an area will run out within the next 3 years, ACMA must decide that the area is a watch area.
- (3) Before making a decision under subsection (1) or (2), ACMA must consult the Numbering Advisory Committee.
- (4) In making a decision under subsection (1) or (2), ACMA must consider:
 - (a) the views of the Numbering Advisory Committee; and
 - (b) the information obtained during monitoring.
- (5) ACMA must publish the details of each protection area and watch area on an Internet website operated by or for ACMA.

Part 3 Obligations of carriage service providers

7A.5 Reporting first use of numbers in protection and watch areas

- (1) A carriage service provider that holds a block of numbers in a watch area or a protection area must give ACMA a written report when the carriage service provider first uses a number from that block of numbers.
- (2) A report under subsection (1) must include the following details:
 - (a) the block of numbers from which the number was taken;
 - (b) the date when the block of numbers was allocated to the carriage service provider;
 - (c) the quantity of numbers from the block of numbers that are in use;
 - (d) the date when the number was first used;
 - (e) a description of how the number was first used.

Examples of a number being in use

- The number has been issued to a customer.
- The number is being used for network testing.

Note 1 Failure to comply with section 7A.5 may be a ground for a refusal of additional allocation under subsection 6.16 (1).

Note 2 ACMA may withdraw the numbers if it is satisfied that they will not be used within a certain time — see section 7.23.

Note 3 Under section 521 of the Act, ACMA may obtain information and documents from carriers and service providers in certain circumstances.

7A.6 Annual reporting of numbers

- (1) A carriage service provider that holds a block of numbers in a protection area must give ACMA a written report on 1 July in each year.
- (2) A report under subsection (1) must include, for each quantity of numbers that can be identified by reference to the smallest of the following areas in each protection area, the information mentioned in subsection (3):
 - (a) exchange service area;
 - (b) sector;
 - (c) standard zone unit.

Note A carriage service provider's network infrastructure will determine which of the 3 areas mentioned in subsection (2) is the smallest area for the carriage service provider. Different carriage service providers have different network infrastructure.

- (3) For subsection (2), the information is:
 - (a) the relevant exchange service area, sector or standard zone unit; and

Section 7A.6

- (b) the quantity of numbers held by the carriage service provider that is available for issue to end-users in the exchange service area, sector or standard zone unit; and
- (c) the time by which the carriage service provider believes the quantity of numbers mentioned in paragraph (b) will run out; and
- (d) whether the carriage service provider expects that it may need to apply for further allocations of numbers during the next 12 months for use in the exchange service area, sector or standard zone unit, and if so, how many numbers the carriage service provider expects that it will need to apply for.

Note 1 Failure to comply with section 7A.6 may be a ground for a refusal of additional allocation under subsection 6.16 (1).

Note 2 ACMA may withdraw the numbers if it is satisfied that they will not be used within a certain time — see section 7.23.

Note 3 Under section 521 of the Act, ACMA may obtain information and documents from carriers and service providers in certain circumstances.

Chapter 8 Use of numbers

Part 1 Purpose

8.1 Purpose of Chapter 8

- (1) Under paragraph 455 (1) (b) of the Act, ACMA must make a plan for the use of numbers in connection with supply of carriage services in Australia.
- (2) Under paragraph 455 (5) (e) of the Act, this plan may set out rules about the use of allocated numbers in connection with the supply of carriage services to the public in Australia (including rules about the issue of allocated numbers by carriage service providers to customers for use in connection with the supply of carriage services).
- (3) This Chapter sets out rules for issuing and using shared numbers, emergency service numbers, local numbers and numbers in a number pool.

Section 8.2

Part 2 Rules for issuing and using shared numbers, emergency service numbers, local numbers, and numbers in a number pool

8.2 Purpose of Part 2

This Part sets out rules for issuing and using shared numbers, emergency service numbers, local numbers and numbers in a number pool.

8.3 Who may use shared number on non-selectable basis

The only carriage service providers that may use a shared number in connection with the supply of a non-selectable carriage service are:

- (a) originating access carriage service providers; and
- (b) carriage service intermediaries that have arranged for the supply of the non-selectable carriage service by originating access carriage service providers.

Notes

- 1. *Carriage service intermediary* see section 87 (5) of the Act.
- 2. A shared number that is also a special services number in an item in Schedule 4 may only be used to supply the type of carriage service mentioned in column 2 of the item, see section 3.12.

8.4 Emergency service numbers not to be issued

A carriage service provider must not issue an emergency service number.

8.5 Local numbers

A carriage service provider must not issue a local number otherwise than as part of issuing a geographic number.

Chapter 9 Renumbering and notice of new numbers

Part 1 Purpose

9.1 Purpose of Chapter 9

- (1) Under paragraph 455 (5) (e) of the Act, this plan may set out rules about the use of allocated numbers in connection with the supply of carriage services to the public in Australia (including rules about the issue of allocated numbers by carriage service providers to customers for use in connection with the supply of carriage services).
- (2) This Chapter sets out rules about a carriage service provider's responsibilities when changing a number or issuing a new number.

Note Under section 87 of the Act, a **carriage service intermediary** described in the section is a kind of carriage service provider.

Information about renumbering

Numbering policy requires changes to geographic numbers and some special services numbers. The Schedules to this plan include details of the changes, with dates for implementation.

The rules in Chapter 9 are intended to ensure that customers experience minimum disruption while a number is being changed, or a new number is being issued, under these arrangements.

The rules include:

- an obligation on carriage service providers to give reasonable notice to customers in advance of changing numbers
- an obligation on carriage service providers to ensure that calls can be made to 'old' and 'new' numbers for a reasonable period before the old numbers can no longer be used
- arrangements for customers to receive an explanatory message if they dial an old number after it has been changed.

Section 9.2

Part 2 Rules for renumbering of telephone numbers

Division 1 Purpose

9.2 Purpose of Part 2

This Part sets out rules about the renumbering of geographic and certain special services numbers, and changes to the form of numbers.

Division 2 Renumbering of geographic numbers

9.3 Purpose of Division 2

This Division sets out rules for renumbering certain geographic numbers.

Note After the completion of these changes, all geographic numbers will have a 2-digit area code and an 8-digit local number.

9.5 Routing to geographic numbers with new prefix

A carriage service provider that routes calls to a geographic number with an old prefix must route calls to the number with its new prefix on and after the start date for the new prefix specified by ACMA.

9.6 Availability of changed number

- (1) This section applies to a carriage service provider (other than a carriage service intermediary) that supplies a carriage service in connection with which a geographic number is used.
- (2) The carriage service provider must make the number, with its new prefix, available for use starting on the start date for the new prefix specified by ACMA.
- (3) However, the carriage service provider may make the number, with its new prefix, available for use before the start date for the new prefix.
- (4) The carriage service provider must ensure that a geographic number can be dialled for the same purpose, using the old or new prefix, for at least 6 months after the start date for the new prefix.

9.7 Advice about changed numbers

- (1) Subsections (2) and (3) apply to:
 - (a) a carriage service provider that is a carriage service intermediary holding a geographic number; or

- (b) if there is no carriage service intermediary — another carriage service provider that supplies a carriage service in connection with which the geographic number is used.
- (2) At least 1 year before the start date for the new prefix specified by ACMA, the carriage service provider must take reasonable steps to tell a customer issued with a geographic number affected by the change that the change will happen.
- (3) However, the carriage service provider may tell the customer about the change less than 1 year before the start date for the new prefix if the customer is issued with the number less than 1 year before that date.
- (4) Subsection (5) applies to the carriage service provider that supplies the carriage service in connection with which the geographic number is used, whether or not a carriage service intermediary holds the geographic number.
- (5) Calls to a geographic number with the old prefix must be directed by the carriage service provider to an explanatory message, containing information that a change of number has happened, between:
 - (a) the day specified by ACMA for the start of the message; and
 - (b) the day specified by ACMA for the end of the message.

Note The explanatory message could be a recorded message.

9.8 Availability of local number dialling

- (1) This section applies to a call between 2 locations that:
 - (a) have the same area code mentioned at the beginning of the new prefix; and
 - (b) had different area codes immediately before renumbering arrangements commenced.
- (2) The carriage service provider must ensure that the call can be made, without dialling the area code, by no later than the date for availability of local number dialling specified by ACMA.

Division 3 Renumbering of special services numbers

9.9 Purpose of Division 3

This Division sets out rules for renumbering certain special services numbers.

9.11 Routing to special services numbers with new prefix

A carriage service provider that routes calls to a special services number with an old prefix must route calls to the number with its new prefix on and after the date for start of the new prefix specified by ACMA.

Section 9.12

9.12 Availability of changed number

- (1) This section applies to a carriage service provider (other than a carriage service intermediary) that supplies a carriage service in connection with which a special services number is used.
- (2) The carriage service provider must make the number, with its new prefix, available for use on and after the start date for the new prefix specified by ACMA.
- (3) The carriage service provider must ensure that a number can be dialled for the same purpose, using the old or new prefix, for at least 1 year after the start date for the new prefix specified by ACMA.

9.13 Advice about changed numbers

- (1) Subsection (2) applies to:
 - (a) a carriage service provider that is a carriage service intermediary holding a special services number; or
 - (b) if there is no carriage service intermediary — another carriage service provider that supplies a carriage service in connection with which the special services number is used.
- (2) At least 1 year before the start date for the new prefix specified by ACMA, the carriage service provider must take reasonable steps to tell a customer issued with a special services number affected by the change in the prefix that the change will happen.
- (3) However, the carriage service provider may tell the customer about the change less than 1 year before the start date for the new prefix if the customer is issued with the number less than 1 year before that date.
- (4) Subsection (5) applies to the carriage service provider that supplies the carriage service in connection with which the special services number is used, whether or not a carriage service intermediary holds the special services number.
- (5) Calls to a special services number with the old prefix must be directed by the carriage service provider to an explanatory message, containing information that a change of number has happened or that a number is no longer available, between:
 - (a) the day specified by ACMA for the start of the message; and
 - (b) the day specified by ACMA for the end of the message.

Note The explanatory message could be a recorded message.

Chapter 10 Carriage service provider's obligations to customers about use of numbers

Part 1 Purpose

10.1 Purpose of Chapter 10

- (1) Under paragraph 455 (5) (e) of the Act, this plan may set out rules about the use of allocated numbers in connection with the supply of carriage services to the public in Australia (including rules about the issue of allocated numbers by carriage service providers to customers for use in connection with the supply of carriage services).
- (2) This Chapter sets out rules for the terms and conditions on which customers and carriage service providers may use numbers.
- (3) The Chapter also sets out the obligations of a carriage service provider if a carriage service provider recovers a number issued to a customer.
- (4) The rules are based on the following principles:
 - (a) telephone numbers are a national resource, and not owned by a person to whom they are allocated or issued;
 - (b) a customer to whom a telephone number has been legitimately issued may enjoy the beneficial use of the number, freely and without hindrance;
 - (c) a customer to whom a telephone number has been legitimately issued is entitled to continued use of the number while an appropriate service is provided using the number.

Section 10.2

Part 2 Who is a customer

10.2 Who is a customer

For this Chapter, a *customer* is a person (other than a carriage service intermediary) to whom a carriage service provider issues a number.

Part 3

Carriage service provider's obligations: recovering and replacing numbers

Information about Part 3

This Part limits the circumstances in which a carriage service provider can recover and replace a number issued to a customer.

10.3 Application of Part 3

This Part ceases to apply for a carriage service provider when ACMA registers an industry code in the Register of Industry Codes, kept under section 136 of the Act, that:

- (a) sets out procedures that, in ACMA's opinion, have substantially the same effect as procedures mentioned in this Part dealing with recovery and replacement of numbers and with notification of changes; and
- (b) applies to the carriage service provider.

10.4 Carriage service provider must not recover and replace numbers

- (1) A carriage service provider must not recover and then replace a number issued to a customer unless subsection (2), (3), (4) or (5) applies.
- (2) The carriage service provider may recover and replace the number if this plan requires the recovery and replacement of the number.
- (3) The carriage service provider may recover and replace the number if the customer, in writing, asks for, or agrees to, the recovery and replacement of the number.
- (4) The carriage service provider may recover and replace the number if it would avoid modifying or replacing plant or equipment in a way that would:
 - (a) have significant technical and financial consequences for the carriage service provider or customers; or
 - (b) cause significant difficulties for the customer.
- (5) The carriage service provider may apply, in writing and giving reasons for the application, to ACMA to recover and replace the number.

10.5 Deciding the application

- (1) ACMA must consider any matters it considers relevant when deciding the application.

Section 10.6

- (2) ACMA must decide the application within 65 working days of receiving it.
- (3) The 65 working days do not include a period:
 - (a) starting when ACMA asks the applicant for further information to allow it to consider the application; and
 - (b) ending when it receives information.

10.6 ACMA may ask for further information

ACMA may ask an applicant, in writing, to give it further information on matters mentioned in the application to enable it to decide the application.

10.7 ACMA may ask for advice from advisory committee or ACCC

In deciding whether to grant the application, ACMA may consider a recommendation of its advisory committee or of the ACCC.

10.8 Carriage service provider must tell customer about recovery and replacement

A carriage service provider wishing to recover and replace a customer's number must tell the customer that the provider wishes to change the number.

10.9 Notification period

- (1) The period of notice for recovering and replacing a number must be the shorter of:
 - (a) the time for which the customer has had the number; and
 - (b) 1 year.
- (2) However, the period of notice may be a reasonable period, shorter than the period mentioned in subsection (1), if subsection (3), (4) or (5) applies.
- (3) The period may be shorter if the customer asks for the number to be recovered.
- (4) The period may be shorter if the customer was told of the proposed recovery when the number was issued to the customer.
- (5) The period may be shorter if the customer has not used the number for a continuous period, ending immediately before notification, that is at least as long as the period of notice under subsection (1).

Section 10.11

Part 4

Carriage service provider's obligations: recovering numbers without replacing them

Information about Part 4

This Part sets out the circumstances in which a carriage service provider can recover (without replacement) a number issued to a customer.

This Part also sets out the obligations imposed on a carriage service provider that issues a recovered number to a new customer.

10.10 Application of Part 4

This Part ceases to apply for a carriage service provider when ACMA registers an industry code in the Register of Industry Codes, kept under section 136 of the Act, that:

- (a) sets out procedures that, in ACMA's opinion, have substantially the same effect as procedures mentioned in this Part dealing with recovery (without replacement) of numbers; and
- (b) that applies to the carriage service provider.

10.11 Carriage service provider must not recover numbers without replacing them

- (1) A carriage service provider must not recover a number issued to a customer (without replacement) unless an event mentioned in this section happens.
- (2) The carriage service provider may recover the number (without replacement) if the customer, in writing, asks for, or agrees to, the recovery of the number.
- (3) The carriage service provider may recover the number (without replacement) if the customer and the carriage service provider agree, in writing, to transfer the number to another customer.
- (4) The carriage service provider may recover the number (without replacement) if the customer asks the carriage service provider, in writing, to transfer the number to another customer.
- (5) Subsections (3) and (4) do not require the carriage service provider to transfer the number to another customer.

Note It is in customers' interests to make arrangements with their carriage service provider before asking that a number be transferred to another customer.

Section 10.12

- (6) The carriage service provider may recover the number (without replacement) if the carriage service provider ceases to offer:
 - (a) the kind of carriage service associated with the number; or
 - (b) the kind of carriage service to customers in the same location as the customer.

- (7) The carriage service provider may recover the number (without replacement) if the customer does not subscribe, within a reasonable time, to the carriage service for which the number was issued.

- (8) The carriage service provider must recover the number (without replacement) if ACMA directs the carriage service provider to recover the number.

Note ACMA may give written directions to a carriage service provider: see section 581 of the Act.

- (9) The carriage service provider may recover the number (without replacement) if the supply of the carriage service to the customer is terminated, but not because of an event mentioned in another subsection.

- (10) The carriage service provider may recover the number (without replacement) if:
 - (a) it was issued on a temporary basis; and
 - (b) a condition of issue was that the number would be recovered on or by a specified date.

10.12 Carriage service provider's obligations if issuing recovered number to another customer

- (1) This section applies if a customer asks for, or agrees to be issued with, a number that has been recovered from another customer (the *previous customer*) by a carriage service provider.
- (2) If the number was recovered from the previous customer because of nuisance calls, a carriage service provider must not issue the number to another customer for at least 1 year after the number was recovered.
- (3) In any other case, a carriage service provider must not issue the number to another customer for at least 6 months after the number was recovered.
- (4) However, a carriage service provider may issue the number to another customer after a shorter period if:
 - (a) the number was recovered for a reason other than nuisance calls; and
 - (b) subsection (5), (6), (7) or (8) applies.
- (5) The carriage service provider may issue the number after a shorter period if:
 - (a) the carriage service provider has no other suitable numbers for issue; and
 - (b) the customer to whom the number would be issued agrees to have the number.

Section 10.12

- (6) The carriage service provider may issue the number after a shorter period if:
 - (a) a customer moves into premises at which calls to a given geographic number previously terminated; and
 - (b) the customer does not ask for an equivalent new number when the service is established.
- (7) The carriage service provider may issue the number after a shorter period if:
 - (a) the number was issued for a business that is still operating; and
 - (b) the ownership of the business has changed.
- (8) The carriage service provider may issue the number after a shorter period if:
 - (a) the number is to be moved from a customer to another customer; and
 - (b) the new customer and the carriage service provider agree to the issue.

Example of moving a number

A company's mobile phone number no longer needed by the company may be moved 'intact' to a staff member or other person.

Section 10.13

Part 5 Publicising carriage service provider's obligations

10.13 Application of Part 5

This Part ceases to apply for a carriage service provider when ACMA registers an industry code in the Register of Industry Codes, kept under section 136 of the Act, that:

- (a) sets out procedures that, in ACMA's opinion, have substantially the same effect as procedures mentioned in this Part dealing with publicising carriage service provider's obligations; and
- (b) that applies to the carriage service provider.

10.14 Publicising carriage service provider's obligations

- (1) If a carriage service provider issues a number to a customer, the provider must tell the customer, in writing, within 6 months:
 - (a) that the carriage service provider has obligations to the customer in relation to that number; and
 - (b) that the customer can obtain information about the obligations; and
 - (c) how to obtain the information.
- (2) However, the carriage service provider is not required to tell the customer about the matters mentioned in subsection (1) if:
 - (a) the number issued is additional to numbers previously issued to the customer by the provider; and
 - (b) the carriage service provider's obligations in relation to the number issued do not differ from the obligations applicable when the provider last issued a number to the customer.
- (3) The information given to a customer under paragraph (1) (b):
 - (a) must explain the carriage service provider's obligations mentioned in this Chapter; and
 - (b) may include details of other conditions imposed by the carriage service provider on using numbers issued by the provider.
- (4) The carriage service provider must also set out the information in any telephone directory published by the provider.

Section 10.16

Part 6 Use of numbers not to be subject to certain conditions

10.15 Application of Part 6

This Part ceases to apply for a carriage service provider when ACMA registers an industry code in the Register of Industry Codes, kept under section 136 of the Act, that:

- (a) sets out procedures that, in ACMA's opinion, have substantially the same effect as the procedures mentioned in this Part dealing with the conditions to which the use of numbers must not be subject; and
- (b) that applies to the carriage service provider.

10.16 Use of numbers not to be subject to certain conditions

A carriage service provider must not make the use of a number by a customer subject to any of the following conditions:

- (a) that the customer must discharge a debt owed to the carriage service provider by a customer who was previously issued the number, and for whose debts the present customer is not liable;
- (b) that the customer must not request the transfer of the number to another carriage service provider;
- (c) that the customer must not change carriage service providers.

Section 10.17

Part 7 Exemptions

Information about Part 7

This Part sets out circumstances in which a carriage service provider can apply to ACMA for an exemption from obligations set out in this Chapter.

10.17 Carriage service provider may ask for exemption

- (1) A carriage service provider may, in writing, ask ACMA to grant an exemption from complying with an obligation in this Chapter.
- (2) ACMA may exempt the carriage service provider from complying with an obligation:
 - (a) for all customers; or
 - (b) for a class of customers.

10.18 Deciding an application for exemption

- (1) ACMA must consider any matters it considers relevant when deciding the application.
- (2) ACMA must decide the application within 65 working days of receiving it.
- (3) The 65 working days do not include a period:
 - (a) starting when ACMA asks the applicant for further information to allow it to consider the application ; and
 - (b) ending when it receives information.

10.19 ACMA may ask for further information

ACMA may ask an applicant, in writing, to give it further information on matters mentioned in the application to enable it to the application.

10.20 ACMA may ask for advice from advisory committee or ACCC

In deciding whether to grant the application, ACMA may consider any recommendation of its advisory committee or of the ACCC.

Chapter 11 Number portability

Information about Chapter 11

This Chapter consists of the following Parts:

- Part 1 — Preliminary
- Part 2 — Providing portability
- Part 3 — Providing equivalent service to ported numbers
- Part 4 — Rules for routing to portable numbers
- Part 5 — Cancellation of service
- Part 6 — Exemptions from obligations
- Part 7 — Management of portable numbers, and reporting

Part 1 Preliminary

11.1 Purpose of Chapter 11

- (1) Under paragraph 455 (5) (d) of the Act, this plan may set out rules about portability of allocated numbers (including rules about the maintenance of, and access to, databases that facilitate portability).
- (2) Under subsection 458 (1) of the Act, ACMA must not make a numbering plan that sets out rules about portability of allocated numbers unless ACMA is directed to do so by the ACCC under subsection 458 (2).
- (3) Under subsection 458 (4) of the Act, ACMA must exercise its powers under section 455 of the Act in a manner consistent with any directions given by the ACCC under subsection (2).
- (4) The ACCC has directed ACMA to make a numbering plan setting out rules about portability of allocated numbers in written directions dated 22 September 1997 and 15 November 2000.
- (5) This Chapter sets out rules for portability of allocated numbers.

11.2 Definitions

equivalent service see section 11.10.

implementation date:

- (a) for a portable service — see section 11.5; and
- (b) for a portable number or a ported number — means the implementation date for the portable service for which the number is used.

Section 11.3

new provider or carrier see paragraph 11.3 (1) (c).

non-portable number means a portable number that has not been ported.

number portability means the right of a customer receiving a service in relation to a number within particular number ranges to change either the carriage service provider involved in providing the service, the carrier network involved in providing the service, or both, and retain the same telephone number.

port see paragraph 11.3 (1) (a).

portable number means an allocated number that is used in connection with the supply of a portable service.

portable service see section 11.4.

ported number means a portable number that has been ported.

relevant mobile service means public mobile telecommunications service other than:

- (a) an analogue AMPS service; or
- (b) a satellite telephone service for which this plan specifies a distinct satellite number.

11.3 Porting

(1) For this Chapter:

- (a) an allocated number issued to a customer for a portable service is **ported** if either the carriage service provider involved in providing the service, the carrier network involved in providing the service, or both, are changed while the customer continues to receive a service of that kind using the number; and
- (b) each of:
 - (i) the carriage service provider involved in providing the service before the number is ported; and
 - (ii) the carrier involved in providing the service before the number is ported;is the customer's **old provider or carrier** in relation to the number; and
- (c) each of:
 - (i) the carriage service provider involved in providing the service after the number is ported; and
 - (ii) the carrier involved in providing the service after the number is ported;is the customer's **new provider or carrier** in relation to the number; and
- (d) the old provider or carrier **ports** the number if it does everything that is necessary on its part to ensure that the new provider or carrier is able to do its part in providing the service to the customer.

(2) For paragraph (1) (d):

- (a) ACMA may, at its discretion, determine what is necessary in a particular case, or in a class of cases; and

Section 11.7

- (b) a carriage service provider or carrier may request ACMA to exercise its discretion under paragraph (a).

11.4 Portable services

- (1) The following are *portable services* for this plan:
 - (a) a local service, provided using numbers specified in Schedules 2 and 3;
 - (b) a freephone service, provided using numbers specified in Schedule 4A;
 - (c) a local rate service, provided using numbers specified in Schedule 4B;
 - (d) a relevant mobile service, provided using numbers specified in Schedule 4 for use in conjunction with a digital mobile service.
- (2) A paging service is not a *portable service* for this plan.

11.5 Implementation dates for number portability

- (1) ACMA may determine the date (the *implementation date*) by which a carrier or carriage service provider must implement number portability for portable services in relation to 1 or more customers.
- (2) In making a determination under subsection (1), ACMA must have regard to the following matters:
 - (a) the network capacity of the carrier or carriage service provider;
 - (b) the support systems available to the carrier or carriage service provider;
 - (c) other matters that are relevant to giving effect to number portability.

Note The following implementation dates for the portable services shown were specified under earlier versions of this section:

- (a) for a local service — 1 January 2000;
- (b) for a freephone service — 16 November 2000;
- (c) for a local rate service — 16 November 2000;
- (d) for a relevant mobile service — 25 September 2001.

11.6 Public notice period for implementation date

- (1) At least 44 working days before an implementation date, ACMA must cause to be published, in a newspaper circulating in each State, a notice stating the date and the portable services to which the date applies.
- (2) In this section, *State* includes the Northern Territory and the Australian Capital Territory.

11.7 Application of Chapter 11 to carriage service providers and carriers

The obligations under this Chapter on a carriage service provider or carrier in relation to a portable number apply on and after the implementation date for the portable service to which the number relates.

Note See section 11.5 for implementation dates.

Section 11.8

Part 2 Providing portability

Information about Part 2

Part 2 sets out rules about the portability of allocated numbers. It sets out procedures which carriage service providers and carriers must follow to ensure that customers receive number portability.

This Part also includes provisions about when number portability must be provided.

11.8 Technical capability and technology

A carriage service provider or carrier that is involved in providing a portable service must ensure that, from the implementation date:

- (a) it has the technical capability required to provide number portability for the portable service; and
- (b) it has technology available for use within its network to provide number portability in a way that provides equivalent service and enables end-to-end connectivity.

Note ACMA may grant exemptions from this obligation under section 11.18.

11.9 Carriage service providers and carriers must provide number portability to customers

- (1) A carriage service provider or carrier that is involved in providing a customer with the carriage service in relation to a portable number must provide number portability to the customer in relation to the number.
- (2) The carriage service provider or carrier must port the number to a new provider or carrier if:
 - (a) the customer asks the carriage service provider for this to be done; or
 - (b) the new provider or carrier, at the customer's request, asks the carriage service provider or carrier for this to be done.
- (3) The carriage service provider or carrier, when asked to port the number, must:
 - (a) port it to the new provider or carrier as soon as practicable, or at a time agreed with the customer or the new provider or carrier; and
 - (b) ensure that no action or inaction on its part prevents the customer from keeping the same portable number when changing to the new provider or carrier.

Section 11.9

- (4) For paragraph (3) (a):
 - (a) ACMA may, at its discretion, determine the time that is practicable in a particular case, or in a class of cases; and
 - (b) a carriage service provider or carrier may request ACMA to exercise its discretion under paragraph (a).
- (5) In making a determination under subsection (4), ACMA must have regard to the following matters:
 - (a) the network capacity of the carriage service providers and carriers concerned;
 - (b) the support systems available to the carriage service providers and carriers concerned;
 - (c) any other matters relevant to providing number portability.
- (6) If:
 - (a) ACMA has registered an industry code, in the Register of Industry Codes kept under section 136 of the Act, that:
 - (i) includes a provision dealing with the period within which a port must be made (the code provision); and
 - (ii) applies to a carriage service provider or carrier asked to port a number; and
 - (b) there is no determination under paragraph 4 (a) that applies to the request;the carriage service provider or carrier is taken to comply with paragraph 3 (a) if it complies with the code provision.

Section 11.10

Part 3 Providing equivalent service to ported numbers

Information about Part 3

Part 3 sets out rules to ensure that a customer using or calling a ported number receives a service that is equivalent to the service provided by the customer's new carriage service provider to non-porting numbers.

11.10 Meaning of *equivalent service*

A carriage service provided by a carriage service provider in relation to a ported number is an *equivalent service* only if any differences, in quality, reliability, services or features, between it and a carriage service that it provides in relation to a non-porting number:

- (a) will not be apparent to a customer; or
- (b) if they are apparent to a customer — will not affect the customer's choice of carriage service provider.

11.11 Obligation to ensure that an equivalent service is provided

- (1) A carriage service provided by a carriage service provider to its customers who use ported numbers must be an equivalent service, to the extent that it is within the control of the carriage service provider.
- (2) If a carriage service provider or carrier is involved in routing a call to or from a ported number, it must, to the extent that it is within its control, ensure that:
 - (a) no action or inaction by the carriage service provider or carrier prevents the customer's new carriage service provider from providing an equivalent service in relation to the ported number; and
 - (b) no action or inaction by the carriage service provider or carrier prevents a customer, when using or calling the ported number, from receiving a carriage service that is an equivalent service.

Note A carriage service provider or carrier may be involved in routing a call to or from a ported number if it:

- (a) is a donor party, a losing party or gaining party; or
- (b) provides:
 - (i) originating access for calls to or from the number; or
 - (ii) transit service delivery for calls to or from the number; or
 - (iii) terminating access for calls to or from the number.

Section 11.11

- (3) In determining whether a carriage service is an equivalent service, ACMA may have regard to the following matters:
- (a) any relevant criteria that have been specified by ACMA for the purpose of identifying an equivalent service;
 - (b) the network capacity of the carriage service providers and carriers concerned;
 - (c) the support systems available to carriers and carriage service providers;
 - (d) any other matters ACMA considers relevant to providing number portability.

Section 11.12

Part 4 Rules for routing to portable numbers

Information about Part 4

This Part sets out obligations, imposed on carriage service providers and carriers, about routing calls to portable numbers. The object of these obligations is to achieve any-to-any connectivity for customers using the numbers; in particular, to enable calls to portable numbers to be completed successfully and efficiently.

11.12 Purpose of Part 4

This Part sets out rules and arrangements about routing of calls to portable numbers on and after the implementation dates for the numbers, by establishing the principal responsibilities of carriage service providers and carriers responsible for routing calls.

Role of carriage service providers and carriers

Routing telephone calls over a public telecommunications network operated by a carrier may put a carriage service provider or carrier in any of the following roles:

- providing originating access
- providing transit service delivery
- providing terminating access.

11.13 Routing arrangements

- (1) A carriage service provider or carrier must not prevent, by its action or inaction in routing calls to or from a ported number, the provision of an equivalent service in relation to the number.
- (2) In this section, a carriage service provider or carrier fulfils the ***routing responsibility*** in relation to a call to a portable number if it enables call completion to the number by:
 - (a) routing the call appropriately; or
 - (b) ensuring correct routing of the call to the appropriate carriage service provider or carrier for calls to the number.
- (3) The originating access carriage service provider has the routing responsibility in relation to a call to a portable number except to the extent that one of subsections (4) to (7) applies.

Section 11.13

- (4) If pre-selection of a carriage service provider, or use of a pre-selection over-ride code, was applied to the call, the calling party's pre-selected carriage service provider has the routing responsibility.
- (5) If the call is an incoming call originating outside Australia, the first carriage service provider or carrier in Australia receiving the incoming overseas call to the number has the routing responsibility.
- (6) If the call involves number translation from the dialled number to the appropriate network address to enable correct routing (eg for numbers used in connection with the supply of freephone or local rate services), the carriage service provider or carrier providing the translation service has the routing responsibility from the point at which the translation is applied.
- (7) If the call is being diverted from one number to another, the carriage service provider or carrier providing the diversion service has the routing responsibility from the point at which the diversion begins.

Information about routing records

The porting of a portable number may mean that an access, transit or terminating service deliverer has to carry out a number analysis when it routes a call. The analysis allows the identification of the service deliverer responsible for accessing, transiting or terminating a call to the number.

Accurate records of numbers in use in ranges for which number portability is implemented will make it easier to route a call to a ported number, and will help to audit portable numbers.

Section 11.15

Part 5 Cancellation of service

Information about Part 5

This Part sets out obligations on carriage service providers when a customer cancels a carriage service in connection with which a portable number has been ported.

11.15 Cancellation of service to a ported number

- (1) This section applies if:
 - (a) a number was ported from one carriage service provider to another; and
 - (b) after the implementation date for the number, the customer cancels the service to which the ported number relates.
- (2) The carriage service provider to which the number was ported must:
 - (a) if the number is a freephone number or a local rate number — surrender the number to ACMA; or
 - (b) in any other case — notify each relevant carriage service provider and carrier of:
 - (i) the holder of the number; and
 - (ii) the carrier nominated by the holder of the number as the carrier that will terminate calls to that number.
- (3) If paragraph (2) (b) applies, the number is taken also to have been ported to that carriage service provider.

Note In the industry, the notification is called a ***port give back***.

Section 11.17A

Part 6 Exemptions from obligations

Information about Part 6

This Part allows a carriage service provider or carrier to apply to ACMA for an exemption from the obligations in this Chapter and sets out procedures that ACMA must follow in deciding whether or not to grant an exemption.

11.16 Purpose of Part 6

This Part empowers ACMA to grant exemptions to carriage service providers or carriers from requirements in this Chapter about portability.

11.17 Applications for exemptions

- (1) A carriage service provider or carrier that expects not to be able to meet its obligations under this Chapter relating to portable numbers or number portability may apply to ACMA, in writing, for an exemption from the obligations.
- (2) The application must include a statement of:
 - (a) the period for which the applicant would like the exemption to be granted; and
 - (b) the obligations under this Chapter for which the applicant would like the exemption to be granted.
- (3) The application must also include reasons (supported by documented evidence, if practicable) why the applicant is unable to meet its obligations by the action date.
- (4) The application must also include a detailed statement of the actions the applicant took to try to meet its obligations by the action date.
- (5) The application must also include the exchanges or geographic areas for which the exemption is requested (if applicable).
- (6) The application must also include the time by which the applicant believes it can complete any network or other requirements to meet its obligations, including a list of proposed key dates before that time.

11.17A Consultation with ACCC

- (1) If ACMA receives an application under section 11.17, ACMA must decide, not later than 5 working days after receiving the application, whether to consult the ACCC in relation to whether or not it would be in the long-term interests of end-users to grant the application.

Section 11.17B

- (2) If ACMA decides to consult the ACCC, ACMA must give the ACCC a copy of the application not later than 5 working days after receiving it.

11.17B Request for further information

- (1) ACMA may request further information from an applicant at any time.
- (2) If ACMA decides to consult the ACCC under section 11.17A, ACMA must consult the ACCC before requesting further information from an applicant.
- (3) ACMA may:
 - (a) nominate a date by which the information it requests must be provided; and
 - (b) extend a nominated date at any time.
- (4) If ACMA nominates a date for subsection (3):
 - (a) ACMA is not required to consider information that is provided after that date; and
 - (b) the application lapses if the applicant fails to provide the requested information by that date.

11.18 ACMA may grant exemptions

- (1) ACMA may, in writing, grant exemptions for a carriage service provider, a carrier, or for classes of carriage service providers or carriers, from:
 - (a) a requirement in this Chapter to provide number portability; or
 - (b) any other requirement in this Chapter about portable numbers.
- (2) An exemption may apply:
 - (a) for a specified period; or
 - (b) for specified purposes; or
 - (c) for a specified customer or class of customers; or
 - (d) subject to specified conditions.

Examples of types of exemptions

- 1 An exemption from providing number portability for numbers used in connection with the supply of carriage services mentioned in the exemption.
- 2 An exemption from providing number portability for particular allocated numbers mentioned in the exemption.
- 3 An exemption from providing number portability to a particular portable service.
- 4 An exemption from providing number portability in relation to customers of carriage service providers mentioned in the exemption.
- 5 An exemption about equivalent services to be supplied for a portable number after it is transferred.
- 6 An exemption about equivalent services to be provided to the customers of each other carriage service provider using ported and non-ported numbers.

Section 11.20

11.19 Deciding an application for exemption

- (1) ACMA must decide an application for exemption within 65 working days of receiving it.
- (2) The 65 working days does not include the period:
 - (a) starting when ACMA asks the applicant for further information to allow it to consider the application; and
 - (b) ending when it receives the information.
- (3) ACMA must have regard to the following matters in considering the application:
 - (a) the network capacity of a carriage service provider or carrier (which does not have to be the carriage service provider or carrier that made the application);
 - (b) the support systems available to a carriage service provider or carrier (which does not have to be the carriage service provider or carrier that made the application);
 - (c) other matters that ACMA considers are relevant to providing number portability.
- (4) If ACMA consulted the ACCC, ACMA must also:
 - (a) have regard to the ACCC's comments on the long-term interests of end-users; and
 - (b) give the ACCC all relevant information, documents and records in relation to the application.
- (5) ACMA must approve an exemption from a requirement if satisfied that it is not practicable for the applicant to meet the requirement.
- (6) ACMA may approve an exemption if satisfied that it would be in the long-term interests of end-users to grant the exemption.
- (7) ACMA must not approve an exemption in any other circumstances.
- (8) An approval must:
 - (a) be in writing; and
 - (b) describe each obligation from which the applicant is exempted; and
 - (c) include any conditions to which the approval is subject.

11.20 Compliance with the Chapter after applying for an exemption

If a carriage service provider or carrier applies to ACMA for an exemption, the applicant does not have to comply with the requirements of this Chapter for which exemption is sought until ACMA tells the carriage service provider of its decision on the application.

Note Paragraph 11.17B (4) (b) provides that an application will lapse if the applicant fails to provide information requested by ACMA by the date nominated by ACMA.

Section 11.21

11.21 Notice of decision about exemption

- (1) If ACMA decides to grant the exemption, it must, as soon as practicable, cause to be published in a newspaper circulating in each State and Territory, a notice stating:
 - (a) that ACMA has made a decision on an application for an exemption; and
 - (b) how a copy of the text of the decision can be obtained.
- (2) If ACMA decides to grant the exemption, it must give a copy of the exemption to any person whom ACMA believes may have an interest in the decision.

Part 7 Management of portable numbers, and reporting

Division 1 Registers of portable numbers

11.22 Carriage service provider's register of portable numbers

- (1) A carriage service provider must make and keep a register of the portable numbers allocated to it that have been ported.
- (2) For each number that has been ported the register must identify the carriage service provider to which it has been ported.
- (3) The carriage service provider must make the register available for inspection by:
 - (a) other carriage service providers and carriers; and
 - (b) ACMA.
- (4) The carriage service provider may enter into an agreement or other arrangement with other carriage service providers or carriers to make and keep the register.

11.23 Keeping the register up to date

- (1) The register must be updated at least once during each business day.
- (2) Subsection (1) ceases to apply for a carriage service provider when ACMA registers an industry code, in the Register of Industry Codes kept under section 136 of the Act, that:
 - (a) in ACMA's opinion, has substantially the same effect as that subsection; and
 - (b) applies to the carriage service provider.

Division 2 Management of number portability

11.25 Progress reports about number portability

- (1) ACMA must, every 6 months after specifying an implementation date for a portable service, report to the ACCC under this section.
- (2) Before the implementation date, ACMA must report on the progress of carriage service providers and carriers towards implementing number portability by the implementation date.
- (3) After the implementation date, ACMA must report on the provision of number portability by carriage service providers and carriers under this Chapter.

Section 11.26

- (4) To avoid doubt, an implementation date mentioned in subsection 11.5 (2) was specified for the purposes of subsection (1) when it was fixed under section 11.6 as in force before the commencement of the *Telecommunications Numbering Plan Amendment 2001 (No. 2)*.

11.26 Reports about failure to provide number portability

ACMA must tell the ACCC, in writing, about a carriage service provider or carrier that does not provide number portability in accordance with this plan.

Division 3 Reports about digital mobile phone numbers

11.27 Definitions for Division 3

In this Division:

allocated prefix means a class of numbers that ACMA has allocated for a digital mobile service.

annual numbering charge means charge imposed under Part 3 of the *Telecommunications (Numbering Charges) Act 1997*.

permanently transferred prefix means a class of numbers that a carriage service provider has transferred to another carriage service provider:

- (a) in accordance with subsection 5A (2) of the *Telecommunications (Numbering Charges) Act 1997*; and
- (b) to be used for digital mobile services on the other carriage service provider's network.

Type 1 holder means a carrier:

- (a) that is a carriage service provider that holds, on a day, a number to which an allocated prefix or a permanently transferred prefix relates; and
- (b) that:
 - (i) if annual numbering charge is imposed on the number on that day — is liable to pay annual numbering charge on the number; or
 - (ii) if annual numbering charge is not imposed on the number on that day — would be liable to pay annual numbering charge on the number if that charge were imposed on that day.

Note Annual numbering charge for certain numbers is imposed on a day worked out in accordance with the *Telecommunications (Numbering Charges) Act 1997*. A carriage service provider that holds a number on a particular day is the provider that would be liable to pay numbering charge if the charge were imposed on that day.

Type 1 report means a report mentioned in subsection 11.28 (1).

Type 2 report means a report mentioned in subsection 11.29 (1).

11.28 Type 1 report

- (1) ACMA must, in writing, approve the form and content of a report (a ***Type 1 report***) to be prepared by a carrier that is:
 - (a) a carrier in relation to a relevant mobile service; and
 - (b) a carriage service provider to which:
 - (i) ACMA has allocated an allocated prefix; or
 - (ii) another carriage service provider has transferred a permanently transferred prefix.
- (2) A Type 1 report must identify:
 - (a) the carrier mentioned in subsection (1); and
 - (b) the allocated prefix or permanently transferred prefix; and
 - (c) each Type 1 holder in relation to the allocated prefix or permanently transferred prefix; and
 - (d) how many numbers the Type 1 holder holds in relation to the allocated prefix or permanently transferred prefix.
- (3) A Type 1 report must state that the carrier preparing the report is not required:
 - (a) to identify itself when providing information for paragraph (2) (c); and
 - (b) to identify how many numbers it holds when providing information for paragraph (2) (d).
- (4) A Type 1 report may deal with other matters relating to the purposes mentioned in subsection 11.32 (1).
- (5) ACMA must, in writing, approve 1 or more ways in which a Type 1 report is to be given to ACMA.

11.29 Type 2 report

- (1) ACMA must, in writing, approve the form and content of a report (a ***Type 2 report***) to be prepared by a carriage service provider that:
 - (a) is a Type 1 holder that has been identified in a Type 1 report; and
 - (b) is a carrier whose network is used by 1 or more other carriage service providers to supply a digital mobile service; and
 - (c) has transferred a number to which an allocated prefix or permanently transferred prefix relates to another carriage service provider, in accordance with subsection 5A (2) of the *Telecommunications (Numbering Charges) Act 1997*, for use on the Type 1 holder's network to supply a digital mobile service.
- (2) A Type 2 report must identify:
 - (a) the carrier mentioned in subsection (1); and
 - (b) each carriage service provider:
 - (i) that supplies a digital mobile service using the Type 1 holder's network; and

Section 11.30

- (ii) that holds a number, in relation to the digital mobile service, to which an allocated prefix or permanently transferred prefix relates; and
 - (iii) that:
 - (A) if annual numbering charge is imposed on the number on that day — is liable to pay annual numbering charge on the number; or
 - (B) if annual numbering charge is not imposed on the number on that day — would be liable to pay annual numbering charge on the number if that charge were imposed on that day; and
 - (c) how many of those numbers the carriage service provider mentioned in paragraph (b) holds.
 - (3) A Type 2 report must state that the carriage service provider preparing the report is not required:
 - (a) to identify itself when providing information for paragraph (2) (b); and
 - (b) to identify how many numbers it holds when providing information for paragraph (2) (c).
- Note* Annual numbering charge for certain numbers is imposed on a day worked out in accordance with the *Telecommunications (Numbering Charges) Act 1997*. A carriage service provider that holds a number on a particular day is the provider that would be liable to pay numbering charge if the charge were imposed on that day.
- (4) A Type 2 report may deal with other matters relating to the purposes mentioned in subsection 11.32 (1).
 - (5) ACMA must, in writing, approve 1 or more ways in which a Type 2 report is to be given to ACMA.

11.30 Compulsory Type 1 or Type 2 report

- (1) A carriage service provider to which subsection 11.28 (1) applies must give to ACMA a Type 1 report within 10 working days after the day determined under subsection 18 (2) of the *Telecommunications (Numbering Charges) Act 1997*.
- (2) A carriage service provider to which subsection 11.29 (1) applies must give to ACMA a Type 2 report within 10 working days after the day determined under subsection 18 (2) of the *Telecommunications (Numbering Charges) Act 1997*.
- (3) The carriage service provider must:
 - (a) prepare the report using the approved form; and
 - (b) give the report to ACMA in an approved way.

Note The form of a Type 1 report, and the way to give it to ACMA, are approved by ACMA under section 11.28. The form of a Type 2 report, and the way to give it to ACMA, are approved by ACMA under section 11.29.

11.31 Request for Type 1 or Type 2 report

- (1) ACMA may, in writing:
 - (a) request a carriage service provider to which subsection 11.28 (1) applies to give to ACMA a Type 1 report; or
 - (b) request a carriage service provider to which subsection 11.29 (1) applies to give to ACMA a Type 2 report.
- (2) The request must state that the carriage service provider must give the report within 20 working days after the date of the request.
- (3) The carriage service provider must:
 - (a) prepare the report using the approved form; and
 - (b) give the report to ACMA in an approved way; and
 - (c) give the report to ACMA within 20 working days after the date of the request.

Note The form of a Type 1 report, and the way to give it to ACMA, are approved by ACMA under section 11.28. The form of a Type 2 report, and the way to give it to ACMA, are approved by ACMA under section 11.29.

11.32 Using Type 1 or Type 2 report

- (1) ACMA must use a Type 1 or Type 2 report only:
 - (a) to identify the holder of a number to which annual numbering charge applies; or
 - (b) to work out correctly an amount of numbering charge; or
 - (c) to administer numbering charge correctly.
- (2) If ACMA is not given a Type 1 or Type 2 report within the period for giving the report, ACMA may rely on information available to it:
 - (a) to identify the holder of a number to which annual numbering charge applies; or
 - (b) to work out an amount of numbering charge; or
 - (c) to administer numbering charge.

Note If ACMA acts on inaccurate information, because it has not been given a Type 1 or Type 2 report, ACMA may attempt to recover annual numbering charge in respect of a particular number from a carriage service provider that is not liable to pay it.

To avoid this, it is in each carriage service provider's interests to comply with a request for a Type 1 or Type 2 report so that ACMA has accurate information about numbers.

Section 12.1

Chapter 12 Review of decisions

12.1 Purpose of Chapter 12

This Chapter sets out the processes for:

- (a) internal reconsideration by ACMA of its decisions under this plan; and
- (b) review by the Administrative Appeals Tribunal of a reconsidered decision of ACMA.

12.2 Decisions that may be subject to reconsideration by ACMA

An application may be made to ACMA for reconsideration of a decision made by ACMA under this plan (other than a decision made by ACMA under this Chapter) and mentioned in Schedule 11.

12.3 Deadlines for reaching certain decisions

- (1) This section applies to a decision of a kind referred to in section 12.2.
- (2) If this plan provides for a person to make an application to ACMA for such a decision, ACMA must make the decision:
 - (a) within the period:
 - (i) mentioned in the provision that confers the decision-making power; or
 - (ii) mentioned in arrangements that are approved for the purposes of the matter to which the decision relates; or
 - (b) if ACMA has, within that time, given the applicant a written request for further information about the application — within 20 working days after receiving that further information (unless another period is mentioned in the provision that confers the decision-making power).
- (3) ACMA is taken, for the purposes of this Chapter, to have made a decision to refuse the application if it has not told the applicant of its decision before the end of the period mentioned in paragraph (2) (a) or (b), as the case requires.

12.4 Statements to accompany notification of decision

- (1) If ACMA makes a decision of a kind referred to in section 12.2, it must give written or electronic notice of the decision to a person whose interests it affects.
- (2) A notice given under subsection (1) must include:
 - (a) a statement to the effect that a person affected by the decision may, if he or she is dissatisfied with the decision, seek a reconsideration of the decision by ACMA under subsection 12.5 (1); and

Section 12.7

- (b) a statement to the effect that, if a person who has applied for a reconsideration is dissatisfied with ACMA's decision on the reconsideration:
 - (i) subject to the *Administrative Appeals Tribunal Act 1975*, application may be made to the Administrative Appeals Tribunal for review of the decision on that reconsideration; and
 - (ii) the person may request a statement under section 28 of that Act in relation to the decision on that reconsideration.
- (3) Failure to comply with this section does not affect the validity of a decision.

12.5 Applications for reconsideration of decisions

- (1) A person affected by a decision mentioned in section 12.2 who is dissatisfied with the decision may apply to ACMA for ACMA reconsideration of the decision.
- (2) The application must:
 - (a) be in a form approved in writing by ACMA; and
 - (b) set out the reasons for the application.
- (3) The application must be made within:
 - (a) 20 working days after the applicant is informed of the decision; or
 - (b) if, either before or after the end of that period of 20 working days, ACMA extends the period within which the application may be made — the extended period for making the application.
- (4) An approved form of an application may provide for verification by statutory declaration of statements in applications.

12.6 Reconsideration by ACMA

- (1) On receipt of an application for reconsideration, ACMA must:
 - (a) reconsider the decision; and
 - (b) affirm, vary or revoke the decision.
- (2) ACMA's decision has effect as if it had been made under the provision under which the original decision was made.
- (3) ACMA must notify the applicant of its decision and the reasons for it.

12.7 Deadlines for reconsiderations

- (1) ACMA must make its decision on reconsideration within 65 working days after receiving an application for reconsideration.
- (2) ACMA is taken, for the purposes of this Part, to have made a decision affirming the original decision if it has not informed the applicant of its decision on the reconsideration before the end of the period of 65 working days.

Section 12.8

12.8 Statements to accompany notification of decisions on reconsideration

- (1) A notice under subsection 12.6 (3) notifying the applicant that a decision has been affirmed or varied must include:
 - (a) a statement to the effect that a person affected by the decision may, subject to the *Administrative Appeals Tribunal Act 1975*, if he or she is dissatisfied with the decision, apply to the Administrative Appeals Tribunal for review of the decision; and
 - (b) a statement to the effect that the person may request a statement under section 28 of that Act in relation to the decision.
- (2) Failure to comply with this section does not affect the validity of a decision.

12.9 Review by the Administrative Appeals Tribunal

Applications may be made to the Administrative Appeals Tribunal to review a decision mentioned in section 12.2 if ACMA has affirmed or varied the decision under section 12.6.

Chapter 13 Numbers taken to have been allocated

Information about Chapter 13

Carriage service providers held many number ranges allocated before this numbering plan. Subsection 75 (1) of the *Telecommunications (Transitional Provisions and Consequential Amendments) Act 1997* allows those numbers to be specified and declared to have been allocated.

Chapter 13 declares specified numbers that are taken to have been allocated to specified persons on the commencing day.

The numbers, the persons and additional information are published by ACMA separately as a supplement to the plan.

Part 1 Purpose of Chapter 13

13.1 Purpose of Chapter 13

For subsection 75 (1) of the *Telecommunications (Transitional Provisions and Consequential Amendments) Act 1997*, this Chapter provides for the declaration of specified numbers taken to have been allocated to specified persons on the commencing day.

Part 2 Declaration of numbers

13.2 Declaration of numbers

- (1) A number, or a class of numbers, (the *prefix*) specified in Schedule 12 is declared to be a number, or a class of numbers, taken to have been allocated to a person on the commencing day.
- (2) However, subsection (1) does not apply to:
 - (a) a special services number starting with the prefix '12711' or '1815'; or
 - (b) a data number starting with the prefix '50560', '50568' or '50569'.

Note Although these prefixes are mentioned in the document, numbers associated with the prefixes were not, in fact, taken to have been allocated on 30 December 1997.

Section 13.3

13.3 **Person to whom numbers are taken to have been allocated**

The person to whom a prefix mentioned in section 13.2 is taken to have been allocated is the carriage service provider (the *organisation*) specified for that prefix in Schedule 12.

13.4 **Other information**

Schedule 12 sets out the following information about a specified prefix taken to have been allocated:

- (a) the length of the number (the digit length of the numbers to be generated from a specified prefix);
- (b) the type of service in connection with which the number is taken to have been allocated;
- (c) the date of allocation of the number;
- (d) the standard zone unit within which a block of geographic numbers must be used, if applicable.

Schedule 1 Non-public numbers [see Note 2 and 3] (section 2.3)

Part 1 Special services numbers

Column 1 Number prefix	Column 2 Type of service	Column 3 Number structure
0011 00	Testing service	6 digit number
0011 09	Testing service	10 digit number
0015 0	Testing service	6 digit number
0017 0 0017 1 0017 5	Internal network service	5 digit number
0018	Internal network service	4 digit number
10 11 12	Incoming only international service	4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14 or 15 digit number
12 21	International faults and difficulties service	4 digit number
12 22	Call costs and enquiries (national and international) service	4 digit number
12 25	International directory assistance service	4 digit number
12 61 12 62 12 63 12 64 12 65 12 66 12 67 12 68	Internal network service (where a call to the number remains in the telecommunications network on which it originated)	4, 5, 6, 7, 8, 9 or 10 digit number
12 69	Internal network service (where a call to the number does not remain in the telecommunications network on which it originated)	10 digit number
12 711	Pre-selection verification service	5 digit number

Column 1 Number prefix	Column 2 Type of service	Column 3 Number structure
12 72 12 73 12 74 12 75 12 76 12 77 12 78 12 79	Testing service	6, 7, 8, 9 or 10 digit number
15	Internal network service	5 digit number
19 9	Testing service	3 digit number
2001	Incoming only international service and assistance operator service	4 digit number
2002	Incoming only international service and delay operator service	4 digit number
2003	Incoming only international service and directory enquiries service	4 digit number

Part 2 Telex numbers

Column 1 Number Prefix	Column 2 Number structure
00	3 digits starting with '00'
03	3 digits starting with '03'
09	3 digits starting with '09'

Schedule 2 Geographic numbers

(section 3.1)

CENTRAL EAST REGION			
(New South Wales, the Australian Capital Territory and parts of northern Victoria)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(02) 33	Gosford	(02) area code followed by 8 digit local number starting with 33	
(02) 38	Bowral Crookwell Goulburn Marulan	(02) area code followed by 8 digit local number starting with 38	
(02) 40	Newcastle	(02) area code followed by 8 digit local number starting with 40	
(02) 41	Newcastle	(02) area code followed by 8 digit local number starting with 41	
(02) 42	Wollongong Campbelltown (<i>except Camden, Campbelltown and Picton charging zones</i>)	(02) area code followed by 8 digit local number starting with 42	
(02) 43	Gosford	(02) area code followed by 8 digit local number starting with 43	
(02) 44	Moruya Nowra	(02) area code followed by 8 digit local number starting with 44	
(02) 45	Windsor	(02) area code followed by 8 digit local number starting with 45	
(02) 46	Campbelltown (<i>except Helensburgh charging zone</i>)	(02) area code followed by 8 digit local number starting with 46	
(02) 47	Penrith	(02) area code followed by 8 digit local number starting with 47	

CENTRAL EAST REGION			
(New South Wales, the Australian Capital Territory and parts of northern Victoria)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(02) 48	Bowral Crookwell Goulburn Marulan	(02) area code followed by 8 digit local number starting with 48	
(02) 49	Newcastle	(02) area code followed by 8 digit local number starting with 49	
(02) 50	Albury Corryong	(02) area code followed by 8 digit local number starting with 50	
(02) 51	Canberra	(02) area code followed by 8 digit local number starting with 51	
(02) 52	Canberra	(02) area code followed by 8 digit local number starting with 52	
(02) 53	Bathurst Cowra Lithgow Mudgee Orange Rylstone Young	(02) area code followed by 8 digit local number starting with 53	
(02) 55 (except (02) 5550)	Kempsey Lord Howe Island Muswellbrook Singleton Taree Wauchope	(02) area code followed by 8 digit local number starting with 55	
(02) 56	Casino Coffs Harbour Grafton Kyogle Lismore Murwillumbah	(02) area code followed by 8 digit local number starting with 56	

CENTRAL EAST REGION			
(New South Wales, the Australian Capital Territory and parts of northern Victoria)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(02) 57	Armidale Barraba Gunnedah Inverell Moree (<i>except Berkley Downs, Bonnay, Boorooma, Borah Tank, Cumborah, Goodooga, Grawin, Lightning Ridge and Walgett charging zones</i>) Narrabri Glen Innes Tamworth	(02) area code followed by 8 digit local number starting with 57	
(02) 58	Bourke Condoblin Coonamble Dubbo Forbes Moree (<i>except Boomi, Bunnor, Careunga, Collarenebri, Croppa Creek, Garah, Gundabloui, Gurley, Mirriadool, Moree, Mungindi, Pallamallawa, Weemelah and Wenna charging zones</i>) Nyngan Parkes Wellington	(02) area code followed by 8 digit local number starting with 58	
(02) 59	Adelong Griffith Hay Narrandera Temora Wagga Wagga West Wyalong	(02) area code followed by 8 digit local number starting with 59	
(02) 60	Albury Corryong	(02) area code followed by 8 digit local number starting with 60	

CENTRAL EAST REGION			
(New South Wales, the Australian Capital Territory and parts of northern Victoria)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(02) 61	Canberra	(02) area code followed by 8 digit local number starting with 61	
(02) 62	Canberra	(02) area code followed by 8 digit local number starting with 62	
(02) 63	Bathurst Cowra Lithgow Mudgee Orange Rylstone Young	(02) area code followed by 8 digit local number starting with 63	
(02) 64	Bega Cooma	(02) area code followed by 8 digit local number starting with 64	
(02) 65	Kempsey Lord Howe Island Muswellbrook Singleton Taree Wauchope	(02) area code followed by 8 digit local number starting with 65	
(02) 66	Casino Coffs Harbour Grafton Kyogle Lismore Murwillumbah	(02) area code followed by 8 digit local number starting with 66	
(02) 67	Armidale Barraba Gunnedah Inverell Moree (<i>except Berkley Downs, Bonnay, Boorooma, Borah Tank, Cumborah, Goodooga, Grawin, Lightning Ridge and Walgett charging zones</i>) Narrabri Glen Innes Tamworth	(02) area code followed by 8 digit local number starting with 67	

CENTRAL EAST REGION			
(New South Wales, the Australian Capital Territory and parts of northern Victoria)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(02) 68	Bourke Condoblin Coonamble Dubbo Forbes Moree (<i>except Boomi, Bunnor, Careunga, Collarenebri, Croppa Creek, Garah, Gundabloui, Gurley, Mirriadool, Moree, Mungindi, Pallamallawa, Weemelah and Wenna charging zones</i>) Nyngan Parkes Wellington	(02) area code followed by 8 digit local number starting with 68	
(02) 69	Adelong Griffith Hay Narrandera Temora Wagga Wagga West Wyalong	(02) area code followed by 8 digit local number starting with 69	
(02) 7	Sydney	(02) area code followed by 8 digit local number starting with 7	
(02) 8	Sydney	(02) area code followed by 8 digit local number starting with 8	
(02) 9	Sydney	(02) area code followed by 8 digit local number starting with 9	

SOUTH EAST REGION (Tasmania, most of Victoria and parts of Southern New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(03) 40	Balranald Hopetoun Mildura Ouyen Swan Hill	(03) area code followed by 8 digit local number starting with 40	
(03) 41	Bairnsdale Morwell Sale	(03) area code followed by 8 digit local number starting with 41	
(03) 42	Geelong Colac	(03) area code followed by 8 digit local number starting with 42	
(03) 43	Ararat Ballarat Horsham Kyneton (<i>except Gisborne, Kyneton, Redesdale, Romsey, Trentham and Woodend charging zones</i>) Nhill	(03) area code followed by 8 digit local number starting with 43	
(03) 44	Bendigo Charlton Echuca Kerang Kyneton (<i>except Bacchus Marsh, Ballan, Balliang and Mount Wallace charging zones</i>) Maryborough	(03) area code followed by 8 digit local number starting with 44	
(03) 45	Camperdown Casterton Edenhope Hamilton Portland Warrnambool	(03) area code followed by 8 digit local number starting with 45	
(03) 47	Alexandra Myrtleford Seymour Wangaratta	(03) area code followed by 8 digit local number starting with 47	

SOUTH EAST REGION (Tasmania, most of Victoria and parts of Southern New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(03) 48	Deniliquin Numurkah Shepparton	(03) area code followed by 8 digit local number starting with 48	
(03) 49	Mornington Warragul (<i>except Bunyip, Hill End (Victoria), Icy Creek, Neerim South, Trafalgar and Warragul charging zones</i>)	(03) area code followed by 8 digit local number starting with 49	
(03) 50	Balranald Hopetoun Mildura Ouyen Swan Hill	(03) area code followed by 8 digit local number starting with 50	
(03) 51	Bairnsdale Morwell Sale	(03) area code followed by 8 digit local number starting with 51	
(03) 52	Colac Geelong	(03) area code followed by 8 digit local number starting with 52	
(03) 53	Ararat Ballarat Horsham Kyneton (<i>except Gisborne, Kyneton, Redesdale, Romsey, Trentham and Woodend charging zones</i>) Nhill	(03) area code followed by 8 digit local number starting with 53	
(03) 54	Bendigo Charlton Echuca Kerang Kyneton (<i>except Bacchus Marsh, Ballan, Balliang and Mount Wallace charging zones</i>) Maryborough	(03) area code followed by 8 digit local number starting with 54	

SOUTH EAST REGION (Tasmania, most of Victoria and parts of Southern New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(03) 55 (except (03) 5550)	Camperdown Casterton Edenhope Hamilton Portland Warrnambool	(03) area code followed by 8 digit local number starting with 55	
(03) 56	Foster Korumburra Warragul (<i>except Cranbourne, Emerald (Victoria), Healesville, Koo Wee Rup, Marysville, Pakenham and Warburton charging zones</i>)	(03) area code followed by 8 digit local number starting with 56	
(03) 57	Alexandra Myrtleford Seymour Wangaratta	(03) area code followed by 8 digit local number starting with 57	
(03) 58	Deniliquin Numurkah Shepparton	(03) area code followed by 8 digit local number starting with 58	
(03) 59	Mornington Warragul (<i>except Bunyip, Hill End (Victoria), Icy Creek, Neerim South, Trafalgar and Warragul charging zones</i>)	(03) area code followed by 8 digit local number starting with 59	
(03) 61	Geeveston Hobart Oatlands Ouse	(03) area code followed by 8 digit local number starting with 61	
(03) 62	Geeveston Hobart Oatlands Ouse	(03) area code followed by 8 digit local number starting with 62	

SOUTH EAST REGION (Tasmania, most of Victoria and parts of Southern New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(03) 63	Deloraine Flinders Island Launceston Scottsdale St Mary's	(03) area code followed by 8 digit local number starting with 63	
(03) 64	Burnie Devonport King Island Queenstown Smithton	(03) area code followed by 8 digit local number starting with 64	
(03) 65	Burnie Devonport King Island Queenstown Smithton	(03) area code followed by 8 digit local number starting with 65	
(03) 67	Deloraine Flinders Island Launceston Scottsdale St Mary's	(03) area code followed by 8 digit local number starting with 67	
(03) 7	Melbourne	(03) area code followed by 8 digit local number starting with 7	
(03) 8	Melbourne	(03) area code followed by 8 digit local number starting with 8	
(03) 9	Melbourne	(03) area code followed by 8 digit local number starting with 9	

NORTH EAST REGION (Queensland)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(07) 2	Brisbane Bribie Island Esk (<i>except Moore, Esk, Toogoowibah, Coominya, Lowood and Crossdale charging zones</i>)	(07) area code followed by 8 digit local number starting with 2	
(07) 3	Brisbane Bribie Island Esk (<i>except Moore, Esk, Toogoowibah, Coominya, Lowood and Crossdale charging zones</i>)	(07) area code followed by 8 digit local number starting with 3	
(07) 40	Cairns	(07) area code followed by 8 digit local number starting with 40	
(07) 41	Bundaberg Gayndah Kingaroy Maryborough Murgon	(07) area code followed by 8 digit local number starting with 41	
(07) 42	Cairns	(07) area code followed by 8 digit local number starting with 42	
(07) 43	Bundaberg Gayndah Kingaroy Maryborough Murgon	(07) area code followed by 8 digit local number starting with 43	
(07) 44	Cloncurry Hughenden Townsville	(07) area code followed by 8 digit local number starting with 44	

NORTH EAST REGION (Queensland)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(07) 45	Charleville Dalby Dirranbandi Goondiwindi Inglewood Longreach Miles Roma Stanthorpe Toowoomba Warwick	(07) area code followed by 8 digit local number starting with 45	
(07) 46	Charleville Dalby Dirranbandi Goondiwindi Inglewood Longreach Miles Roma Stanthorpe Toowoomba Warwick	(07) area code followed by 8 digit local number starting with 46	
(07) 47	Cloncurry Hughenden Townsville	(07) area code followed by 8 digit local number starting with 47	
(07) 48	Biloela Emerald Gladstone Mackay Rockhampton	(07) area code followed by 8 digit local number starting with 48	
(07) 49	Biloela Emerald Gladstone Mackay Rockhampton	(07) area code followed by 8 digit local number starting with 49	
(07) 52	Caboolture Esk (<i>except Dayboro charging zone</i>) Gatton Gympie Nambour	(07) area code followed by 8 digit local number starting with 52	

NORTH EAST REGION (Queensland)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(07) 53	Caboolture Esk (<i>except Dayboro charging zone</i>) Gatton Gympie Nambour	(07) area code followed by 8 digit local number starting with 53	
(07) 54	Caboolture Esk (<i>except Dayboro charging zone</i>) Gatton Gympie Nambour	(07) area code followed by 8 digit local number starting with 54	
(07) 55 (except (07) 5550)	Beaudesert	(07) area code followed by 8 digit local number starting with 55	
(07) 56	Beaudesert	(07) area code followed by 8 digit local number starting with 56	
(07) 57	Beaudesert	(07) area code followed by 8 digit local number starting with 57	
(07) 76	Charleville Dalby Dirranbandi Goondiwindi Inglewood Longreach Miles Roma Stanthorpe Toowoomba Warwick	(07) area code followed by 8 digit local number starting with 76	

CENTRAL AND WEST REGION (Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 51	Christmas Island Cocos (Keeling) Islands Derby Great Sandy Port Hedland	(08) area code followed by 8 digit local number starting with 51	
(08) 52	Perth	(08) area code followed by 8 digit local number starting with 52	
(08) 53	Perth	(08) area code followed by 8 digit local number starting with 53	
(08) 54	Perth	(08) area code followed by 8 digit local number starting with 54	
(08) 60	Bruce Rock Great Victoria Kalgoorlie Merredin	(08) area code followed by 8 digit local number starting with 60	
(08) 61	Perth	(08) area code followed by 8 digit local number starting with 61	
(08) 62	Perth	(08) area code followed by 8 digit local number starting with 62	
(08) 63	Perth	(08) area code followed by 8 digit local number starting with 63	
(08) 64	Perth	(08) area code followed by 8 digit local number starting with 64	
(08) 65	Perth	(08) area code followed by 8 digit local number starting with 65	
(08) 66	Moora Northam (<i>except Bakers Hill and Toodyay charging zones</i>) Wongan Hills	(08) area code followed by 8 digit local number starting with 66	

CENTRAL AND WEST REGION (Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
	Wyalkatchem York		
(08) 67	Bridgetown Bunbury Busselton Pinjarra (<i>except Byford, Dwellingup, Mandurah, Mount Wells, Pinjarra and Rockingham charging zones</i>)	(08) area code followed by 8 digit local number starting with 67	
(08) 68	Albany Katanning Kondinin Narrogin Wagin	(08) area code followed by 8 digit local number starting with 68	
(08) 70	Adelaide	(08) area code followed by 8 digit local number starting with 70	
(08) 71	Adelaide	(08) area code followed by 8 digit local number starting with 71	
(08) 72	Adelaide	(08) area code followed by 8 digit local number starting with 72	
(08) 73	Adelaide	(08) area code followed by 8 digit local number starting with 73	
(08) 74	Adelaide	(08) area code followed by 8 digit local number starting with 74	
(08) 75	Berri Gawler Kangaroo Island Malalla Murray Bridge Nurioopta Tailem Bend Victor Harbour Waikerie	(08) area code followed by 8 digit local number starting with 75	

CENTRAL AND WEST REGION			
(Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 76	Ceduna Port Augusta Port Pirie Port Lincoln (<i>except Thistle and Wedge charging zones</i>) Gladstone Peterborough Cook Woomera	(08) area code followed by 8 digit local number starting with 76	
(08) 77	Bordertown Mount Gambier Naracoorte	(08) area code followed by 8 digit local number starting with 77	
(08) 78	Clare Kadina Port Lincoln (<i>except Arno Bay, Bayley Plains, Cleve, Coffin Bay, Coult, Cowell, Cummins, Darke Peak, Ellison, Kapinnie, Koongawa, Koppio, Kyancutta, Lock, Miltalie, Minnipa, Mount Hope, Port Lincoln, Port Neill, Rudall, Sheringa, Sleaford Mere, Spilsby, Tooligia Hill, Tumby Bay, Ungarra, Wanilla, Wharminda, Wudinna, Yabmana and Yeelanna charging zones</i>) Burra Balaklava Maitland Gawler Yorketown	(08) area code followed by 8 digit local number starting with 78	
(08) 79	Alice Springs Darwin	(08) area code followed by 8 digit local number starting with 79	

CENTRAL AND WEST REGION (Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 80	Broken Hill	(08) area code followed by 8 digit local number starting with 80	
(08) 81	Adelaide	(08) area code followed by 8 digit local number starting with 81	
(08) 82	Adelaide	(08) area code followed by 8 digit local number starting with 82	
(08) 83	Adelaide	(08) area code followed by 8 digit local number starting with 83	
(08) 84	Adelaide	(08) area code followed by 8 digit local number starting with 84	
(08) 85	Berri Gawler Kangaroo Island Malalla Murray Bridge Nurioopta Tailem Bend Victor Harbour Waikerie	(08) area code followed by 8 digit local number starting with 85	
(08) 86	Ceduna Port Augusta Port Pirie Port Lincoln (<i>except Thistle and Wedge charging zones</i>) Gladstone Peterborough Cook Woomera	(08) area code followed by 8 digit local number starting with 86	
(08) 87	Bordertown Mount Gambier Naracoorte	(08) area code followed by 8 digit local number starting with 87	

CENTRAL AND WEST REGION			
(Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 88	Clare Kadina Port Lincoln (<i>except Arno Bay, Bayley Plains, Cleve, Coffin Bay, Coult, Cowell, Cummins, Darke Peak, Elliston, Kapinnie, Koongawa, Koppio, Kyancutta, Lock, Miltalie, Minnipa, Mount Hope, Port Lincoln, Port Neill, Rudall, Sheringa, Sleaford Mere, Spilsby, Tooligie Hill, Tumby Bay, Ungarra, Wanilla, Wharminda, Wudinna, Yabmana and Yeelanna charging zones</i>) Burra Balaklava Maitland Gawler Yorketown	(08) area code followed by 8 digit local number starting with 88	
(08) 89	Alice Springs Darwin	(08) area code followed by 8 digit local number starting with 89	
(08) 90	Bruce Rock Great Victoria Kalgoorlie Merredin	(08) area code followed by 8 digit local number starting with 90	
(08) 91	Christmas Island Cocos (Keeling) Islands Derby Great Sandy Port Hedland	(08) area code followed by 8 digit local number starting with 91	
(08) 92	Perth	(08) area code followed by 8 digit local number starting with 92	

CENTRAL AND WEST REGION (Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 93	Perth	(08) area code followed by 8 digit local number starting with 93	
(08) 94	Perth	(08) area code followed by 8 digit local number starting with 94	
(08) 95	Bullsbrook East Northam (<i>except Bolgart, Calingiri, Cunderdin, Cunderdin North, Dowerin, Ejanding, Goomalling, Jennacubbine, Konongorong, Meckering, Northam, Studleigh, Tammin and Yorkrakine charging zones</i>) Pinjarra	(08) area code followed by 8 digit local number starting with 95	
(08) 96	Moora Northam (<i>except Bakers Hill and Toodyay charging zones</i>) Wongan Hills Wyalkatchem York	(08) area code followed by 8 digit local number starting with 96	
(08) 97	Bridgetown Bunbury Busselton Pinjarra (<i>except Byford, Dwellingup, Mandurah, Mount Wells, Pinjarra and Rockingham charging zones</i>)	(08) area code followed by 8 digit local number starting with 97	
(08) 98	Albany Katanning Kondinin Narrogin Wagin	(08) area code followed by 8 digit local number starting with 98	

CENTRAL AND WEST REGION			
(Western Australia, South Australia, the Northern Territory and parts of New South Wales)			
Column 1 Area code, with or without first digits of local number	Column 2 Charging District	Column 3 Number structure	Column 4 Special arrangements about use of the number after a particular date (if any)
(08) 99	Carnamah Carnarvon Geraldton Meekatharra Morawa Mullewa Wongan Hills (<i>except Ballidu, Burakin, Cadoux, Dalwallinu, Dalwallinu West, Goodlands, Kalannie, Kalannie East, Wongan Hills, Wubin and Wubin West charging zones</i>)	(08) area code followed by 8 digit local number starting with 99	

Schedule 3 Numbers of geographic significance

(subsection 3.5 (1))

Part 1 Numbers of local geographic significance

Maps showing the boundaries of geographic sectors for a metropolitan area are included after the table that sets out the sectors and associated numbers for the metropolitan area.

Sydney area

Sector or area	Numbers in sector or area
North sector	Numbers starting with (02) 99, (02) 94, (02) 89, (02) 84 or (02) 74
North West sector	Numbers starting with (02) 98, (02) 88, (02) 86 or (02) 78
West sector	Numbers starting with (02) 97, (02) 87, (02) 81 or (02) 77
South West sector	Numbers starting with (02) 95, (02) 85 or (02) 75
South/South East sector	Numbers starting with (02) 93, (02) 83 or (02) 73
City Centre sector	Numbers starting with (02) 90, (02) 91, (02) 92, (02) 96, (02) 99, (02) 80, (02) 82, (02) 86 or (02) 89
Area that is the Avalon Beach charging zone	Numbers starting with (02) 99, (02) 94, (02) 89, (02) 84 or (02) 74
Area that is the Dural charging zone	Numbers starting with (02) 99, (02) 94, (02) 89, (02) 84 or (02) 74
Area that is the Blacktown charging zone	Numbers starting with (02) 98, (02) 88, (02) 86 or (02) 78
Area that is the Liverpool charging zone	Numbers starting with (02) 97, (02) 87, (02) 81 or (02) 77
Area that is the Engadine charging zone	Numbers starting with (02) 95, (02) 85 or (02) 75

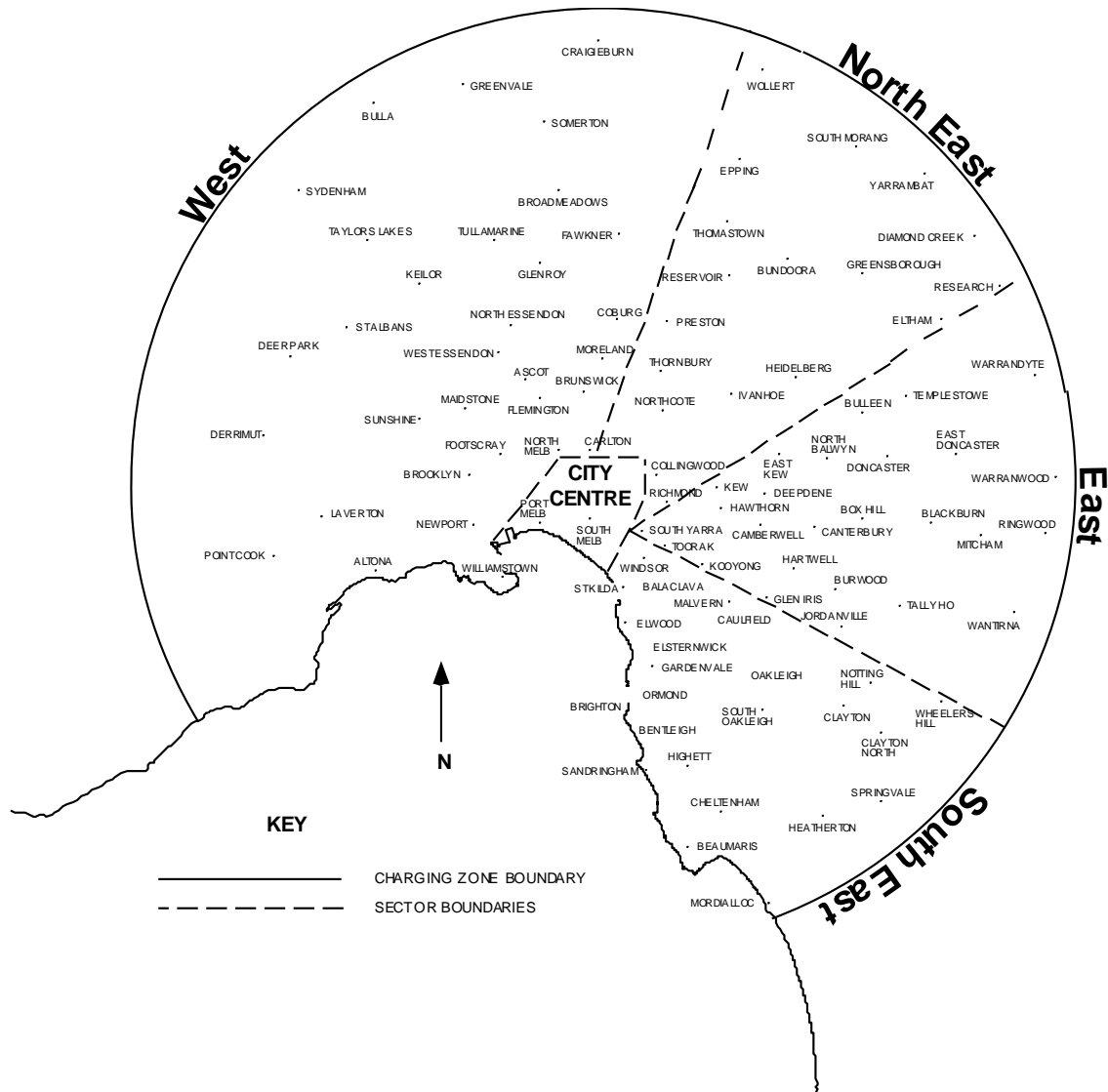
Map of Sydney geographic sectors



Melbourne area

Sector or area	Numbers in sector or area
West sector	Numbers starting with (03) 93, (03) 83 or (03) 73
North East sector	Numbers starting with (03) 94 or (03) 84
East sector	Numbers starting with (03) 98, (03) 88 or (03) 78
South East sector	Numbers starting with (03) 95, (03) 85 or (03) 75
City and South sector	Numbers starting with (03) 96, (03) 91 or (03) 86
Area that is the Werribee charging zone	Numbers starting with (03) 80, (03) 87, (03) 97 or (03) 77
Area that is the Sunbury charging zone	Numbers starting with (03) 80, (03) 87, (03) 97 or (03) 77
Area that is the Kalkallo charging zone	Numbers starting with (03) 81, (03) 87, (03) 97 or (03) 71
Area that is the Whittlesea charging zone	Numbers starting with (03) 81, (03) 87, (03) 97 or (03) 71
Area that is the Croydon charging zone	Numbers starting with (03) 82, (03) 87, (03) 97 or (03) 72
Area that is the Dandenong charging zone	Numbers starting with (03) 89, (03) 87, (03) 97 or (03) 79

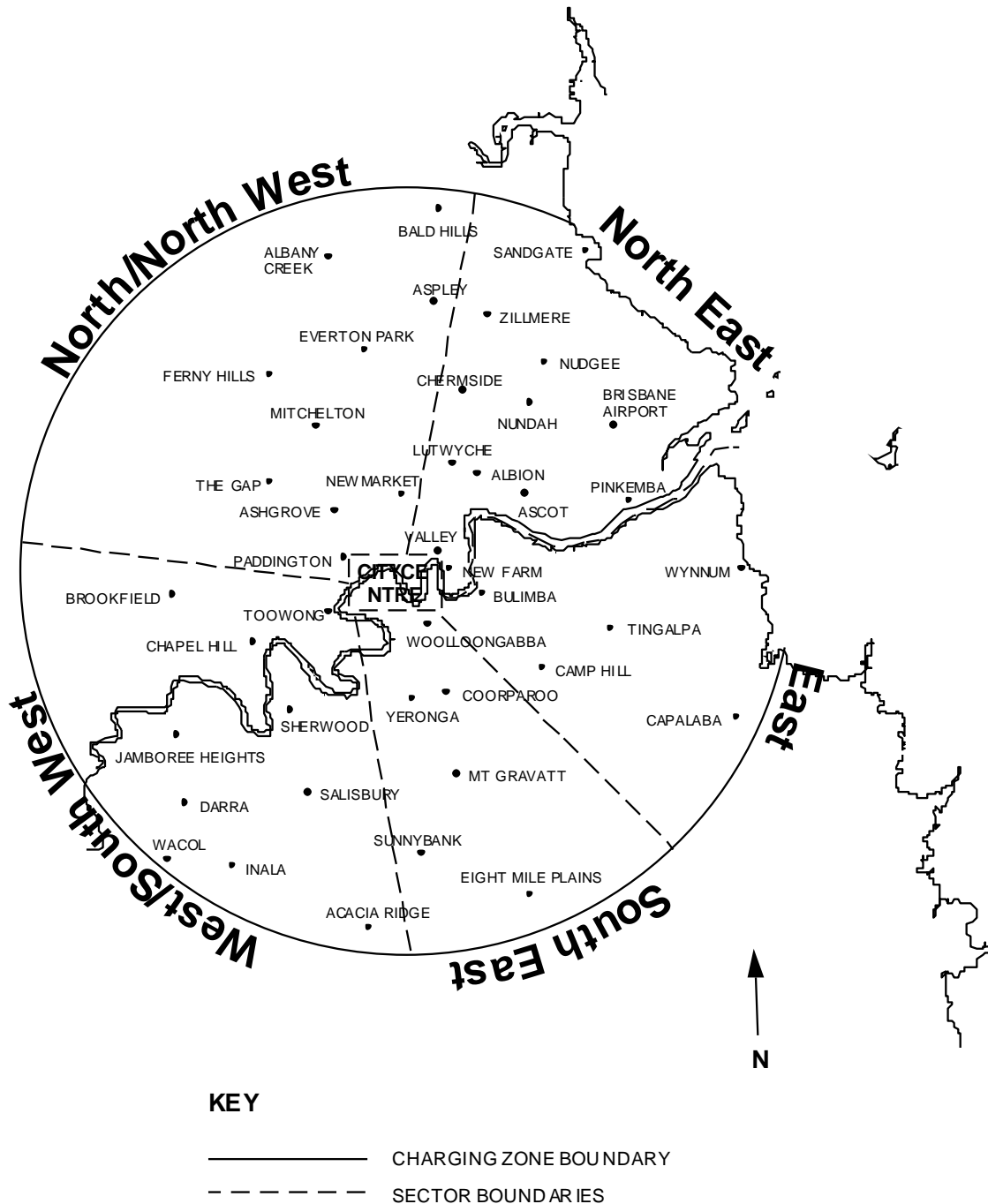
Map of Melbourne geographic sectors



Brisbane area

Sector	Numbers in sector
North East sector	Numbers starting with (07) 36, (07) 326, (07) 336 or (07) 386
North/North West sector	Numbers starting with (07) 35, (07) 325, (07) 335 or (07) 385
West/South West sector	Numbers starting with (07) 37, (07) 327, (07) 337 or (07) 387
South East sector	Numbers starting with (07) 30, (07) 34, (07) 324, (07) 334, (07) 384 or (07) 24
East sector	Numbers starting with (07) 39, (07) 329, (07) 339 or (07) 389
City Centre sector	Numbers starting with (07) 30, (07) 322, (07) 332, (07) 382, (07) 323, (07) 333, (07) 383 or (07) 22
Area that is the Cleveland charging zone	Numbers starting with (07) 30, (07) 34, (07) 328, (07) 338, (07) 388, (07) 320, (07) 330, (07) 380 or (07) 28
Area that is the Beenleigh charging zone	Numbers starting with (07) 30, (07) 34, (07) 328, (07) 338, (07) 388, (07) 320, (07) 330, (07) 380 or (07) 28
Area that is the Ipswich charging zone	Numbers starting with (07) 30, (07) 34, (07) 328, (07) 338, (07) 388, (07) 320, (07) 330, (07) 380 or (07) 28
Area that is the Samford charging zone	Numbers starting with (07) 30, (07) 34, (07) 328, (07) 338, (07) 388, (07) 320, (07) 330, (07) 380 or (07) 28
Area that is the Redcliffe charging zone	Numbers starting with (07) 30, (07) 34, (07) 328, (07) 338, (07) 388, (07) 320, (07) 330, (07) 380 or (07) 28

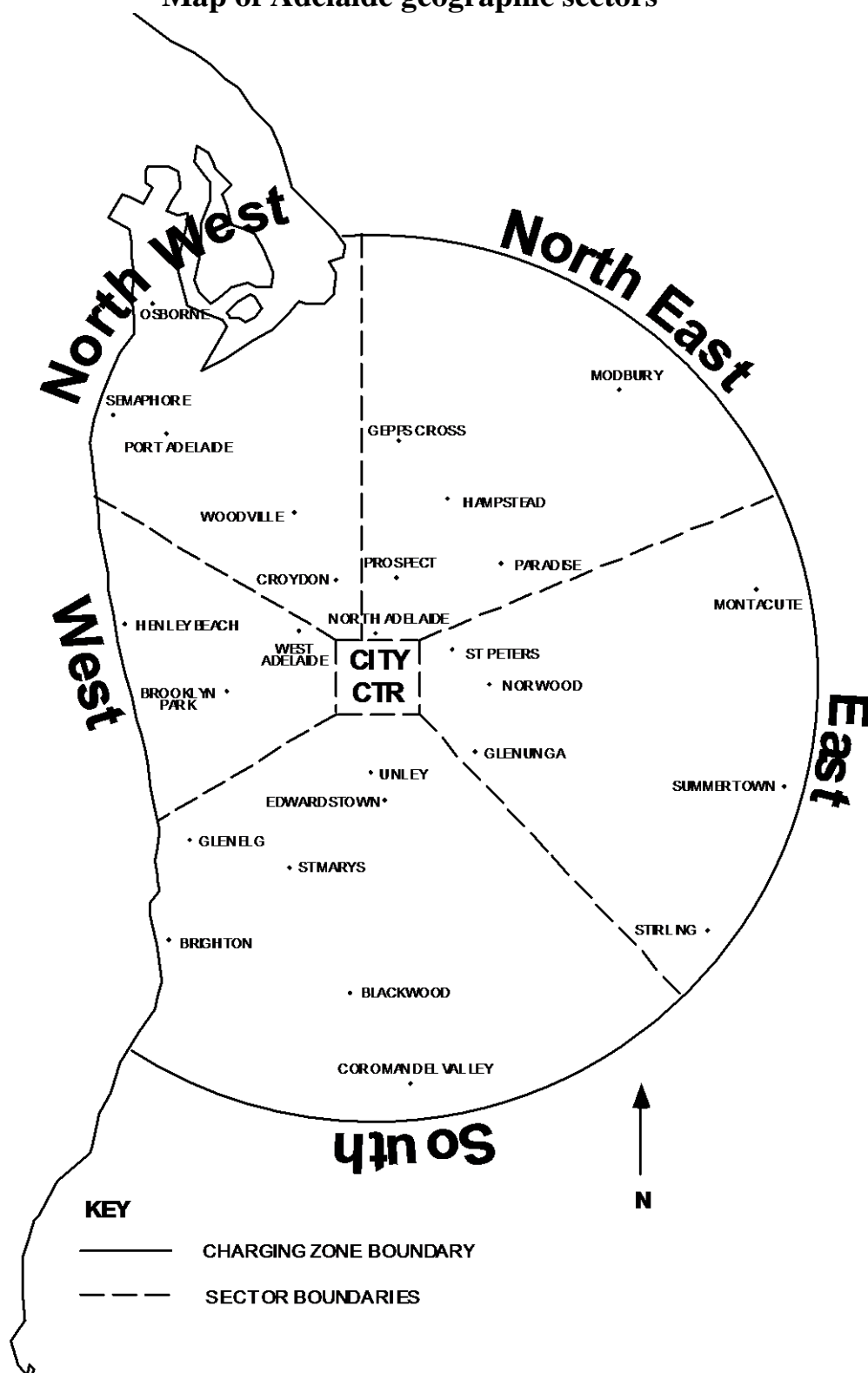
Map of Brisbane geographic sectors



Adelaide area

Sector	Numbers in sector
City Centre sector	Numbers starting with (08) 720, (08) 721, (08) 730, (08) 731, (08) 740, (08) 741, (08) 710, (08) 711, (08) 820, (08) 830, (08) 840, (08) 821, (08) 831, (08) 841, (08) 810 or (08) 811
South sector	Numbers starting with (08) 727, (08) 737, (08) 747, (08) 729, (08) 739, (08) 749, (08) 717, (08) 719, (08) 827, (08) 837, (08) 847, (08) 829, (08) 839, (08) 849, (08) 817 or (08) 819
East sector	Numbers starting with (08) 723, (08) 733, (08) 743, (08) 713, (08) 823, (08) 833, (08) 843 or (08) 813
North East sector	Numbers starting with (08) 726, (08) 736, (08) 746, (08) 716, (08) 826, (08) 836, (08) 846 or (08) 816
North West sector	Numbers starting with (08) 724, (08) 734, (08) 744, (08) 714, (08) 824, (08) 834, (08) 844 or (08) 814
West sector	Numbers starting with (08) 725, (08) 735, (08) 745, (08) 715, (08) 825, (08) 835, (08) 845 or (08) 815
Area that is the Salisbury charging zone	Numbers starting with (08) 728, (08) 738, (08) 748, (08) 718, (08) 828, (08) 838, (08) 848 or (08) 818
Area that is the Woodside charging zone	Numbers starting with (08) 728, (08) 738, (08) 748, (08) 718, (08) 828, (08) 838, (08) 848 or (08) 818
Area that is the Mt Barker charging zone	Numbers starting with (08) 728, (08) 738, (08) 748, (08) 718, (08) 828, (08) 838, (08) 848 or (08) 818
Area that is the McLaren Vale charging zone	Numbers starting with (08) 728, (08) 738, (08) 748, (08) 718, (08) 828, (08) 838, (08) 848 or (08) 818

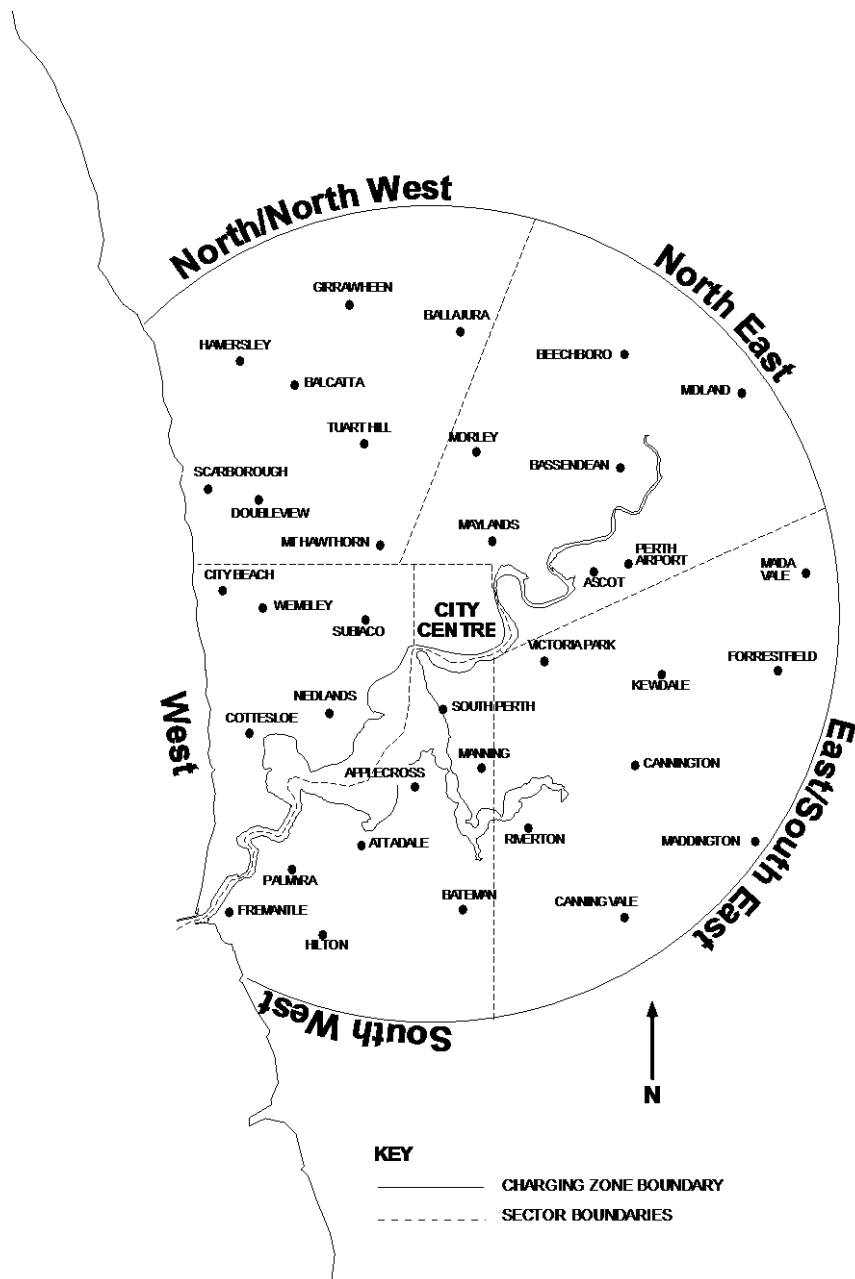
Map of Adelaide geographic sectors



Perth area

Sector	Numbers in sector
North/North West sector	Numbers starting with (08) 924, (08) 934, (08) 944, (08) 920, (08) 930, (08) 940, (08) 624, (08) 634, (08) 644, (08) 620, (08) 630, (08) 640, (08) 520, (08) 530 or (08) 540
West sector	Numbers starting with (08) 928, (08) 938, (08) 948, (08) 628, (08) 638 or (08) 648
City & South West sector	Numbers starting with (08) 921, (08) 931, (08) 941, (08) 922, (08) 932, (08) 942, (08) 923, (08) 933, (08) 943, (08) 621, (08) 631, (08) 641, (08) 622, (08) 632, (08) 642, (08) 623, (08) 633, (08) 643, (08) 611, (08) 612, (08) 613, (08) 521, (08) 522, (08) 523, (08) 531, (08) 532, (08) 533, (08) 541, (08) 542 or (08) 543
East/South East sector	Numbers starting with (08) 925, (08) 935, (08) 945, (08) 625, (08) 635 or (08) 645
North East sector	Numbers starting with (08) 927, (08) 937, (08) 947, (08) 627, (08) 637, (08) 647, (08) 527, (08) 537 or (08) 547
Area that is the Wanneroo charging zone	Numbers starting with (08) 920, (08) 930, (08) 940, (08) 620, (08) 630, (08) 640, (08) 520, (08) 530 or (08) 540
Area that is the Herne Hill charging zone	Numbers starting with (08) 619, (08) 659, (08) 929, (08) 939, (08) 949, (08) 629, (08) 639, (08) 649, (08) 529, (08) 539 or (08) 549
Area that is the Kalamunda charging zone	Numbers starting with (08) 619, (08) 659, (08) 929, (08) 939, (08) 949, (08) 629, (08) 639, (08) 649, (08) 529, (08) 539 or (08) 549
Area that is the Armadale charging zone	Numbers starting with (08) 619, (08) 659, (08) 929, (08) 939, (08) 949, (08) 629, (08) 639, (08) 649, (08) 529, (08) 539 or (08) 549
Area that is the Spearwood charging zone	Numbers starting with (08) 619, (08) 659, (08) 929, (08) 939, (08) 949, (08) 629, (08) 639, (08) 649, (08) 529, (08) 539 or (08) 549
Area that is the Rottnest Island charging zone	Numbers starting with (08) 619, (08) 659, (08) 929, (08) 939, (08) 949, (08) 629, (08) 639, (08) 649, (08) 529, (08) 539 or (08) 549

Map of Perth geographic sectors



Part 2 Numbers of broad geographic significance

Numbers of broad geographic significance are to be allocated in the charging districts mentioned in the following table.

The numbers to be allocated in each geographic sector are also shown in the table.

Sydney	Numbers starting with (02) 96, (02) 99, (02) 90, (02) 91, (02) 80, or (02) 89
Melbourne	Numbers starting with (03) 92, (03) 99, (03) 90 or (03) 70
Brisbane	Numbers starting with (07) 31, (07) 321, (07) 331, (07) 381 or (07) 21
Adelaide	Numbers starting with (08) 70, (08) 712, (08) 722, (08) 732, (08) 742, (08) 812, (08) 822, (08) 832 or (08) 842
Perth	Numbers starting with (08) 926, (08) 936, (08) 946, (08) 610, (08) 614, (08) 615, (08) 616, (08) 617, (08) 618, (08) 626, (08) 636, (08) 646, (08) 650, (08) 654, (08) 655, (08) 656, (08) 657 or (08) 658

Schedule 4 Special services numbers

(section 3.9)

Part 1 General

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
001 (except 0011 and 0012)	International service	10, 11, 12 or 13 digit number	No <i>Not shared</i>
009	International service	10, 11, 12 or 13 digit number	No <i>Not shared</i>
014 0	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
014 1 014 2 014 3	Satellite telephone service	10 digit number	Yes <i>Not shared</i>
014 4	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
014 5	Satellite telephone service	10 digit number	Yes <i>Not shared</i>
014 6	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
014 7	Satellite telephone service	10 digit number	Yes <i>Not shared</i>
014 8	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
014 9	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
015	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
016 0 (except 016 00)	Paging service <i>Call charge limited to low charge</i>	6 digit number	Yes <i>Not shared</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
016 1 016 2 016 3	Paging service <i>Call charge limited to low charge</i>	9 digit number	Yes <i>Not shared</i>
016 6 016 7 016 8 016 9	Paging service <i>Call charge limited to low charge</i>	9 digit number	Yes <i>Not shared</i>
017 1	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
017 2	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
017 8	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
017 9	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
018 00	Analogue AMPS service	9 digit number	Yes <i>Not shared</i>
018 (except 018 00)	Analogue AMPS service	9 digit number	No <i>Not shared</i>
019 2	Data network access service <i>Call charge limited to low charge</i>	5 digit number	Yes <i>Not shared</i>
019 80 019 81 019 82 019 83	Data network access service <i>Call charge limited to low charge</i>	10 digit number	Yes <i>Not shared</i>
019 84 019 85 019 86 019 87 019 88	Data network access service <i>Call charge limited to low charge</i>	5 digit number	Yes <i>Not shared</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
019 89	Data network access service	10 digit number	Yes <i>Not shared</i>
040 041	Digital mobile service	10 digit number	Yes <i>Not shared</i>
042 043 044 045 046 047 048 049	Digital mobile service	10 digit number <i>Not for use until 9 November 1998 due to renumbering</i>	Yes <i>Not shared</i>
0500	Universal personal telecommunications service	10 digit number	Yes <i>Not shared</i>
0550	Location independent communications service	10 digit number	Yes <i>Not shared</i>
059	ENUM trial	10 digit number <i>Not for use after 6 June 2007</i>	Yes <i>Not shared</i>
11 00	Community service <i>Call charge limited to low charge</i>	4 digit number	No <i>Not shared</i>
11 01 11 02 11 03 11 04 11 05 11 06 11 07 11 08 11 09	Community service <i>Call charge limited to low charge</i>	6 digit number	No <i>Not shared</i>
11 3	Public interest service <i>Call charge limited to low charge</i>	6 digit number	No <i>Not shared</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
11 40 (except 11 409)	Mass calling service <i>Call charge limited to low charge</i>	8 digit number	No <i>Not shared</i>
11 41 11 42 11 43	Mass calling service <i>Call charge limited to low charge</i>	8 digit number	No <i>Not shared</i>
11 45 11 46 11 47 11 48 11 49	Mass calling service <i>Call charge limited to low charge</i>	8 digit number	No <i>Not shared</i>
11 9	Community service <i>Call charge limited to low charge</i>	4 digit number	No <i>Not shared</i>
12 21	International faults and difficulties service <i>Call charge limited to low charge</i>	4 digit number	No <i>Shared selectable</i>
12 22	Call costs and enquiries (national and international) service <i>Call charge limited to low charge</i>	4 digit number	No <i>Shared selectable</i>
12 23	Directory assistance service within the meaning of the Act, provided on a national basis <i>Call charge limited to low charge</i>	4 digit number	No <i>Shared non-selectable</i>
	National and international operator connected call service to which section 3.12A applies <i>No limit on level of call charge</i>	4 digit number	No <i>Shared non-selectable</i>
	Operator service to which section 3.12A	4 digit number	No

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
	applies <i>No limit on level of call charge</i>		<i>Shared non-selectable</i>
12 25	International directory assistance service <i>Call charge limited to low charge</i>	4 digit number	No <i>Shared selectable</i>
12 34	National and international operator connected call service	4 digit number	No <i>Shared selectable</i>
12 36	Directory assistance service within the meaning of the Act, provided on a national basis	4 digit number	No <i>Shared non-selectable</i>
12 4	Operator service	5, 6 or 7 digit number	No <i>Not shared</i>
12 5	Operator service <i>Call charge limited to low charge</i>	5, 6 or 7 digit number	No <i>Not shared</i>
12 61 12 62 12 63 12 64 12 65 12 66 12 67 12 68	Internal network service (where a call to the number remains in the telecommunications network on which it originated)	4, 5, 6, 7, 8, 9 or 10 digit number	No <i>Not shared</i>
12 69	Internal network service (where a call to the number does not remain in the telecommunications network on which it originated)	10 digit number	No <i>Not shared</i>
12 711	Pre-selection verification service <i>Call charge limited to low charge</i>	5 digit number	No <i>Shared selectable</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
12 72 12 73 12 74 12 75 12 76 12 77 12 78 12 79	Testing service <i>Call charge limited to low charge</i>	6, 7, 8, 9 or 10 digit number	No <i>Not shared</i>
18 30	Supplementary control service <i>Call charge limited to low charge</i>	4 digit number	No <i>Not shared</i>
18 33 18 34 18 35 18 36 18 37 18 38 18 39	Supplementary control service <i>Call charge limited to low charge</i>	4 digit number	No <i>Not shared</i>
18 5	Universal personal telecommunications profile access service <i>Call charge limited to low charge</i>	5 digit number	No <i>Not shared</i>
18 9	Calling card service <i>Call charge limited to low charge</i>	5 digit number	No <i>Not shared</i>
19 00	Premium rate service	10 digit number	Yes <i>Not shared</i>
19 01	Carriage service that is both a Restricted access service and a Premium rate service	10 digit number	Yes <i>Not shared</i>
19 02	Premium rate service	10 digit number	Yes <i>Not shared</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number before or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
19 06	Carriage service that is both a Premium rate service and a Paging service	10 digit number	Yes <i>Not shared</i>
2001	Incoming only international service and assistance operator service <i>none</i>	4 digit number	Yes <i>shared not accessible to public</i>
2002	Incoming only international service and delay operator service <i>none</i>	4 digit number	Yes <i>shared not accessible to public</i>
2003	Incoming only international service and directory enquiries service <i>none</i>	4 digit number	Yes <i>shared not accessible to public</i>

Part 2 International access codes

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
0010	International service	4 digit number	No <i>Not shared</i>
0011	International direct dial service that is not a freephone service	4 digit	No <i>Shared selectable</i>
0011 800	International direct dial service that is a freephone service <i>Call charge limited to low charge</i>	7 digit number	No Shared selectable
0012	Carriage service that is both a Ring back price service and an International service	4 digit	No <i>Shared selectable</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
0013 0014 0015 0016 0017 0018 0019	International service	4 digit or 5 digit number	No <i>Not shared</i>
009	International service	4 digit or 5 digit number	No <i>Not shared</i>

Part 3 Carriage Service Provider Identification Codes

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
14 1 14 2 14 3 14 4 14 5 14 6 14 7 14 8 14 9	Pre-selection over-ride service	4 digit number	No <i>Not shared</i>

Part 4 Virtual private network access codes

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
18 8	Virtual private network service	5 digit number	No <i>Not shared</i>

Part 6 Incoming only international access codes

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
10 11 12	Incoming only international service	4, 5, 6, 7 or 8 digit number	Yes <i>Not shared</i>

Part 7 Miscellaneous access codes

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
12 8 (except 12 82)	Call information service	5 digit number	No <i>Not shared</i>
12 82	Call information service	4 digit number <i>Not for use until after 30 June 1998 due to renumbering</i>	No <i>Not shared</i>
18 30	Supplementary control service	4 digit number	No <i>Not shared</i>
18 31	Calling number display over-ride service — block display	4 digit number	No <i>Shared non-selectable</i>
18 32	Calling number display over-ride service — unblock display	4 digit number	No <i>Shared non-selectable</i>
*31#	Calling number display over-ride service — unblock display	4 digits and symbols	No <i>Shared non-selectable</i>
#31#	Calling number display over-ride service — block display	4 digits and symbols	No <i>Shared non-selectable</i>
18 33 18 34	Supplementary control service	4 digit number	No <i>Not shared</i>

Column 1 Number prefix	Column 2 Type of service <i>Limit on level of call charge (if any)</i>	Column 3 Number structure <i>Special arrangements about use of number until or after a particular date (if any)</i>	Column 4 Is incoming international access available? <i>Type of shared number?</i>
18 35 18 36 18 37 18 38 18 39			

Schedule 4A Freephone numbers

(section 3.34)

Column 1 Number prefix	Column 2 Number structure	Column 3 Is incoming international access available?
18 00	10 digit number	Yes
18 01	10 digit number	No
18 02 18 03 18 04 18 05 18 06 18 07 18 08 18 09	7 digit number	No

Schedule 4B Local rate numbers

(section 3.35)

Column 1 Number prefix	Column 2 Number structure	Column 3 Limits on use of the number	Column 4 Is incoming international access available?
13 00 13 01 13 02 13 03 13 04 13 05 13 06 13 07 13 08 13 09	10 digit number		Yes
13 1 13 2 13 3 13 40 13 41 13 42 13 43 13 44	6 digit number		Yes
13 45	8 digit number	May be used only for monitoring security alarms	Yes
13 46 13 47 13 48 13 49 13 5 13 6 13 7 13 8 13 9	6 digit number		Yes

Schedule 4C Premium rate numbers

(section 3.35A)

Column 1 Number prefix	Column 2 Number structure	Column 3 Limits on use of the number	Column 4 Is incoming international access available?
19 1 19 3 19 4	6-digit number		Yes
19 5	6-digit number	<i>must be used to supply age-restricted services only</i>	Yes
19 6	8-digit number		Yes
19 7 19 9	8-digit number		Yes

Schedule 5 Data numbers

(section 4.1)

Part 1 Data number components

Number structure

1.1 The components of a data number are:

Address format prefix	Data terminal number			
Data network identification code		Network terminal number		
Data country code	Network code	Private network identification code	Geographic routing code	Private network terminal number

EXAMPLES OF DATA NUMBERS

1. Full number

A data number with the components mentioned in Part 1 of Schedule 3 might be **0 5052 9876543210**.

0 is the address format prefix.

5052 is the data network identification code (comprising the data country code **505** and a network code **2**).

9876543210 is the network terminal number.

2. Data terminal number containing a private network identification code

A data terminal number containing a private network identification code might be **50572500321654**.

5057 is the data network identification code (comprising the data country code **505** and a network code **7**).

2500 is the private network identification code.

3 is the geographic routing code for Victoria.

21654 is the private network terminal number.

2. Escape code

An escape code used as a data number might be **961398287300**.

0 is the escape code, showing that a telephone number follows and that an analogue interface to the telephone network is being requested.

61398277300 is an international number.

Part 2 Explanation of components of data numbers

Component	Number of digits	What are the digits?	Purpose
Address format prefix	1 digit	Must be '0'	Distinguishes a full data terminal number from an abbreviated form of a data terminal number
Data country code	3 digits	The digits assigned by the ITU for use in Australia	Identifies that the number has been assigned by the ITU for use in Australia
Data network identification code	4 digits	The combination of a data country code followed by a network code	Identifies the data network being contacted If private network identification codes are allocated, or available for allocation, identifies a collection of private network identification codes
Data terminal number	14 digits		The combination of a data network identification code followed by a network terminal number This is the usual form of address available to make a data network call, and must be preceded by an address format prefix
Escape code	1 digit	<p>If the escape code is to be followed by a telex number, the code is '8'</p> <p>If the escape code is to be followed by a telephone number, and an analogue interface to the telephone network is to be requested, the code is '9'</p> <p>If the escape code is to be followed by a telephone number, and a digital interface to the telephone network is to be requested, the code is '0'</p>	Shows that the sequence of digits following the code is a telephone or telex number, not a data terminal number

Component	Number of digits	What are the digits?	Purpose
Geographic routing code	1 digit	The recommended digits are: ‘2’ (New South Wales) ‘3’ (Victoria) ‘4’ (Tasmania) ‘5’ (Northern Territory) ‘6’ (Australian Capital Territory) ‘7’ (Queensland) ‘8’ (South Australia)	Enables a call to a data number to be routed to the particular point of interconnection with the carriage service provider that is allocated a private network identification code geographically closest to the point of termination of the call This number is assigned at the discretion of the carriage service provider
		‘9’ (Western Australia and the Indian Ocean Territories)	
Network code	1 digit	Any combination of digits	Identifies a specific data network or group of data networks
Network terminal number	10 digits	A data terminal number without a data network identification code The number must not be preceded by an address format prefix	A permitted form of address available to make a data network call The number may be issued by the carriage service provider to which the corresponding data network identification code, or part of a code, is allocated
Private network identification code	2 to 4 digits	A 2 digit code. The first digit is ‘1’, ‘2’ or ‘3’ A 3 digit code. The first digit is ‘4’, ‘5’ or ‘6’ A 4digit code. The first digit is ‘7’, ‘8’ or ‘9’ However, in all cases, the first digit must not be the same as the address format prefix	The first 2, 3 or 4 digits of a private network terminal number

Component	Number of digits	What are the digits?	Purpose
Private network terminal number	The number of digits (6 to 8) that, when added to a private network identification code, make the network terminal number a 10-digit number	<p>The digits of a data terminal number without the data network address code and the private network identification code</p> <p>The number may start with a geographic routing code</p> <p>The number must not be preceded by an address format prefix</p>	<p>A permitted form of address available to make a data network call</p> <p>The number may be issued by the carriage service provider to which the corresponding private network identification code is allocated</p>

Schedule 6 Telex numbers

(section 5.1)

Part 1 Services

Column 1 Number Prefix	Column 2 Carriage service	Column 3 Number structure
00	Internal network service	3 digits starting with '00'
01	Operator service	3 digits starting with '01'
020	International service	3 digits
03	Internal network service	3 digits starting with '03'
08	Special call service	3 digits starting with '08'
09	Internal network service	3 digits starting with '09'

Part 2 Charging areas

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
12	Sydney	6 digits starting with '12'
13	Melbourne	6 digits starting with '13'
140	Brisbane	6 digits starting with '140'
141	Brisbane	6 digits starting with '141'
142	Brisbane	6 digits starting with '142'
143	Brisbane	6 digits starting with '143'
144	Brisbane	6 digits starting with '144'
1450	Brisbane	6 digits starting with '1450'
1451	Brisbane	6 digits starting with '1451'
1452	Brisbane	6 digits starting with '1452'
1453	Brisbane	6 digits starting with '1453'
1454	Brisbane	6 digits starting with '1454'
1455	Brisbane	6 digits starting with '1455'
1456	Brisbane	6 digits starting with '1456'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1457	Brisbane	6 digits starting with '1457'
1460	Mackay	6 digits starting with '1460'
1461	Cairns	6 digits starting with '1461'
1462	Dalby	6 digits starting with '1462'
1463	Mackay	6 digits starting with '1463'
1464	Mackay	6 digits starting with '1464'
1465	Maryborough	6 digits starting with '1465'
1466	Townsville	6 digits starting with '1466'
1467	Townsville	6 digits starting with '1467'
1468	Longreach	6 digits starting with '1468'
1469	Rockhampton	6 digits starting with '1469'
1470	Townsville	6 digits starting with '1470'
1471	Townsville	6 digits starting with '1471'
1472	Townsville	6 digits starting with '1472'
1473	Townsville	6 digits starting with '1473'
1474	Townsville	6 digits starting with '1474'
1475	Roma	6 digits starting with '1475'
1476	Townsville	6 digits starting with '1476'
1477	Charleville	6 digits starting with '1477'
1478	Townsville	6 digits starting with '1478'
1479	Townsville	6 digits starting with '1479'
1480	Cairns	6 digits starting with '1480'
1481	Mackay	6 digits starting with '1481'
1482	Cairns	6 digits starting with '1482'
1483	Cairns	6 digits starting with '1483'
1484	Cairns	6 digits starting with '1484'
1485	Mackay	6 digits starting with '1485'
1486	Mackay	6 digits starting with '1486'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1487	Dalby	6 digits starting with '1487'
1488	Cairns	6 digits starting with '1488'
1489	Cairns	6 digits starting with '1489'
1490	Rockhampton	6 digits starting with '1490'
1491	Rockhampton	6 digits starting with '1491'
1492	Rockhampton	6 digits starting with '1492'
1493	Rockhampton	6 digits starting with '1493'
1494	Rockhampton	6 digits starting with '1494'
1495	Longreach	6 digits starting with '1495'
1496	Maryborough	6 digits starting with '1496'
1497	Maryborough	6 digits starting with '1497'
1498	Rockhampton	6 digits starting with '1498'
1499	Longreach	6 digits starting with '1499'
151	Melbourne	6 digits starting with '151'
152	Melbourne	6 digits starting with '152'
154	Melbourne	6 digits starting with '154'
1550	Mildura	6 digits starting with '1550'
1551	Sale	6 digits starting with '1551'
1552	Sale	6 digits starting with '1552'
1553	Swan Hill	6 digits starting with '1553'
1554	Swan Hill	6 digits starting with '1554'
1555	Mildura	6 digits starting with '1555'
1556	Warrnambool	6 digits starting with '1556'
1557	Warrnambool	6 digits starting with '1557'
1558	Warrnambool	6 digits starting with '1558'
1559	Warrnambool	6 digits starting with '1559'
1560	Albury	6 digits starting with '1560'
1561	Albury	6 digits starting with '1561'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1562	Albury	6 digits starting with '1562'
1563	Sale	6 digits starting with '1563'
1564	Swan Hill	6 digits starting with '1564'
1565	Mildura	6 digits starting with '1565'
1568	Albury	6 digits starting with '1568'
1569	Albury	6 digits starting with '1569'
1570	Hobart	6 digits starting with '1570'
1571	Hobart	6 digits starting with '1571'
1572	Hobart	6 digits starting with '1572'
1573	Hobart	6 digits starting with '1573'
1574	Hobart	6 digits starting with '1574'
1575	Hobart	6 digits starting with '1575'
1576	Hobart	6 digits starting with '1576'
1580	Hobart	6 digits starting with '1580'
1581	Hobart	6 digits starting with '1581'
1582	Hobart	6 digits starting with '1582'
1583	Hobart	6 digits starting with '1583'
1585	Hobart	6 digits starting with '1585'
1586	Hobart	6 digits starting with '1586'
1587	Hobart	6 digits starting with '1587'
1588	Hobart	6 digits starting with '1588'
159	Hobart	6 digits starting with '159'
160	Canberra	6 digits starting with '160'
1610	Cooma	6 digits starting with '1610'
1611	Cooma	6 digits starting with '1611'
1612	Canberra	6 digits starting with '1612'
1613	Canberra	6 digits starting with '1613'
1614	Canberra	6 digits starting with '1614'

Column 1	Column 2	Column 3
Number Prefix	Charging area	Number structure
1615	Canberra	6 digits starting with '1615'
1616	Canberra	6 digits starting with '1616'
1617	Canberra	6 digits starting with '1617'
1618	Canberra	6 digits starting with '1618'
1619	Canberra	6 digits starting with '1619'
162	Canberra	6 digits starting with '162'
1630	Orange	6 digits starting with '1630'
1631	Tamworth	6 digits starting with '1631'
1632	Tamworth	6 digits starting with '1632'
1633	Tamworth	6 digits starting with '1633'
1634	Tamworth	6 digits starting with '1634'
1635	Orange	6 digits starting with '1635'
1636	Orange	6 digits starting with '1636'
1637	Orange	6 digits starting with '1637'
1638	Tamworth	6 digits starting with '1638'
1639	Orange	6 digits starting with '1639'
164	Canberra	6 digits starting with '164'
1651	Tamworth	6 digits starting with '1651'
1652	Tamworth	6 digits starting with '1652'
1653	Tamworth	6 digits starting with '1653'
1654	Tamworth	6 digits starting with '1654'
1655	Tamworth	6 digits starting with '1655'
1656	Tamworth	6 digits starting with '1656'
1657	Lismore	6 digits starting with '1657'
1658	Lismore	6 digits starting with '1658'
1659	Lismore	6 digits starting with '1659'
1660	Grafton	6 digits starting with '1660'
1661	Lismore	6 digits starting with '1661'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1662	Lismore	6 digits starting with '1662'
1663	Lismore	6 digits starting with '1663'
1664	Grafton	6 digits starting with '1664'
1665	Grafton	6 digits starting with '1665'
1666	Grafton	6 digits starting with '1666'
1667	Grafton	6 digits starting with '1667'
1668	Grafton	6 digits starting with '1668'
1669	Grafton	6 digits starting with '1669'
1670	Grafton	6 digits starting with '1670'
1671	Grafton	6 digits starting with '1671'
1672	Grafton	6 digits starting with '1672'
1673	Grafton	6 digits starting with '1673'
1674	Grafton	6 digits starting with '1674'
1675	Grafton	6 digits starting with '1675'
1676	Grafton	6 digits starting with '1676'
1677	Cooma	6 digits starting with '1677'
1678	Cooma	6 digits starting with '1678'
1679	Orange	6 digits starting with '1679'
1680	Orange	6 digits starting with '1680'
1681	Orange	6 digits starting with '1681'
1682	Orange	6 digits starting with '1682'
1683	Orange	6 digits starting with '1683'
1684	Orange	6 digits starting with '1684'
1685	Wagga Wagga	6 digits starting with '1685'
1686	Wagga Wagga	6 digits starting with '1686'
1687	Wagga Wagga	6 digits starting with '1687'
1688	Wagga Wagga	6 digits starting with '1688'
1689	Wagga Wagga	6 digits starting with '1689'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1690	Wagga Wagga	6 digits starting with '1690'
1691	Coonamble	6 digits starting with '1691'
1692	Coonamble	6 digits starting with '1692'
1693	Orange	6 digits starting with '1693'
1694	Orange	6 digits starting with '1694'
1695	Wagga Wagga	6 digits starting with '1695'
1696	Wagga Wagga	6 digits starting with '1696'
1697	Wagga Wagga	6 digits starting with '1697'
1698	Coonamble	6 digits starting with '1698'
1699	Wagga Wagga	6 digits starting with '1699'
17	Sydney	6 digits starting with '17'
1800	Mt Gambier	6 digits starting with '1800'
1801	Mt Gambier	6 digits starting with '1801'
1802	Whyalla	6 digits starting with '1802'
1803	Berri	6 digits starting with '1803'
1804	Whyalla	6 digits starting with '1804'
1805	Naracoorte	6 digits starting with '1805'
1806	Woomera	6 digits starting with '1806'
1807	Berri	6 digits starting with '1807'
1808	Broken Hill	6 digits starting with '1808'
1809	Whyalla	6 digits starting with '1809'
1810	Alice Springs	6 digits starting with '1810'
1811	Alice Springs	6 digits starting with '1811'
1812	Alice Springs	6 digits starting with '1812'
1813	Alice Springs	6 digits starting with '1813'
1814	Alice Springs	6 digits starting with '1814'
1815	Alice Springs	6 digits starting with '1815'
1816	Adelaide	6 digits starting with '1816'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1817	Adelaide	6 digits starting with '1817'
1818	Adelaide	6 digits starting with '1818'
1819	Adelaide	6 digits starting with '1819'
182	Adelaide	6 digits starting with '182'
1830	Broken Hill	6 digits starting with '1830'
1831	Woomera	6 digits starting with '1831'
1832	Naracoorte	6 digits starting with '1832'
1833	Whyalla	6 digits starting with '1833'
1834	Woomera	6 digits starting with '1834'
1835	Adelaide	6 digits starting with '1835'
1836	Berri	6 digits starting with '1836'
1837	Whyalla	6 digits starting with '1837'
1838	Whyalla	6 digits starting with '1838'
1839	Mt Gambier	6 digits starting with '1839'
1840	Darwin	6 digits starting with '1840'
1841	Darwin	6 digits starting with '1841'
1842	Darwin	6 digits starting with '1842'
1843	Darwin	6 digits starting with '1843'
1844	Darwin	6 digits starting with '1844'
1845	Darwin	6 digits starting with '1845'
1846	Darwin	6 digits starting with '1846'
1847	Adelaide	6 digits starting with '1847'
1848	Adelaide	6 digits starting with '1848'
1849	Adelaide	6 digits starting with '1849'
185	Darwin	6 digits starting with '185'
186	Adelaide	6 digits starting with '186'
1870	Adelaide	6 digits starting with '1870'
1871	Adelaide	6 digits starting with '1871'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1872	Adelaide	6 digits starting with '1872'
1873	Adelaide	6 digits starting with '1873'
1874	Adelaide	6 digits starting with '1874'
1875	Adelaide	6 digits starting with '1875'
1876	Adelaide	6 digits starting with '1876'
1877	Adelaide	6 digits starting with '1877'
188	Adelaide	6 digits starting with '188'
189	Adelaide	6 digits starting with '189'
190	Perth	6 digits starting with '190'
1910	Kalgoorlie	6 digits starting with '1910'
1911	Geraldton	6 digits starting with '1911'
1912	Geraldton	6 digits starting with '1912'
1913	Kalgoorlie	6 digits starting with '1913'
1914	Katanning	6 digits starting with '1914'
1915	Kalgoorlie	6 digits starting with '1915'
1916	Geraldton	6 digits starting with '1916'
1917	Kalgoorlie	6 digits starting with '1917'
1918	Merredin	6 digits starting with '1918'
1919	Albany	6 digits starting with '1919'
192	Perth	6 digits starting with '192'
193	Perth	6 digits starting with '193'
194	Perth	6 digits starting with '194'
195	Perth	6 digits starting with '195'
196	Perth	6 digits starting with '196'
1970	Perth	6 digits starting with '1970'
1971	Perth	6 digits starting with '1971'
1972	Perth	6 digits starting with '1972'
1973	Perth	6 digits starting with '1973'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
1974	Perth	6 digits starting with '1974'
1975	Perth	6 digits starting with '1975'
1976	Perth	6 digits starting with '1976'
1977	Perth	6 digits starting with '1977'
1980	Katanning	6 digits starting with '1980'
1981	Broome	6 digits starting with '1981'
1982	Carnarvon	6 digits starting with '1982'
1983	Merredin	6 digits starting with '1983'
1984	Albany	6 digits starting with '1984'
1985	Albany	6 digits starting with '1985'
1986	Katanning	6 digits starting with '1986'
1987	Merredin	6 digits starting with '1987'
1988	Geraldton	6 digits starting with '1988'
1989	Kalgoorlie	6 digits starting with '1989'
1990	Carnarvon	6 digits starting with '1990'
1991	Carnarvon	6 digits starting with '1991'
1992	Carnarvon	6 digits starting with '1992'
1993	Broome	6 digits starting with '1993'
1994	Broome	6 digits starting with '1994'
1995	Carnarvon	6 digits starting with '1995'
1996	Carnarvon	6 digits starting with '1996'
1997	Carnarvon	6 digits starting with '1997'
1998	Broome	6 digits starting with '1998'
1999	Carnarvon	6 digits starting with '1999'
2	Sydney	5 digits starting with '2'
3	Melbourne	5 digits starting with '3'
40	Brisbane	5 digits starting with '40'
41	Brisbane	5 digits starting with '41'

Column 1	Column 2	Column 3
Number Prefix	Charging area	Number structure
42	Brisbane	5 digits starting with '42'
43	Brisbane	5 digits starting with '43'
44	Brisbane	5 digits starting with '44'
450	Brisbane	5 digits starting with '450'
451	Brisbane	5 digits starting with '451'
452	Brisbane	5 digits starting with '452'
453	Brisbane	5 digits starting with '453'
454	Brisbane	5 digits starting with '454'
455	Brisbane	5 digits starting with '455'
456	Brisbane	5 digits starting with '456'
457	Brisbane	5 digits starting with '457'
460	Mackay	5 digits starting with '460'
461	Cairns	5 digits starting with '461'
462	Dalby	5 digits starting with '462'
463	Mackay	5 digits starting with '463'
464	Mackay	5 digits starting with '464'
465	Maryborough	5 digits starting with '465'
466	Townsville	5 digits starting with '466'
467	Townsville	5 digits starting with '467'
468	Longreach	5 digits starting with '468'
469	Rockhampton	5 digits starting with '469'
470	Townsville	5 digits starting with '470'
471	Townsville	5 digits starting with '471'
472	Townsville	5 digits starting with '472'
473	Townsville	5 digits starting with '473'
474	Townsville	5 digits starting with '474'
475	Roma	5 digits starting with '475'
476	Townsville	5 digits starting with '476'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
477	Charleville	5 digits starting with '477'
478	Townsville	5 digits starting with '478'
479	Townsville	5 digits starting with '479'
480	Cairns	5 digits starting with '480'
481	Mackay	5 digits starting with '481'
482	Cairns	5 digits starting with '482'
483	Cairns	5 digits starting with '483'
484	Cairns	5 digits starting with '484'
485	Mackay	5 digits starting with '485'
486	Mackay	5 digits starting with '486'
487	Dalby	5 digits starting with '487'
488	Cairns	5 digits starting with '488'
489	Cairns	5 digits starting with '489'
490	Rockhampton	5 digits starting with '490'
491	Rockhampton	5 digits starting with '491'
492	Rockhampton	5 digits starting with '492'
493	Rockhampton	5 digits starting with '493'
494	Rockhampton	5 digits starting with '494'
495	Longreach	5 digits starting with '495'
496	Maryborough	5 digits starting with '496'
497	Maryborough	5 digits starting with '497'
498	Rockhampton	5 digits starting with '498'
499	Longreach	5 digits starting with '499'
51	Melbourne	5 digits starting with '51'
52	Melbourne	5 digits starting with '52'
54	Melbourne	5 digits starting with '54'
550	Mildura	5 digits starting with '550'
551	Sale	5 digits starting with '551'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
552	Sale	5 digits starting with '552'
553	Swan Hill	5 digits starting with '553'
554	Swan Hill	5 digits starting with '554'
555	Mildura	5 digits starting with '555'
556	Warrnambool	5 digits starting with '556'
557	Warrnambool	5 digits starting with '557'
558	Warrnambool	5 digits starting with '558'
559	Warrnambool	5 digits starting with '559'
560	Albury	5 digits starting with '560'
561	Albury	5 digits starting with '561'
562	Albury	5 digits starting with '562'
563	Sale	5 digits starting with '563'
564	Swan Hill	5 digits starting with '564'
565	Mildura	5 digits starting with '565'
568	Albury	5 digits starting with '568'
569	Albury	5 digits starting with '569'
570	Hobart	5 digits starting with '570'
571	Hobart	5 digits starting with '571'
572	Hobart	5 digits starting with '572'
573	Hobart	5 digits starting with '573'
574	Hobart	5 digits starting with '574'
575	Hobart	5 digits starting with '575'
576	Hobart	5 digits starting with '576'
580	Hobart	5 digits starting with '580'
581	Hobart	5 digits starting with '581'
582	Hobart	5 digits starting with '582'
583	Hobart	5 digits starting with '583'
585	Hobart	5 digits starting with '585'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
586	Hobart	5 digits starting with '586'
587	Hobart	5 digits starting with '587'
588	Hobart	5 digits starting with '588'
59	Hobart	5 digits starting with '59'
60	Canberra	5 digits starting with '60'
610	Cooma	5 digits starting with '610'
611	Cooma	5 digits starting with '611'
612	Canberra	5 digits starting with '612'
613	Canberra	5 digits starting with '613'
614	Canberra	5 digits starting with '614'
615	Canberra	5 digits starting with '615'
616	Canberra	5 digits starting with '616'
617	Canberra	5 digits starting with '617'
618	Canberra	5 digits starting with '618'
619	Canberra	5 digits starting with '619'
62	Canberra	5 digits starting with '62'
630	Orange	5 digits starting with '630'
631	Tamworth	5 digits starting with '631'
632	Tamworth	5 digits starting with '632'
633	Tamworth	5 digits starting with '633'
634	Tamworth	5 digits starting with '634'
635	Orange	5 digits starting with '635'
636	Orange	5 digits starting with '636'
637	Orange	5 digits starting with '637'
638	Tamworth	5 digits starting with '638'
639	Orange	5 digits starting with '639'
64	Canberra	5 digits starting with '64'
651	Tamworth	5 digits starting with '651'

Column 1	Column 2	Column 3
Number Prefix	Charging area	Number structure
652	Tamworth	5 digits starting with '652'
653	Tamworth	5 digits starting with '653'
654	Tamworth	5 digits starting with '654'
655	Tamworth	5 digits starting with '655'
656	Tamworth	5 digits starting with '656'
657	Lismore	5 digits starting with '657'
658	Lismore	5 digits starting with '658'
659	Lismore	5 digits starting with '659'
660	Grafton	5 digits starting with '660'
661	Lismore	5 digits starting with '661'
662	Lismore	5 digits starting with '662'
663	Lismore	5 digits starting with '663'
664	Grafton	5 digits starting with '664'
665	Grafton	5 digits starting with '665'
666	Grafton	5 digits starting with '666'
667	Grafton	5 digits starting with '667'
668	Grafton	5 digits starting with '668'
669	Grafton	5 digits starting with '669'
670	Grafton	5 digits starting with '670'
671	Grafton	5 digits starting with '671'
672	Grafton	5 digits starting with '672'
673	Grafton	5 digits starting with '673'
674	Grafton	5 digits starting with '674'
675	Grafton	5 digits starting with '675'
676	Grafton	5 digits starting with '676'
677	Cooma	5 digits starting with '677'
678	Cooma	5 digits starting with '678'
679	Orange	5 digits starting with '679'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
680	Orange	5 digits starting with '680'
681	Orange	5 digits starting with '681'
682	Orange	5 digits starting with '682'
683	Orange	5 digits starting with '683'
684	Orange	5 digits starting with '684'
685	Wagga Wagga	5 digits starting with '685'
686	Wagga Wagga	5 digits starting with '686'
687	Wagga Wagga	5 digits starting with '687'
688	Wagga Wagga	5 digits starting with '688'
689	Wagga Wagga	5 digits starting with '689'
690	Wagga Wagga	5 digits starting with '690'
691	Coonamble	5 digits starting with '691'
692	Coonamble	5 digits starting with '692'
693	Orange	5 digits starting with '693'
694	Orange	5 digits starting with '694'
695	Wagga Wagga	5 digits starting with '695'
696	Wagga Wagga	5 digits starting with '696'
697	Wagga Wagga	5 digits starting with '697'
698	Coonamble	5 digits starting with '698'
699	Wagga Wagga	5 digits starting with '699'
70	Sydney	5 digits starting with '70'
71	Sydney	5 digits starting with '71'
72	Sydney	5 digits starting with '72'
73	Sydney	5 digits starting with '73'
74	Sydney	5 digits starting with '74'
75	Sydney	5 digits starting with '75'
76	Sydney	5 digits starting with '76'
77	Sydney	5 digits starting with '77'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
78	Sydney	5 digits starting with '78'
79	Sydney	5 digits starting with '79'
800	Mt Gambier	5 digits starting with '800'
801	Mt Gambier	5 digits starting with '801'
802	Whyalla	5 digits starting with '802'
803	Berri	5 digits starting with '803'
804	Whyalla	5 digits starting with '804'
805	Naracoorte	5 digits starting with '805'
806	Woomera	5 digits starting with '806'
807	Berri	5 digits starting with '807'
808	Broken Hill	5 digits starting with '808'
809	Whyalla	5 digits starting with '809'
810	Alice Springs	5 digits starting with '810'
811	Alice Springs	5 digits starting with '811'
812	Alice Springs	5 digits starting with '812'
813	Alice Springs	5 digits starting with '813'
814	Alice Springs	5 digits starting with '814'
815	Alice Springs	5 digits starting with '815'
816	Adelaide	5 digits starting with '816'
817	Adelaide	5 digits starting with '817'
818	Adelaide	5 digits starting with '818'
819	Adelaide	5 digits starting with '819'
82	Adelaide	5 digits starting with '82'
830	Broken Hill	5 digits starting with '830'
831	Woomera	5 digits starting with '831'
832	Naracoorte	5 digits starting with '832'
833	Whyalla	5 digits starting with '833'
834	Woomera	5 digits starting with '834'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
835	Adelaide	5 digits starting with '835'
836	Berri	5 digits starting with '836'
837	Whyalla	5 digits starting with '837'
838	Whyalla	5 digits starting with '838'
839	Mt Gambier	5 digits starting with '839'
840	Darwin	5 digits starting with '840'
841	Darwin	5 digits starting with '841'
842	Darwin	5 digits starting with '842'
843	Darwin	5 digits starting with '843'
844	Darwin	5 digits starting with '844'
845	Darwin	5 digits starting with '845'
846	Darwin	5 digits starting with '846'
847	Adelaide	5 digits starting with '847'
848	Adelaide	5 digits starting with '848'
849	Adelaide	5 digits starting with '849'
85	Darwin	5 digits starting with '85'
86	Adelaide	5 digits starting with '86'
870	Adelaide	5 digits starting with '870'
871	Adelaide	5 digits starting with '871'
872	Adelaide	5 digits starting with '872'
873	Adelaide	5 digits starting with '873'
874	Adelaide	5 digits starting with '874'
875	Adelaide	5 digits starting with '875'
876	Adelaide	5 digits starting with '876'
877	Adelaide	5 digits starting with '877'
88	Adelaide	5 digits starting with '88'
89	Adelaide	5 digits starting with '89'
90	Perth	5 digits starting with '90'

Column 1 Number Prefix	Column 2 Charging area	Column 3 Number structure
910	Kalgoorlie	5 digits starting with '910'
911	Geraldton	5 digits starting with '911'
912	Geraldton	5 digits starting with '912'
913	Kalgoorlie	5 digits starting with '913'
914	Katanning	5 digits starting with '914'
915	Kalgoorlie	5 digits starting with '915'
916	Geraldton	5 digits starting with '916'
917	Kalgoorlie	5 digits starting with '917'
918	Merredin	5 digits starting with '918'
919	Albany	5 digits starting with '919'
92	Perth	5 digits starting with '92'
93	Perth	5 digits starting with '93'
94	Perth	5 digits starting with '94'
95	Perth	5 digits starting with '95'
96	Perth	5 digits starting with '96'
970	Perth	5 digits starting with '970'
971	Perth	5 digits starting with '971'
972	Perth	5 digits starting with '972'
973	Perth	5 digits starting with '973'
974	Perth	5 digits starting with '974'
975	Perth	5 digits starting with '975'
976	Perth	5 digits starting with '976'
977	Perth	5 digits starting with '977'
980	Katanning	5 digits starting with '980'
981	Broome	5 digits starting with '981'
982	Carnarvon	5 digits starting with '982'
983	Merredin	5 digits starting with '983'
984	Albany	5 digits starting with '984'

Column 1	Column 2	Column 3
Number Prefix	Charging area	Number structure
985	Albany	5 digits starting with '985'
986	Katanning	5 digits starting with '986'
987	Merredin	5 digits starting with '987'
988	Geraldton	5 digits starting with '988'
989	Kalgoorlie	5 digits starting with '989'
990	Carnarvon	5 digits starting with '990'
991	Carnarvon	5 digits starting with '991'
992	Carnarvon	5 digits starting with '992'
993	Broome	5 digits starting with '993'
994	Broome	5 digits starting with '994'
995	Carnarvon	5 digits starting with '995'
996	Carnarvon	5 digits starting with '996'
997	Carnarvon	5 digits starting with '997'
998	Broome	5 digits starting with '998'
999	Carnarvon	5 digits starting with '999'

Schedule 7 Content of application for allocation of numbers

(section 6.7)

Part 1 Applications for numbers for all types of carriage service

The following information must be included in all applications for the allocation of numbers:

- 1.1 The applicant's name, Australian Company Number (if applicable), Australian Registered Body Number (if applicable), postal address and facsimile number, and the name and telephone number of a contact person.
- 1.2 The name and signature of the person authorised by applicant to request allocation of numbers.
- 1.3 The numbers requested from ACMA, or the kind of carriage service for which numbers are requested, and the quantity of the numbers requested.
- 1.4 A statement of whether the applicant is requesting telephone numbers or data numbers.
- 1.5 A description of the carriage service for which numbers are requested (if possible, using the categories of services mentioned in the plan for the numbers).
- 1.6 The nature and function of the service for which numbers are requested.
- 1.7 The date when the applicant expects to start the service for which the numbers are requested.
- 1.8 The date when the service for which the numbers are requested will stop operating, or date by which the numbers will be vacated (if applicable).
- 1.9 Details of any other numbers that have been allocated to the applicant, and for which:
 - (a) any charge under:
 - (i) the *Telecommunications (Numbering Charges) Act 1991*; or
 - (ii) the *Telecommunications (Numbering Charges) Act 1997*;
is due and unpaid for at least 6 months after its due date; or
 - (b) any amount by way of penalty, under a determination made under subsection 468 (4) of the Act, is due and unpaid for at least 6 months after the applicant became liable to pay the amount of penalty.

Part 2 Additional information for applications for geographic numbers

In addition to the information required under Part 1, the following information must be included in an application for the allocation of geographic numbers:

- 2.1 Whether the requested numbers are numbers of local geographic significance or broad geographic significance.

(This information is only required for areas with separate numbers of broad geographic significance reserved).

- 2.2 If the applicant is applying for the allocation of numbers of broad geographic significance — the reasons for needing those numbers.

- 2.3 The standard zone unit for which the numbers are requested.

- 2.4 The exchange service area for which the numbers are requested.

- 2.5 The sector for which the numbers are requested.

(This information is only required for areas defined as having sectors).

- 2.6 A statement explaining why an amount of numbers other than the unit size for allocation of the numbers is needed for use in the specified exchange service area.

(This information is only required if the total amount of the following numbers is other than the unit size for allocation of the numbers:

- (a) the amount of requested numbers for use in the same exchange service area; and
- (b) the amount of other numbers allocated to the applicant for use in that exchange service area; and
- (c) the amount of other numbers requested by the applicant for use in that exchange service area.)

Note For the unit size of numbers for allocation, see section 5.46.

- 2.7 If the application is for geographic numbers for local services provided using IP telephony:

- (a) a statement that the carriage service provider has had regard to the guidelines in Part 5 of Schedule 7; and
- (b) sufficient information to satisfy the requirements for geographic numbers set out in the table in the guidelines.

- 2.8 A carriage service provider complies with paragraph 2.7 (a) if the carriage service provider states in writing that he or she:

- (a) has taken into account the guidelines in Part 5 of Schedule 7; and
- (b) understands his or her obligations with respect to the use of geographic numbers pursuant to Chapter 3 of the Numbering Plan.

Part 3 Additional information for applications for special services numbers

In addition to the information required under Part 1, the following information must be included in an application for the allocation of special services numbers:

3.1 Whether or not the number is an access code.

(This information is only required if the requested numbers are in a range that may be used as both an access code and for other purposes.)

3.2 The length of the number.

3.3 A statement explaining why an amount of numbers other than the unit size for allocation of the numbers is needed for use in connection with the carriage service that is to be supplied using the requested numbers.

(This information is only required if the total amount of the following numbers is other than the unit size for allocation of the numbers:

- (a) the amount of requested numbers for use in connection with the same carriage service; and
- (b) the amount of other numbers allocated to the applicant for use in connection with that carriage service; and
- (c) the amount of other numbers requested by the applicant for use in connection with that carriage service.)

Note For the unit size of numbers for allocation, see section 6.23.

3.4 For incoming only international numbers — evidence of an agreement with at least 1 foreign telecommunications operator for international interconnection between a foreign public telecommunications network and the applicant's network, to allow routing of incoming only international calls.

3.5 An assessment of the impact on end-users of the initial use of the requested numbers, including:

- (a) the potential limitations on access of customer equipment to the numbers; and
- (b) the structure of call charging;
- (c) the level of awareness of end-users about the numbers and the services that are to be supplied using the numbers.

(This information is only required for a requested number if no other special services number, with the same component in column 1 of Schedule 4 as the requested number, has previously been used.)

3.6 Whether or not the number is for use only in connection with the supply of carriage services for which the call charge for calls to the number, made using a standard telephone service (other than a public mobile telecommunications service):

- (a) would be worked out by reference to the number of such calls made during a particular period, regardless of how long each call lasted; and

(b) would not be more than the low charge amount.

- 3.7 If the application is for location independent communications service numbers for location independent communications services, a statement that the carriage service provider has had regard to the guidelines in Part 5 of Schedule 7.

Part 4 Additional information for applications for data numbers

In addition to the information required under Part 1, the following information must be included in applications for the allocation of data numbers:

- 4.1 If the numbers requested are to supplement a previous allocation — information about the level of usage of numbers previously allocated.
- 4.2 If the application includes a request for the allocation of a data network identification code — evidence of an agreement with at least 1 foreign telecommunications operator for international physical interconnection between a foreign public telecommunications network and the applicant's network, to allow routing of data calls.
- 4.3 Projected demand for X.25 DTE/DCE interfaces and X.28 PAD interfaces, each with its own unique data terminal number.

Part 5 Guidelines — application for geographic numbers or location independent communications service numbers for use in connection with a service using IP technology

These guidelines set out matters to which a carriage service provider (CSP) must have regard when providing a statement, under clause 2.7 or 3.7 of this Schedule, in an application for the allocation of geographic numbers or location independent communications service numbers that are to be used in connection with a service using IP technology.

The provision of numbers for carriage services within Australia

Under section 455 of the *Telecommunications Act 1997*, the Australian Communications and Media Authority (ACMA) is required to develop and maintain this *Telecommunications Numbering Plan 1997* (the **Numbering Plan**). The Numbering Plan provides for the specification of numbers for carriage services by service type. Numbers must be allocated to CSPs as specified under the Numbering Plan. Numbers allocated to CSPs must be issued to customers for the supply of carriage services that are consistent with the service type for which they have been specified. CSPs must take reasonable steps to ensure that numbers are used in a manner that complies with the provisions of the Numbering Plan.

Geographic numbers

Geographic numbers are specified in Schedule 2 of the Numbering Plan. The provisions of Chapter 3 of the Numbering Plan stipulate how geographic numbers may be used in connection with the supply of carriage services in Australia. Section 3.4 of the Numbering Plan sets out the manner in which a geographic number must be used. Subsection (1) of section 3.4 prohibits the use of geographic numbers except in connection with the supply of a local service. Subsection (4) of section 3.4 provides that the call on a geographic number must terminate in the standard zone unit (*SZU*) in relation to which the geographic number was allocated to the CSP. This requirement can also be satisfied if the CSP can establish a location to which call charges can be applied ‘as if’ the geographic number terminated within the SZU to which it was originally allocated.

Therefore, when requesting an allocation of geographic numbers, a CSP must be able to establish a permanent location to which calls to the number must terminate. The underlying rationale for these requirements in the use of geographic numbers is to provide CSPs with the ability to meet their obligation to provide the untimed local call option to customers in accordance with section 105 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* on eligible local calls.

Section 3.4 provides some flexibility in the use of geographic numbers. Subsections 3.4 (4A) and (4B) provide that if calls terminate at a location that is not in a charging district for the number in Schedule 2, the CSP must advise potential customers of limitations on the provision of the service. The CSP must also obtain an acknowledgement that a customer understands these limitations before entering into an arrangement for supply of the service. However, the CSP will not be required to meet these requirements if the CSP is covered by an industry code, registered by the ACMA under section 117 of the Act and included in the Register of Industry Codes kept under section 136 of the Act, that sets out the information the CSP is required to provide to a potential customer in relation to the use of geographic numbers outside of the relevant charging district for the number. Similar provisions are included in sections 3.5 and 3.7 for numbers of local and broad geographic significance.

When applying for an allocation of geographic numbers a CSP must be able to show that it is able to meet the notification requirements in subsection 3.4 (4B), or demonstrate that it is covered by an appropriate industry code registered by the ACMA.

Furthermore, when applying for geographic numbers, a CSP must have regard to the criteria described in the table at the end of this Part.

Location independent communications services (LICS)

A special services number range 0550 has been specified for use by LICS providers to accommodate nomadic services. This range has been specified in Part 1 of Schedule 4 of the Numbering Plan. The range is for the allocation of numbers for services that will not be charged by reference to a fixed location because they are nomadic. The service will be considered nomadic if it is itinerant in nature or otherwise departs

significantly from other service types specified in the Numbering Plan, particularly local services.

The LICS range is also suitable for services that fall below any of the service characteristics of PSTN or equivalent levels.

Geographic numbers will be allocated to CSPs for a service utilising IP telephony if the service meets the requirements of a local service in accordance with Chapter 3 of the Numbering Plan. However, a service where a fixed location cannot be established must be allocated a number from the LICS range. CSPs must not issue a geographic number to a customer to provide a carriage service if this requirement cannot be established.

Selection of numbers

When applying for numbers to be issued to customers for use with IP telephony, CSPs should select a number range that is consistent with the comparable service type described in the following table. Note that PC-PC based services, independent of the PSTN network, are not included because they are not ‘carriage services to the public’ within the meaning of section 455 of the Act.

Item	Type of LICS Service	Type of number	Criteria	Examples	Call Charges
1	Stand-alone voice service on the premises	Geographic	(a) Always on (b) Location dependence (static) (c) Provides location-based information (ie accurate physical address can be provided to the IPND) (d) Service is pre-configured (e) Quality of service is equivalent to that of a PSTN telephone service	Example 1.1 Voice service with an independent handset (PSTN equivalent) Example 1.2 Services provided in fulfilment of the USO	Calls can be terminated in the SZU to which the numbers were allocated
2	Service with the capacity to be nomadic on an occasional basis	Geographic or LICS	(a) Location is virtually fixed (b) Normally available subject to user set-up (c) Provides location-based information (ie reliable location information can be provided to the IPND) (d) Service may be configured by user (e) High quality service (f) Equipment home-based with the capacity to roam	Example 2.1 Independent handset and bundled voice service provided on modem or home PC	Calls can be charged as if they terminated within the SZU and, if applicable, the customer is informed of the limitation of the service as required by subsections 3.4 (4A) and (4B)
3	Nomadic voice service	LICS	(a) Personalised/location independent (b) Intermittently available subject to user set-up and dynamic choices (c) Location based information is not available (number on the IPND to be flagged as 'true') (d) Service may be configured by user choices (e) Variable quality service	Example 3.1 Wireless voice service on Laptop Handset is optional	The service is nomadic to the extent that a permanent fixed location for call charges cannot be established

Schedule 8 Unit sizes for allocation and surrender of special services numbers

(sections 6.23 and 7.15)

The unit sizes are:

Column 1 Special service	Column 2 Number prefix	Column 3 Unit size
International service	001 or 009	1 number
Digital mobile service	04	100,000 numbers
Universal personal telecommunications service	0500	100,000 numbers
Location independent communications service	0550	1,000 numbers
ENUM trial	059	1,000 numbers
Satellite service	0071	10,000 numbers
Analogue AMPS service	014, 015, 017, 018 or 019	100,000 numbers
Paging service	'016' with 6 digits '016' with 9 digits	1 number 1,000 numbers
Data network access service	019 with 5 digits 019 80, 019 81, 019 82 or 019 83	1 number 1 000 numbers
Community service	110 115 116 118 119	100 numbers 10 numbers 10 numbers 1 number 1 number

Column 1 Special service	Column 2 Number prefix	Column 3 Unit size
Public interest service	113	100 numbers
	115	10 numbers
	116	10 numbers
	118	1 number
Mass calling service	114	100 numbers
Operator service	124 with 5 or 6 digits	1 number
	124 with 7 digits	10 numbers
	125 with 5 or 6 digits	1 number
	125 with 7 digits	10 numbers
Internal network service	1261, 1262, 1263, 1264, 1265, 1266, 1267 or 1268	1000 numbers
Testing service	1272, 1273, 1274, 1275, 1276, 1277, 1278 or 1279	100 numbers
	199	1 number
Pre-selection over-ride service	14	1 number
Calling card service	189	1 number
Supplementary service	183	1 number
Universal personal telecommunications profile access service	185	1 number
Virtual private network service	188	1 number
Premium rate service	190	100,000 numbers

Schedule 11 Reviewable decisions of ACMA

(section 12.2)

The following kinds of decisions are mentioned for section 12.2:

1. A decision under subparagraph 3.8C (2) (b) (ii) not to allow a carriage service provider to make an objection after the end of the period mentioned in subparagraph 3.8C (2) (b) (i).
2. A decision under subsection 3.8D (1) not to create a standard zone unit.
- 2A. A decision under subsection 3.12B (9) to refuse to approve an implementation operation plan submitted by a carriage service provider.
- 2B. A decision under subsection 3.12C (1) to direct a carriage service provider:
 - (a) to amend the provider's approved implementation operation plan; or
 - (b) to replace the provider's approved implementation operation plan.
- 2C. A decision under subsection 3.12C (8) that ACMA is not satisfied that a carriage service provider has complied with a direction given under subsection 3.12C (1).
- 2D. A decision under subsection 3.12D (8) to refuse to approve:
 - (a) an amendment of an implementation operation plan submitted by a carriage service provider; or
 - (b) a replacement implementation operation plan submitted by a carriage service provider.
3. A decision under subsection 3.8G (1) not to approve a request for ACMA to rezone numbers so that they are appropriate for use in a proposed standard zone unit.
4. A decision under subsection 3.93 (3) to withdraw a freephone number or a local rate number.
5. A decision under subsection 3.95 (2) to withdraw a freephone number or a local rate number.
6. A decision under subsection 3.96 (2) to withdraw a freephone number or a local rate number.
7. A decision under subsection 5A.9 (1) to refuse to allocate an international signalling point code.
8. A decision under subsection 5A.15 (3) to refuse to extend a period.
9. A decision under paragraph 5A.18 (3) (b) to refuse permission to use an international signalling point code to perform a new function.
10. A decision under paragraph 5A.27 (2) (a) to withdraw an international signalling point code.
11. A decision under subsection 6.22 (4) to allocate a number that is not a pooled number if there is more than 1 request for the number.
12. A decision under subsection 6.24 (5) to allocate fewer numbers, that are not pooled numbers, than the unit size.
13. A decision under subsection 6.26 (1) to allocate a number, that is not a pooled number, with effect from, or until, a particular date.

14. A decision under subsection 6.26 (3) to extend, or make permanent, an allocation of a number that is not a pooled number.
15. A decision under subsection 6.27 (1) to allocate a number subject to conditions (general).
16. A decision under subsection 6.28 (2) to allocate a number subject to a condition about an information program.
17. A decision under subsection 6.29 (1) to approve or refuse a routine application for allocation of a number that is not a pooled number.
18. A decision under subsection 6.30 (1) to approve or refuse a complex application for allocation of a number that is not a pooled number.
19. A decision under section 6.33 to refuse an application to vary an allocation of numbers.
20. A decision under subsection 7.11 (6) to approve a transfer of a number.
21. A decision under subsection 7.17 (4) or (6) to refuse an application for approval to surrender numbers.
22. A decision under subsection 7.20 (1) to withdraw numbers.
23. A decision under subsection 7.21 (1) to withdraw numbers.
24. A decision under subsection 7.23 (4) to withdraw numbers.
25. A decision under subsection 7.24 (1) to withdraw numbers.
26. A decision under subsection 10.5 (2) to allow a carriage service provider to recover and replace a number.
27. A decision under subsection 10.18 (2) to grant an exemption from an obligation in Chapter 10.
28. A decision under subsection 11.19 (1) to grant an exemption for a carriage service provider or class of carriage service providers.