

هيئة الاتصالات وتقنية المعلومات
Communications and Information Technology Commission



National Numbering Plan

Kingdom of Saudi Arabia

Version 2

Ramadan 1432, August 2011

This English language text is not an official translation and is provided for information purposes only. It confers no rights and imposes no obligations separate from those conferred or imposed by the original Arabic text which has been formally adopted and published. In the event of any discrepancies between the English translation and the Arabic original, the Arabic original shall prevail.

Version Control Table

Version	Date	Description
1.0	2003	Original version.
2.0	August 2011	Second Version.

Table of Contents

1.	General	7
1.1	Introduction	7
1.2	Objectives of the Plan	7
1.3	Planning Principles	8
1.4	Glossary and Definitions	9
1.5	Future Revisions and Updates	9
2.	Roles and Responsibilities	10
2.1	CITC Roles and Responsibilities	10
2.2	Licensee Roles and Responsibilities	11
3.	Numbering Structure Overview	15
3.1	General	15
3.2	National Numbering Structure	16
3.4	Plan to Create a New Pool of Numbers	18
4.	Numbering Structures for Individual Services	23
4.1	Geographic Numbers	23
4.2	Public Mobile Network Numbers	24
4.3	International Mobile Subscription Identity (IMSI) Structure	25
4.4	Public Mobile Data Numbers	26
4.5	Nomadic Numbers	27
4.6	Universal Personal Telecommunications (UPT) Numbers	27
4.7	Machine-To-Machine Numbers	28
4.8	Freephone Numbers	29
4.9	Home Country Direct Numbers	31
4.10	Premium Rate Services (PRS) Numbers	32
4.11	Shared Cost Numbers	34
4.12	Shared Revenue Numbers	35
4.13	Short Codes	36
4.14	Short Message Service (SMS) Codes	38
4.15	Unstructured Supplementary Service Data (USSD) Codes	39
4.16	Satellite Services Numbers	40
5.	Dialing Procedures	41
5.1	Dialing Plan	41

5.2	Routing of Calls	41
5.3	Caller Identification	42
6.	Management and Implementation of the National Numbering Plan	43
6.1	Number Eligibility Criteria	43
6.2	Number Allocation Rules	43
6.3	Additional Allocation Rules for Short Codes	44
6.4	Additional Allocation Rules for SMS Codes	45
6.5	Rules for Self-Allocation and Usage of USSD Codes	46
6.6	Submission of Applications	47
6.7	Assessment of Applications	48
6.8	Number Activation Rules	50
6.9	Fees	50
6.10	Cancellation of Number Allocations	50
6.11	Renumbering and Notice of Number Changes	51
6.12	Reporting Process	52
6.13	Status indicators	52

List of Annexes

Annex 1. Glossary	54
Annex 2. Definitions	56
Annex 3. LCAs in Zone Code 1 (11 After Conversion)	61
Annex 4. LCAs in Zone Code 2 (12 After Conversion)	62
Annex 5. LCAs in Zone Code 3 (13 After Conversion)	63
Annex 6. LCAs in Zone Code 4 (14 After Conversion)	64
Annex 7. LCAs in Zone Code 6 (16 After Conversion)	65
Annex 8. LCAs in Zone Code 7 (17 After Conversion)	66
Annex 9. Allocation Block Sizes, Designation Range Sizes and Utilization Targets	67
Annex 10. Short Code Distribution	68
Annex 11. External Vanity Codes	70
Annex 12. Allocated Public Codes for Government and Other Parties	73
Annex 13. Guidance for Allocation of Short Code Lengths for Government and Other Parties	74
Annex 14. Application for Allocation of Numbers or Codes	76
Annex 15. Application for SMS Unified Message Code	77

List of Tables

Table 3-1. Categorization of Numbers by Leading Digits Before Creating a New Pool of Numbers	18
Table 3-2. Conversion of Zone Codes	18
Table 3-3. Categorization of Numbers by Leading Digits After Creating a New Pool of Numbers (Zone Code Conversion)	22
Table 4-1. Geographic Numbering Structure Prior to Zone Code Conversion	23
Table 4-2. Geographic Numbering Structure After Zone Code Conversion	23
Table 4-3. Public Mobile Network Numbering Structure	24
Table 4-4. IMSI Numbering Structure	25
Table 4-5. Public Mobile Data Numbering Structure	26
Table 4-6. Nomadic Numbering Structure	27
Table 4-7. UPT Numbering Structure	28
Table 4-8. M2M Numbering Structure	29
Table 4-9. NFN Structure	30
Table 4-10. IFN Structure	31
Table 4-11. HCD Numbering Structure	32
Table 4-12. 8-Digit PRS Numbering Structure	33
Table 4-13. Future 9-Digit PRS Numbering Structure	33
Table 4-14. Shared Cost Numbering Structure	34
Table 4-15. Shared Revenue Numbering Structure	35
Table 4-16. Internal Message Code Structure	38
Table 4-17. Unified Message Code Structure for Humanitarian Organizations	39
Table 4-18. Unified Message Code Structure for SMS Service Providers	39

1. General

1.1 Introduction

The Communications and Information Technology Commission (CITC) is responsible for regulating the communications and information technology sector in the Kingdom of Saudi Arabia in accordance with the Telecom Act and its Bylaws. Among these responsibilities is to manage and update the National Numbering Plan (NNP or Plan) in order to allow for future growth, accommodate new services, assure adequate availability of numbering resources and harmonize with ITU-T Recommendations, taking into account the latest trends and developments. Numbers for networks and telecom services are an important and scarce national resource and they must be managed efficiently and their usage regulated in order to support the telecom services while meeting the needs of the service providers. To ensure transparency and fairness, the Telecom Act and its Bylaws contain several articles related to responsibility and regulation of numbering.

- Articles 15 and 16 of the Telecom Act require CITC to set the NNP and make CITC responsible for the Plan structure and management in order to meet the requirements of operators and users. Also, CITC shall determine the conditions, usage licensing procedures and fees which shall be applicable to the allocation of numbers.
- Article 17 of the Telecom Act grants CITC the right to modify the numbering scheme in the NNP in order to meet current and future requirements.
- Article 84 of the Telecom Bylaws contains a number of principles and guidelines to be followed when preparing and updating the NNP.
- Article 86 of the Telecom Bylaws states that users and service providers shall not have any property rights in numbers.

The NNP sets out the rules and guidelines for the numbering of all types of telecom services in the Kingdom, including Public Switched Telephone Networks (PSTNs) and Public Mobile Networks (PMNs) such as GSM. The rules and guidelines contained in the NNP apply to all licensees and other users of the Plan. The Plan also describes the regulatory, technical and other principles related to number structuring, allocation rules and other numbering aspects of telecom services. The NNP complies with the ITU Recommendations and especially Recommendation E.164 which sets the structure and length of numbers.

CITC retains the responsibility for interpreting and clarifying the intent of all statements in this Plan and for resolving any perceived discrepancies in the Plan.

1.2 Objectives of the Plan

Numbers are a limited national resource and must be managed in the overall national interest. The challenge for CITC is to ensure that numbers are managed efficiently and effectively without impeding the growth and dynamic nature of the industry and while ensuring continued end-user access to telecom services. Important objectives of the NNP are the following.

- 1.2.1 Ensure the continued availability of numbers by promoting their efficient use by licensees.
- 1.2.2 Facilitate the efficient supply of services.
- 1.2.3 Minimize obstacles to the continued beneficial use of numbers.
- 1.2.4 Minimize disruption and inconvenience to end-users when assigned numbers are recovered, replaced or modified.
- 1.2.5 Enable end-users to understand, where reasonable, the charges for calls to a number and to understand which numbers can be used in connection with particular services.
- 1.2.6 Set the necessary processes to facilitate:
 - Access by end-users, or connection of end-users, to the telecom services; and
 - Proper routing of calls by licensees.
- 1.2.7 Accommodate as much as possible the capabilities and usage of different telecom technologies.
- 1.2.8 Contribute to removing barriers to competition.
- 1.2.9 Ensure the principles of fairness, transparency and equality with respect to the needs of licensees and the allocation of numbering resources to them.

1.3 Planning Principles

The development of the Plan is based on the following planning principles.

- 1.3.1 Ensure that adequate numbers are available for all telecom services in the Kingdom. The Plan shall contain a generous provision for future growth in demand.
- 1.3.2 Ensure numbering capacity to allow for the future introduction of services that do not necessarily align with current services definition.
- 1.3.3 Ensure that the number allocation process is fair and transparent so as to provide a level playing field with respect to the availability of numbers for all licensees.
- 1.3.4 Allocation of numbers shall not confer an unreasonable advantage or disadvantage on any licensee.
- 1.3.5 The procedure for allocation of numbers shall minimize inconvenience to licensees and end-users and shall be consistent with the efficient use of the licensees' telecom networks.

- 1.3.6 Minimize the impact of implementing the provisions of the Plan to the extent reasonably possible.
- 1.3.7 The NNP shall be consistent with relevant international standards and recommendations where applicable. Areas which are not covered by international standards and are left to the discretion of national administrations shall be managed in the national interest and consistent with the CITC Statutes.
- 1.3.8 The numbering structure in the NNP shall, wherever reasonable to do so, be formatted to ensure that numbers of different types give a broad indication of the service and/or the tariff.
- 1.3.9 Promote a high level of efficiency in the allocation and distribution of numbering resources.
- 1.3.10 Number allocation procedures to licensees and number assignments to end-users shall be in accordance with the Act, the Bylaws and the other CITC Statutes.

1.4 Glossary and Definitions

The words and expressions defined in the CITC Statutes shall have the same meaning when used in this Plan. The words and expressions defined in the Glossary (Annex 1) and the Definitions (Annex 2) shall have the meaning assigned to them in these annexes unless the context requires otherwise.

1.5 Future Revisions and Updates

Sections of the Plan may be revised, updated, deleted or added in future without updating the entire Plan. Changes will be tracked in a Version Control Table. Immediately following the zone code conversion (see Section 3.4), CITC will update the Plan to remove all information which has become outdated or is no longer relevant.

2. Roles and Responsibilities

2.1 *CITC Roles and Responsibilities*

Setting and Publishing the NNP consistent with the objectives, the planning principles and the CITC Statutes is one of the responsibilities of CITC. To ensure its continued relevance, CITC reviews the NNP from time to time, updates it and modifies the numbering scheme as necessary. CITC will notify licensees of changes, allowing sufficient time in its judgment for implementation of the modifications. The following are the major roles and responsibilities of CITC.

- 2.1.1 Manage the numbering resources in an efficient manner. This includes but is not limited to allocation or cancellation of numbers or blocks to licensees in accordance with the Plan.
- 2.1.2 Coordinate the activities of licensees and other users of the NNP with respect to the international obligations of the Kingdom and, represent the Kingdom on numbering matters at international forums. Where appropriate, CITC will notify ITU-T of numbering changes and ensure that correct notification is given in the ITU-T Operational Bulletin and other information channels used by ITU-T.
- 2.1.3 Monitor the use of numbering capacity to ensure that licensees use it efficiently and to address issues regarding the NNP as and when they arise. CITC may request any information it considers necessary to carry out the monitoring. CITC will include the results of the monitoring as an important factor in considering applications for new number allocations.
- 2.1.4 At its absolute discretion, CITC may waive or reduce the utilization thresholds for licensees that are in the process of launching their service to ensure the availability of sufficient number capacity to satisfy their reasonable 12-month market forecast.
- 2.1.5 Carry out an audit or assign an independent third party to carry out an audit, either periodically or when a difference is suspected between reported and actual number utilization data by any licensee. The methodology and timing for the audit will be determined by CITC on a case-by-case basis and may include inspection of the licensee's facilities, processes and subscriber data to ensure the correctness of supplied reports.
- 2.1.6 At its absolute discretion, CITC may publish certain dynamic data regarding number ranges which are currently open to allow licensees and other users to make more informed decisions regarding their applications for numbers.
- 2.1.7 Define certain numbering structures and number ranges for particular services and allocate only such defined numbers as are appropriate for the service.

2.1.8 At its absolute discretion, open any number range reserved for future use at any time and without prior notification of licensees and other users of the Plan.

2.1.9 Update the annexes attached to this Plan as it deems necessary.

2.2 Licensee Roles and Responsibilities

2.2.1 General Obligations

2.2.1.1 Numbers may be used for providing telecom services only in accordance with the terms and procedures stipulated in this Plan. No licensee or other party may use any number without prior allocation for use with a specific service or unless it has been ported to its network. Allocation includes obtaining the necessary approval from CITC and paying the appropriate fees as set out by CITC and published on its website. CITC will institute a formal action as permitted in the Statutes against any party using a number without prior allocation.

2.2.1.2 All providers of geographic telecom service (fixed licensees) must publish on their websites the relationship of allocated exchange codes (NXX codes) to the Local Calling Areas (LCAs) defined in Annexes 3 to 8 according to their various charging plans. Fixed licensees providing geographic service may combine the LCAs in Annexes 3 to 8 for call charging purposes into larger local calling areas, but the LCAs in Annexes 3 to 8 must not be subdivided.

2.2.1.3 Licensees shall use the numbers allocated to them in accordance with the directions, guidelines and principles established by CITC, including those set out in this NNP. Licensees must use numbers only for the purpose stipulated at the time of the allocation and must comply with the relevant terms and conditions of the allocation.

2.2.1.4 Licensees must use numbers efficiently and must comply with the utilization targets set by CITC when applying for new number allocations.

2.2.1.5 Licensees shall maintain an up-to-date record of the utilization ratio for each service.

2.2.1.6 Licensees shall provide reports to CITC as required in this Plan.

2.2.1.7 Licensees must correctly route all traffic dialed to a valid number that has been allocated by CITC. (This is called the 'must route' obligation throughout the Plan.) That obligation does not apply to numbers allocated to be used in the licensee's own network. For those services where the 'must route' obligation has not yet been fully implemented, licensees must negotiate the necessary interconnection and commercial agreements among themselves.

2.2.1.8 In advertising and other publicity material, licensees and other parties should not use allocated numbers as brand names. CITC does not

guarantee continuous availability of any allocated number and any losses incurred from breach of this regulation are the sole responsibility of the offender.

- 2.2.1.9 Licensees shall not assign any number to an end-user which has not been allocated by CITC.
- 2.2.1.10 Licensees must use appropriate means, dependent on the service and on relevant CITC directions, to advise users of charges that will be incurred for calls.
- 2.2.1.11 Licensee shall not use allocated numbers in any manner contrary to CITC Statutes.
- 2.2.1.12 As appropriate, licensees shall provide CITC with all data necessary to conduct an audit of active numbers.
- 2.2.1.13 Licensee shall not activate any number allocated to another licensee unless they have received proof that those numbers have been allocated by CITC.
- 2.2.1.14 Licensee shall not use short codes to provide services at a tariff exceeding the tariff of a local call inside the network of the calling party, as approved by CITC. Licensees shall activate public codes ⁽¹⁾ in their networks at no charge, shall permit their users to call these codes, and shall absorb all costs for calls to these codes initiated from their networks.

2.2.2 Licensee Obligations Regarding Management of Easily-Remembered Numbers

- 2.2.2.1 Easily-remembered numbers are a scarce resource. Licensees are responsible for the good management of easily-remembered number sequences. These include repeating patterns or digits and ascending or descending patterns.
- 2.2.2.2 Should a licensee demonstrate poor management of these scarce resources, CITC may place conditions on allocation of this numbers to that licensee and may participate in administration of the assignment of these numbers to end-users. Poor management would be demonstrated, for example, by demands for additional easily-remembered numbers before reaching the target utilization ratio of the related number allocation.
- 2.2.2.3 At its sole discretion, CITC may allocate a number block to any telecom service provider from which CITC will retain sole rights to assign numbers to end-users. The service providers will be responsible for activating such blocks as requested by CITC.

(1) Annex 12 provides an updated list of the public codes.

2.2.3 Licensee Obligations When Recovering and Replacing Assigned Numbers

2.2.3.1 A licensee may not recover and then replace a number assigned to an end-user unless one of the following conditions is met:

- a) The end-user asks for or agrees to, in writing, the replacement of the number;
- b) This Plan or any future update requires the recovery and replacement of the number; or
- c) It would otherwise cause significant technical and financial consequences for the licensee or the end-user.

2.2.3.2 In case c) above, a licensee seeking to replace an assigned number must apply to CITC in writing giving reasons for the application to recover and replace the number. CITC may ask an applicant, in writing, to provide further information on matters needed to enable it to decide the application.

2.2.3.3 A Licensee seeking to recover and replace an end-user's number must notify the end-user in accordance with the requirements stipulated in Chapter 6 of this Plan.

2.2.4 Licensee Obligations When Recovering Assigned Numbers without Replacement

A licensee may recover a number without replacement if one of the following conditions is met:

- a) CITC so directs the licensee for reasons it deems to be in the public interest;
- b) The end-user requests termination of the service, asks for or agrees to the recovery of the number, or otherwise behaves in such a manner as to lawfully result in cancellation of the service;
- c) The end-user transfers the number to another end-user of the licensee to whom that number was allocated;
- d) The licensee legitimately ceases to offer:
 - The service associated with the number;
 - This service to all end-users in the same location as the affected end-user;
- e) The number was assigned on a temporary basis, in writing, and a condition of the assignment was that the number would be recovered on or by a specified date.

2.2.5 Licensee Obligations in Assigning Recovered Numbers to another End-user

A licensee must adhere to the following rules when recovered numbers are being reassigned to another end-user:

- a) If the original end-user asked for recovery of the number because of nuisance calls, the number may not be assigned to another end-user for a period of at least four months (a quarantine period);
- b) A licensee must quarantine a recovered number for a period of at least three months if case a) above does not apply. However, a licensee may assign the number to another end-user after a shorter period if:
 - The number was recovered for a reason other than nuisance calls; and
 - The end-user is informed that the number has been recovered for less than three months and agrees.
- c) Licensees shall take reasonable steps to advise end-users if a recovered and reassigned number is likely to result in unusual inconvenience.

3. Numbering Structure Overview

3.1 General

The numbering structures defined in this Plan are designed to conform to international standards and to CITC regulations. This chapter provides an overview of the numbering structure standards in the kingdom, which meet the following criteria:

3.1.1 Be consistent with ITU-T Recommendation E.164, 'The international public telecommunication numbering plan', and other relevant ITU-T Recommendations, including the latest versions of:

- E.101, 'Definitions of terms used for identifiers (names, numbers, addresses and other identifiers) for public telecommunication services and networks in the E-series Recommendations';
- E.123, 'Notation for national and international telephone numbers, e-mail addresses and web addresses';
- E.152, 'International freephone service';
- E.153, 'Home country direct';
- E.154, 'International Shared Cost Service';
- E.155, 'International Premium Rate Service';
- E.156, 'Guidelines for ITU-T action on reported misuse of E.164 number resources';
- E.157, 'International calling party number delivery';
- E.161, 'Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network';
- E.168, 'Application of E.164 numbering plan for UPT';
- E.169, 'Application of Recommendation E.164 numbering plan for universal international numbers for international telecommunications services using country codes for global services';
- E.190, 'Principles and responsibilities for the management, assignment and reclamation of E-series international numbering resources';
- E.212, 'The international identification plan for public networks and subscriptions';
- E.213, 'Telephone and ISDN numbering plan for land mobile stations in public land mobile networks (PLMN)';
- E.218, 'Management of the allocation of terrestrial trunk radio (TETRA) Mobile Country Codes (MCC)';
- Q.708, 'Assignment procedures for international signaling point codes'.

3.1.2 Provide a simple dialing procedure, and provide uniform number lengths and standard number formats for each service.

3.1.3 Fulfill the following criteria:

- Called geographic numbers should indicate the general area;
- Leading digits should indicate the type of call (except SMS codes); and

- End-users should be able to understand, where reasonable, the charges for calls to a number.

3.1.4 Accommodate registers handling international traffic which have a maximum capacity of 15 digits.

3.2 National Numbering Structure

3.2.1 International Prefix '00'

The international prefix '00' is used for international dialing from the Kingdom and is followed by the country code and the National Significant Number (NSN).

3.2.2 Country Code

The country code allocated by ITU-T to the Kingdom is '966'. This code follows the international prefix for calls made from outside the Kingdom and should be followed by the NSN of the destination within the Kingdom.

3.2.3 Trunk Prefix '0'

The trunk prefix '0' is used for national calls within the Kingdom and is followed by the NSN. It applies only to those services which can also be accessed via incoming international dialing: geographic, public mobile, nomadic, Universal Personal Telecommunications (UPT), public mobile data and machine-to-machine.

3.3 Categorization of Numbers by Leading Digits before Creating a New Pool of Numbers

Numbers are categorized into various services or geographic regions according to the leading digits. Until implementation of a new pool of numbers, as described in Section 3.4, the prefixes and leading digits of the NSN are assigned as follows.

First Digit	Second Digit	Total Number of Digits	Service	Notes
0 (prefix)	0 (prefix)			International prefix
0 (prefix)	1 - 4, 6, 7	9	Geographic	See Annexes 3 to 8
0 (prefix)	5	10	Public Mobile	Leading digits '052' held in reserve in case there is unexpectedly high demand for more public mobile numbers before a new pool of numbers has been created (in which case the total number of digits beginning with '052' may exceed 10)

First Digit	Second Digit	Total Number of Digits	Service	Notes
0 (prefix)	8	11	Nomadic and UPT	'0811' designated for nomadic services; '0891' designated for UPT; remainder except '083' reserved for future services
0 (prefix)	8	13	M2M and Mobile Data	'083' ('0830' designated for M2M; '0831' designated for mobile data; all other '083X' reserved for future services)
0 (prefix)	9			Reserved for future services
1	0 - 9	4 - 6	Short Codes	As an exception, '112' is designated for emergency services
2	0 - 9	7	Geographic	Open dialing plan
3	0	9	Shared Revenue	Only the range '300' + 6 digits may be used for shared revenue service if CITC deems it appropriate; all other '30X' (X = 1 - 9) designated for NXXs
3	1 - 9	7	Geographic	Open dialing plan
4	0 - 9	7	Geographic	Open dialing plan
5	0 - 9	7	Geographic	Open dialing plan
6	0 - 9	7	Geographic	Open dialing plan
7	0	8	PRS	Only the range '700' + 5 digits is designated for PRS; all other '70X' (X = 1 - 9) designated for NXXs
7	1 - 9	7	Geographic	Open dialing plan
8	0	10	Freephone	Only the range '800' + 7 digits is designated for freephone; all other '80X' (X = 1 - 9) designated for NXXs; leading digits '8009' are held in reserve
8	1 - 9	7	Geographic	Open dialing plan

First Digit	Second Digit	Total Number of Digits	Service	Notes
9	2	9	Shared Cost and Shared Revenue	'9200' to '9209' designated for shared cost; '9250 to '9259 designated for shared revenue ; all the numbers beginning with '92' reserved for shared cost, shared revenue and future other services which may reasonably use access code '92' (total number of digits may exceed 9 for other services)
9	0, 1, 3 - 9	3	Short Codes	See Annexes 10 to 12

Table 3-1. Categorization of Numbers by Leading Digits Before Creating a New Pool of Numbers

3.4 Plan to Create a New Pool of Numbers

3.4.1 Background

Among the planning principles of the NNP are to ensure that adequate numbers are available for all telecom services in the Kingdom and to include a generous provision for future growth in demand in the Plan. The very rapid uptake of public mobile numbers in the Kingdom and throughout the world, and the need to plan for unforeseen services and uses for the long term, clearly indicate that a pool of additional numbers is needed as quickly as possible to fulfill these requirements.

3.4.2 Creating the New Pool of Numbers

In order to meet future needs for numbering resources, a pool of up to 500 million (500M) new 10-digit numbers will be created. This format is consistent with the current public mobile numbering structure. This will be made possible by adding '1' to the beginning of all one-digit zone codes in geographic numbers. The zone code conversion is detailed in the table below.

One-Digit Zone Code Prior to Conversion	2-Digit Zone Code After Conversion
1	11
2	12
3	13
4	14
6	16
7	17

Table 3-2. Conversion of Zone Codes

The change in zone codes frees up the leading digits '02', '03', '04', '06' and '07' to create five new series of 100 million (100M) 10-digit numbers each. Optionally, each series could be used with more digits if needed. The change will also make the leading digits '010', '015', '018' and '019' available which will create 40 million (40M) additional 10-digit numbers.

3.4.3 Migration Considerations for the Zone Code Conversion

Since creating the new pool of numbers is required as soon as possible, the conversion of all zone codes shall be completed by the licensees no later than 12 months after approval of this Plan. CITC may begin accepting applications for new number allocations from the new pool upon completion of the zone code conversion.

The zone code conversion will be implemented in two phases. Phase 1 is to convert zone code '1' to '11', with a transition period (known as parallel of permissive working) where both 9-digit forms '01 NXX XXXX' and 10-digit forms '011 NXX XXXX' are accepted as valid numbers by all networks and correctly routed. This will be followed by a brief period where 9-digit dialing beginning with '01' would route to a recorded announcement. Phase 2 will simultaneously convert all the other five zone codes, with a transition period where both 9- and 10-digit dialing are accepted.

All fixed and mobile licensees must develop their migration plans and submit them to CITC for approval within two months of approval of this NNP. The migration plans must consider the following:

- The zone code conversion must be completed within 12 months of approval of this NNP;
- The plans must include all the steps and considerations necessary for the licensees to successfully complete the zone code conversion; and
- The plans must identify the timeframes required for the various activities and the coordination required with other licensees.

The migration plans shall include the following key milestones and describe the cooperation required from other licensees and any other agencies that may be involved with the implementation:

- The period required for technical changes by licensees;
- Start of parallel working in zone 1 (customer publicity must have started by this time) – three months before completion of the zone code conversion;
- Four weeks parallel working to be implemented in zone 1;
- Cutover date in zone 1, with network announcements subsequently applied to incorrectly dialed numbers – two months before completion of the zone code conversion. End of Phase 1;
- Coincident with the end of Phase 1, all other changes to numbers and full implementation of the 'must route' obligation must be completed as described in this Plan;
- Short period (two to four weeks) for new zone 1 numbers to become familiar;
- Start of parallel working in the remaining five zones – one month before

completion of the zone code conversion;

- Four weeks parallel working to be implemented in the remaining zones;
- Cutover date in the remaining zones, with network announcements subsequently applied to incorrectly dialed numbers. End of Phase 2 (completion of the zone code conversion) no later than 12 months after approval of this NNP;
- Following Phase 2, licensees may remove network announcements relating to the changes at their discretion.

Each licensee shall be solely responsible for the successful technical implementation of the changes within their network(s) and for informing and ensuring the understanding of their customers about the changes.

CITC recognizes that the networks are interconnected and therefore interdependent with respect to the successful implementation of this Plan. To achieve the necessary level of coordination among the licensees, CITC will convene an industry working group during the initial planning period that will meet as necessary throughout the whole period of the implementation. The role of the working group will include, but not be limited to, the following:

- Ensure that the individual licensee migration plans align with each other with respect to: achieving the key milestones and completion dates described above; and achieving common dates (and times for time-critical activities);
- Agree the general content of customer awareness messages;
- Provide a single industry liaison point with relevant agencies;
- Reach agreement on all aspects of the migration plans that require coordination among the licensees, including inter-network testing.

Licensees shall ensure that their representatives at the working group are authorized to make commitments on behalf of their organization as decisions of the working group shall be binding on all licensees, irrespective of whether a particular licensee is present or not. Where the working group is unable to reach a decision, CITC will make the decision on behalf of the working group taking account of matters raised by licensees during the group's discussions. The working group may not exceed the target timeframes defined in this Plan.

3.5 Categorization of Numbers by Leading Digits after the Zone Code Conversion

Following implementation of the plans described in the previous section, the categorization of numbers by leading digits after the Zone Code Conversion will be as follows.

First Digit	Second Digit	Total Number of Digits	Service	Notes
0 (prefix)	0 (prefix)			International prefix

First Digit	Second Digit	Total Number of Digits	Service	Notes
0 (prefix)	1	10	Geographic	See Annexes 3 to 8; leading digits '011', '012', '013', '014', '016' and '017' designated for the six zones; leading digits '010', '015', '018' and '019' reserved for future services
0 (prefix)	2	10 or more		Part of new pool; reserved for future services
0 (prefix)	3	10 or more		Part of new pool; reserved for future services
0 (prefix)	4	10 or more		Part of new pool; reserved for future services
0 (prefix)	5	10	Public Mobile	Leading digits '052' held in reserve (and may use more than 10 digits if deemed necessary)
0 (prefix)	6	10	Public Mobile	Part of new pool; to be opened once '05' (except '052') is fully allocated or designated for specific licensees; leading digits '062' held in reserve (and may use more than 10 digits if deemed necessary)
0 (prefix)	7	10 or more		Part of new pool; reserved for future services
0 (prefix)	8	11	Nomadic and UPT	'0811' designated for nomadic services; '0891' designated for UPT; remainder except '083' reserved for future services (and may use more than 11 digits)
0 (prefix)	8	13	M2M and Public Mobile Data	'083' ('0830' designated for M2M; '0831' designated for public mobile data; all other '083X' designated for future services)
0 (prefix)	9			Reserved for future services
1	0 - 9	4 - 6	Short Codes	As an exception, '112' is designated for emergency services
2	0 - 9	7	Geographic	Open dialing plan

First Digit	Second Digit	Total Number of Digits	Service	Notes
3	0	9	Shared Revenue	Only the range '300' + 6 digits may be used for shared revenue service if CITC deems it appropriate; all other '30X' (X = 1 - 9) designated for NXXs
3	1 - 9	7	Geographic	Open dialing plan
4	0 - 9	7	Geographic	Open dialing plan
5	0 - 9	7	Geographic	Open dialing plan
6	0 - 9	7	Geographic	Open dialing plan
7	0	8	PRS	Only the range '700' + 5 digits is designated for PRS; all other '70X' (X = 1 - 9) designated for NXXs; PRS numbers may be increased to 9 digits in future if needed
7	1 - 9	7	Geographic	Open dialing plan
8	0	10	Freephone	Only the range '800' + 7 digits is designated for freephone; all other '80X' (X = 1 - 9) designated for NXXs; leading digits '8009' are held in reserve
8	1 - 9	7	Geographic	Open dialing plan
9	2	9	Shared Cost and Shared Revenue	'9200' to '9209' designated for shared cost; '9250' to '9259' designated for shared revenue; all other numbers beginning with '92' reserved for future shared cost, shared revenue and other services which may reasonably use access code '92' (total number of digits may exceed 9 for other services)
9	0, 1, 3 - 9	3	Short Codes	See Annexes 10 to 12

Table 3-3. Categorization of Numbers by Leading Digits after The Zone Code Conversion

4. Numbering Structures for Individual Services

4.1 Geographic Numbers

Geographic PSTN numbers in the Kingdom are structured as follows prior to the zone code conversion from one digit to two digits:

9 digits			
1 digit	8 digits		
	National Significant Number (NSN)		
	1 digit	3 digits	4 digits
Trunk Prefix	Zone Code (NDC)	Local Exchange Code	Station Number
0	Z	NXX	XXXX

Table 4-1. Geographic Numbering Structure Prior to Zone Code Conversion

Where: Z = 1, 2, 3, 4, 6, 7;
N = 2 - 8 (open dialing plan);
X = 0 - 9.

Following conversion of the zone codes as described in Section 3.4, the geographic numbering structure will be as follows:

10 digits			
1 digit	9 digits		
	National Significant Number (NSN)		
	2 digits	3 digits	4 digits
Trunk Prefix	Zone Code (NDC)	Local Exchange Code	Station Number
0	ZZ	NXX	XXXX

Table 4-2. Geographic Numbering Structure after Zone Code Conversion

Where: ZZ = 11, 12, 13, 14, 16, 17;
N = 2 - 8 (open dialing plan);
X = 0 - 9.

The pattern yields a theoretical maximum of 7M numbers per zone, a total of 42M numbers, based on an open dialing plan which allows callers to dial only the 7 digits 'NXX XXXX' of the local exchange code and the station number within their local calling area. Once the dialing plan is closed (see Section 5.1), additional values of 'N' may be permitted in the NXX and number availability may be increased.

Geographic service is a fixed service and geographic numbers are allocated only to fixed licensees, normally as whole NXXs in blocks of 10,000 (10K) numbers. CITC will

normally issue a whole NXX in response to applications for geographic numbers for newly constructed exchanges. Licensees are encouraged by CITC to provide details of newly constructed exchanges in their applications. Where more than one NXX is allocated to the same exchange, the utilization ratio shall be calculated for all NXXs on the exchange. CITC may decide, in its sole judgment, to allocate geographic numbers in blocks of 1K. Though CITC would normally designate the remainder of the NXX for that exchange, CITC may determine that it is necessary and appropriate to allocate the remaining blocks to other exchanges or even other licensees. The required utilization ratio is 65% for the exchange for which the application is made.

All geographic services are numbered within the zone codes. This includes ISDN, direct exchange lines, facsimile exchange lines, Direct Inward Dialing (DID), and PBXs.

Minimum groupings of municipalities into LCAs are defined in Annexes 3 to 8 for each zone code. Fixed licensees may combine as many of these LCAs as they wish into uniform pricing areas at the local calling rate. However, the LCAs may not be subdivided. There is no required linkage between NXXs and LCAs – any available NXX in the zone can be allocated to any LCA.

The ‘must route’ obligation applies to geographic numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid geographic numbers to the terminating network.

4.2 Public Mobile Network Numbers

Public mobile numbers in the Kingdom are structured as follows:

10 digits		
1 digit	9 digits	
	National Significant Number (NSN)	
	1 digit	8 digits
Trunk Prefix	National Destination Code (NDC)	Mobile Subscriber Number (MSN)
0	Z	YY X XXXXX

Table 4-3. Public Mobile Network Numbering Structure

Where: Z = 5 or 6;
Y = 0 - 9 and ‘YY’ may indicate the licensee;
X = 0 - 9.

This pattern gives a capacity of up to 100M numbers (including the reserve) for each of the values of ‘Z’. For each value of ‘0ZYY’, ranges of 1M numbers may be designated for particular licensees. If more numbers are required, CITC will designate another value of ‘Z’ for public mobile services, providing 100M additional numbers. The ‘06’ series will be opened following the creation of the new pool of numbers and once the ‘05’ series (except ‘052’) is fully allocated or designated for particular licensees.

Public mobile numbers are allocated only to mobile licensees, in 10 sequential blocks ('X') of 100K numbers ('XXXXX'). Once an initial allocation of 100K numbers has been made within a particular value of range '0ZYY' (1M total numbers), CITC will generally designate all numbers within that range for the same licensee but, at its sole and reasonable discretion, may allocate within that range to another licensee.

The utilization ratio, before a licensee may apply for an additional allocation, is 65%.

The 'must route' obligation applies to public mobile numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid mobile numbers to the terminating network.

4.3 International Mobile Subscription Identity (IMSI) Structure

IMSI numbers are structured as follows:

Up to 15 digits		
3 digits	2-3 digits	Up to 10 digits
Mobile Country Code (MCC)	Mobile Network Code (MNC)	Mobile Subscriber Identification Number (MSIN)
420	YY or YYY	up to XXXXX XXXXX

Table 4-4. IMSI Numbering Structure

Where: Y = 0 - 9;
X = 0 - 9.

MCCs are assigned by ITU-T and the Kingdom has been assigned '420'. MNCs are assigned by CITC when networks are constructed and are two or three digits, except for private mobile radio systems and other closed networks for which MNCs are four digits. Because it is possible that IMSI numbers will be used for machine-to-machine mobile services (see Section 4.7), CITC may conserve these resources by preferentially allocating 3-digit MNCs.

MSINs are assigned by the network operator. The total number of digits in the MNC plus the MSIN may not exceed 12. For Mobile Global Titles the country code of Saudi Arabia is '966'.

At the time of approving this Plan, the ITU standardization groups are considering the future structure of IMSIs and, in particular, the number of digits used for MNCs. CITC may amend this section of the Plan without further consultation to ensure continuing alignment with international standards.

4.4 Public Mobile Data Numbers

CITC has designated a range of 1B numbers for public mobile data services. These numbers are not dialed by humans and it is international best practice to allocate maximum length numbers.

Public mobile data numbers in the Kingdom are structured as follows:

13 digits		
1 digit	12 digits	
	National Significant Number (NSN)	
	3 digits	9 digits
Trunk Prefix	Service Indication Code	Subscriber Number
0	83Z	YY XX XXXXX

Table 4-5. Public Mobile Data Numbering Structure

Where: Z = 1;
Y = 0 - 9 and 'YY' may indicate the licensee;
X = 0 - 9.

This pattern yields a capacity of 1B numbers which is expected to be adequate for the foreseeable future.

Public mobile data numbers are allocated to mobile licensees in 100 sequential blocks ('XX') of 100K numbers ('XXXXX'). Once an initial allocation has been made within a particular value of range '083ZYY' (10M total numbers), CITC will generally designate all numbers within that range for the same licensee but, at its sole and reasonable discretion, may allocate within that range to another licensee for sequential allocation in blocks of 100K. The utilization ratio is 85% before the licensee may apply for a new block.

The 'must route' obligation applies to public mobile data numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid public mobile data numbers to the terminating network. Like geographic and public mobile numbers, public mobile data numbers must be supported for access from outside the Kingdom in standard international format: +966 83Z YY XX XXXXX.

4.5 Nomadic Numbers

Nomadic numbers in the Kingdom are structured as follows:

11 digits		
1 digit	10 digits	
	National Significant Number (NSN)	
	3 digits	7 digits
Trunk Prefix	Service Indication Code	Subscriber Number
0	8ZZ	Y XX XXXX

Table 4-6. Nomadic Numbering Structure

Where: ZZ = 11;
Y = 0 - 9 and may indicate the licensee;
X = 0 - 9.

This pattern yields a capacity of 10M numbers. For each value of '08ZZY', blocks may be designated for particular licensees in ranges of 1M numbers. Should more numbers be required in future, CITC will designate another value of 'ZZ' for nomadic services, providing 10M additional numbers. All values of 'ZZ' other than '3Z', '5Z', '6Z' and '91' are available for future use.

Nomadic numbers are allocated only to fixed licensees, and only for use within the Kingdom, in 100 sequential blocks ('XX') of 10K numbers ('XXXX'). Once an initial allocation has been made within a particular value of range '08ZZY' (1M total numbers), CITC will generally designate all numbers within that range for the same licensee for sequential allocation in blocks of 10K but, at its sole and reasonable discretion, may allocate within that range to another licensee. The utilization ratio is 65% before the licensee may apply for a new block.

The 'must route' obligation applies to nomadic numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid nomadic numbers to the terminating network. Like geographic and public mobile numbers, nomadic numbers must be supported for access from outside the Kingdom in standard international format: +966 8ZZ YXX XXXX.

A licensee may only use nomadic numbers for fixed telephony services with the nomadic feature. Number ranges for other services, such as geographic service, may not be used for telecom service with the nomadic feature.

4.6 Universal Personal Telecommunications (UPT) Numbers

UPT enables access to telecom services while allowing personal mobility. It enables each UPT user to participate in a user-defined set of subscribed services and to initiate and receive calls on the basis of a personal, network-transparent UPT number across multiple networks on any terminal, fixed or mobile, and irrespective of geographic location, limited only by terminal and network capabilities and restrictions imposed by

the licensee. As such the number is related to a person (the UPT user) rather than to a particular location or terminal.

The UPT user shall have control of his services and calls. The licensee shall provide security and privacy to UPT users, including authentication, as well as protection for other parties.

UPT numbers can also be used to access ENUM services if the calling party terminal is IP-enabled.

UPT numbers in the Kingdom are part of the '08' series and are structured consistently with nomadic numbers, as follows:

11 digits		
1 digit	10 digits	
	National Significant Number (NSN)	
	3 digits	7 digits
Trunk Prefix	Service Indication Code	Subscriber Number
0	8ZZ	Y XX XXXX

Table 4-7. UPT Numbering Structure

Where: ZZ = 91;
Y = 0 - 9 and may indicate the licensee;
X = 0 - 9.

This pattern yields a capacity of 10M numbers. For each value of '08ZZY', blocks may be designated for particular licensees in ranges of 1M numbers. Should more numbers be required in future, CITC will designate another value of 'ZZ' for UPT services, providing 10M additional numbers. All values of 'ZZ' other than '11', '3Z', '5Z' and '6Z' are available for future use.

UPT numbers may be allocated to fixed and mobile licensees in 100 sequential blocks ('XX') of 10K numbers ('XXXX'). Once an initial allocation has been made within a particular value of range '08ZZY' (1M total numbers), CITC will generally designate all numbers within that range for the same licensee for sequential allocation in blocks of 10K but, at its sole and reasonable discretion, may allocate within that range to another licensee. The utilization ratio is 65% before the licensee may apply for a new block.

The 'must route' obligation applies to UPT numbers. The originating network licensee must route all traffic to valid UPT numbers to the terminating network. Like geographic and public mobile numbers, UPT numbers must be supported for access from outside the Kingdom in standard international format: +966 8ZZ YXX XXXX.

4.7 Machine-To-Machine Numbers

At the time of preparation of this Plan, international standards bodies were still deliberating how numbers required for machine-to-machine (M2M) services will be designated. One proposal under serious consideration was that IMSI numbers will be

used. However, pending a final decision and to meet immediate and foreseeable needs, CITC has designated a range of 1B numbers for M2M services. These numbers are not dialed by humans and it is international best practice to allocate maximum length numbers.

M2M numbers in the Kingdom are structured as follows:

13 digits		
1 digit	12 digits	
	National Significant Number (NSN)	
	3 digits	9 digits
Trunk Prefix	Service Indication Code	Subscriber Number
0	83Z	YY XX XXXXX

Table 4-8. M2M Numbering Structure

Where: Z = 0;
Y = 0 - 9 and 'YY' may indicate the licensee;
X = 0 - 9.

This pattern yields a capacity of 1B numbers. Additional growth, if required, might be accomplished by allocating an additional series from '08' or one of the new series created by the zone code conversion.

M2M numbers may be allocated to fixed and mobile licensees in 100 sequential blocks ('XX') of 100K numbers ('XXXXX'). Once an initial allocation has been made within a particular value of range '083ZYY' (10M total numbers), CITC will generally designate all numbers within that range for the same licensee but, at its sole and reasonable discretion, may allocate within that range to another licensee for sequential allocation in blocks of 100K. The utilization ratio is 75% before the licensee may apply for a new block.

The 'must route' obligation applies to M2M numbers. The originating network licensee must route all traffic to valid M2M numbers to the terminating network. Like geographic and public mobile numbers, M2M numbers must be supported for access from outside the Kingdom in standard international format: +966 83Z YY XX XXXXX.

4.8 Freephone Numbers

4.8.1 National Freephone Numbers (NFN)

Freephone services are those services where no call charges are made to the calling party. The freephone customer (called party) is responsible for the payment of all call charges.

For clarity of the roles involved with providing this service:

- A **freephone service provider** is a licensee in the Kingdom who is responsible for ensuring the establishment of access to the national freephone number. All

telecom licensees must correctly route calls made using freephone numbers to the appropriate freephone service provider. It is the responsibility of the freephone service provider to translate the dialed number to the destination number and route the call to the correct freephone customer;;

- A **freephone customer** is the individual or entity who obtains a freephone number from a freephone service provider and is responsible for payment of all charges due to that service provider.

The National freephone service numbers in the Kingdom are structured as follows:

10 digits	
National Significant Number (NSN)	
3 digits	7 digits
Access Code	Subscriber Number
800	ZYY X XXX

Table 4-9. National Freephone Numbers Structure

Where: (Z = 0 - 7, 9,
Y = 0 - 9 and 'YY' may indicate the licensee,
X = 0 - 9).

National freephone numbers are allocated to fixed and mobile licensees. This pattern gives a capacity of 9M numbers (including the reserve). For each value of '800ZYY', blocks may be designated for particular licensees in ranges of 10K numbers. Freephonenumbers shall be allocated to licensees in 10 sequential blocks ('X') of 1,000 numbers ('XXX'). Once an initial allocation has been made within a particular value of range "800ZYY" (10K total numbers), CITC will generally designate all numbers within that range for the same licensee for sequential allocation in 1K blocks but, at its sole and reasonable discretion, may allocate within that range to another licensee. The utilization ratio is 75% before the licensee may apply for a new block.

The "must route' obligation applies to NFN numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid NFN numbers to the terminating network.

4.8.2 International Freephone Numbers (IFN)

International Freephone Service (IFS) enables an IFS customer (called party) in another country (host country) to be assigned one or more freephone numbers which allow callers in the Kingdom to call the IFS customer free of charge. All service- and call-related charges are paid by the IFS customer.

For clarity of the roles involved with providing this service:

- An **IFS access provider** is a Recognized Operating Agency (ROA) in the Kingdom who is responsible for ensuring that the IFN will route and terminate correctly in the host country.

- An **IFS service provider** is an ROA in the host country who provides the international freephone service to the IFS customer and is responsible for all relations with the IFS customer concerning the service;
- An **IFS customer** is the individual or entity in the host country that obtains an international freephone service from an IFS service provider and is responsible for payment of all charges due to that IFS service provider;;
- International freephone service is provided through bilateral agreements between IFS service providers and IFS access providers;
- All telecom licensees must correctly route calls made using IFS numbers to the appropriate IFS access provider (licensee) within the Kingdom.

International freephone numbers in the Kingdom are structured as follows:

10 digits		
3 digits	1 digit	6 digits
Access Code	International Identifier	Subscriber Number
800	8	XXXXX X

Table 4-10. IFN Structure

Where: X = 0 - 9.

This pattern gives a capacity of 1M numbers.

IFNs shall be allocated to IFS access providers (fixed and mobile licensees) in 100K sequential blocks ('XXXXX') of 10 numbers ('X'). The utilization ratio is 75% before the licensee may apply for a new number.

The "must route" obligation applies to IFN numbers with immediate effect after approving this Plan. The originating network licensee must route all traffic to valid IFS numbers to the network of the IFS access provider.

4.9 Home Country Direct Numbers

Home Country Direct (HCD) enables an end-user in the Kingdom to access an international operator of another country (host country), using a non-chargeable number, for the purpose of placing an international call to his home country. HCD involves a two-stage international call and requires the HCD service provider to have a bilateral agreement in place with the HCD access provider.

For clarity of the roles involved with providing this service:

- An **HCD access provider** is an ROA in the Kingdom who is responsible for ensuring that the HCD number will route and terminate correctly at the international operator in the host country;;

- An **HCD service provider** is an with international operator service in the host country.

HCD numbers in the Kingdom are structured as follows:

6 digits	
4 digits	2 digits
Access Code	Destination Country Operator Service Code
1800	XX

Table 4-11. HCD Numbering Structure

Where: X = 0 -- 9.

HCD numbers are allocated to fixed and mobile licensees as individual numbers.

The “must route” obligation applies to HCD numbers with immediate effect. The originating network licensee must route all traffic to valid HCD numbers to the network of the HCD access provider.

4.10 Premium Rate Services (PRS) Numbers

A PRS number is used to connect to certain value-added services, including content, information and audience voting services. PRS calls are charged at a rate higher than similar calls to geographic, public mobile or nomadic numbers and are charged entirely to the calling party. Calls to PRS numbers may be charged per minute, per call or by subscription.

For calls to PRS numbers, call charges in excess of the network charges are passed to the value-added service provider (VASP). This gives a measure of control of the call prices to the VASP who understands the value of the service that it is providing. As a license condition, VASPs are required to advertise the rate of the call at the same time as they advertise the number, at all times and in all media.

Access to the VASP using the PRS number is via the network of the telecom licensee with which the VASP has contracted (contracting licensee). Calls to the PRS number will be translated on the contracting licensee’s network and routed to a geographic, public mobile, nomadic or other on-network number. For purposes of this Plan, but subject to any other applicable regulations, a telecom service provider may also be a VASP.

PRS numbers in the Kingdom are structured as follows:

8 digits		
National Significant Number (NSN)		
3 digits	2 digits	3 digits
Access Code	Licensee Indicator	Station Number
700	ZY	XXX

Table 4-12. 8-Digit PRS Numbering Structure

Where: Z = 0 - 8 for 8-digit PRS service;
 Z = 9 is reserved for transition to 9-digit dialing if needed;
 Y = 0 - 9;
 X = 0 - 9.

This pattern allows up to 90K numbers. In the event that additional PRS numbers are required in future, the number length will be increased to nine digits by adding another digit 'Z' after the '700', as follows:

9 digits		
National Significant Number (NSN)		
3 digits	3 digits	3 digits
Access Code	Licensee Indicator	Station Number
700	ZYY	XXX

Table 4-13. Future 9-Digit PRS Numbering Structure

Where: Z = 0 - 9;
 Y = 0 - 9;
 X = 0 - 9.

At the time of conversion from 8- to 9-digit dialing, all existing PRS numbers would have 'Z' = 9 inserted in the fourth position, allowing unambiguous transition.

PRS numbers shall be allocated to fixed and mobile licensees in blocks of 1,000 sequential numbers. The required utilization ratio is 75% before licensees may apply for allocation of an additional block.

The 'must route' obligation applies to PRS numbers. The originating network licensee must route all traffic to valid PRS numbers to the terminating network. It is possible that contracts between the VASP and the terminating licensee do not provide for termination of off-network calls. This is a decision between these two parties and cannot be known by other licensees. It is the responsibility, therefore, of the terminating licensee to terminate incoming off-network calls either at the VASP or at an appropriate treatment. All licensees will have until the cutover date in zone 1 of the zone code conversion (see Section 3.4.3) to implement the necessary changes in their networks and to modify contracts and interconnection agreements as needed.

4.11 Shared Cost Numbers

Shared cost numbers are used for services where a portion of the charges for the call is paid by the calling party, the balance being paid by the called party. No part of the charge collected from the calling party may be paid to the called party. The only shared cost service currently offered in the Kingdom is universal access numbers, though licensees may design other innovative services. Each fixed and mobile licensee must apply the same charge for all calls to universal access numbers originating on its network (though charges applied by different licensees may be different).

Access to the entity using the shared cost number is via the network of the licensee with which it has contracted to provide the number translation service (contracting licensee).

Shared cost numbers in the Kingdom are structured as follows:

9 digits		
National Significant Number (NSN)		
2 digits	2 digits	5 digits
Access Code	Allocation Range	Subscriber Number
92	ZZ	Y X XXX

Table 4-14. Shared Cost Numbering Structure

Where: ZZ = 00 for universal access number service;
 ZZ = 01 - 09 for other shared cost services;
 Y = 0 - 9 and may indicate the licensee;
 X = 0 - 9.

Shared cost numbers are designated in the series '9200' to '9209'. This pattern yields a capacity of 1M numbers. For each value of '92ZZY', blocks may be designated for particular licensees in ranges of 10K numbers.

Universal access numbers shall be allocated to fixed licensees in 10 sequential blocks ('X') of 1,000 numbers ('XXX'). Numbers for other shared cost services may be allocated to fixed and mobile licensees, depending on the details of the service. Once an initial allocation has been made within a particular value of range '92ZZY' (10K total numbers), CITC will generally designate all numbers within that range for the same licensee in sequential blocks of 1,000 numbers but, at its sole and reasonable discretion, may allocate within that range to another licensee. The required utilization ratio is 75% before licensees may apply for allocation of an additional block.

The 'must route' obligation applies to shared cost numbers. The originating network licensee must route all traffic to valid shared cost numbers to the terminating network. The terminating licensee may deliver off-network calls to the contracting entity or to an appropriate treatment, depending on the conditions of the service contract regarding termination and charging of off-network calls. Because these 'must route' and tariff conditions may represent a change for some telecom service providers, all licensees will have until the cutover date in zone 1 of the zone code conversion (see Section

3.4.3) to make the necessary changes in their networks and to modify contracts as needed.

4.12 Shared Revenue Numbers

Shared revenue numbers are used for services where a portion of the charges for the call is paid to the called party. Calls to shared revenue numbers may be charged per minute, per call or by subscription.

Access to the entity using the shared revenue number is via the network of the licensee with which it has contracted to provide the number translation service (contracting licensee).

Shared revenue numbers in the Kingdom are structured as follows:

9 digits		
National Significant Number (NSN)		
2 digits	2 digits	5 digits
Access Code	Allocation Range	Subscriber Number
92	ZZ	Y XXX

Table 4-15. Shared Revenue Numbering Structure

Where: ZZ = 50 - 59;
Y = 0 - 9 and may indicate the licensee;
X = 0 - 9.

Shared revenue numbers are designated in the series '9250' to '9259'. This pattern yields a capacity of 1M numbers. For each value of '92ZZY', blocks may be designated for particular licensees in ranges of 10K numbers.

Shared revenue service numbers shall be allocated to fixed and mobile licensees in 10 sequential blocks ('X') of 1,000 numbers ('XXX'). Once an initial allocation has been made within a particular value of range '92ZZY' (10K total numbers), CITC will generally designate all numbers within that range for the same licensee but, at its sole and reasonable discretion, may allocate within that range to another licensee. The required utilization ratio is 75% before licensees may apply for allocation of an additional block.

CITC may at its sole and reasonable discretion use the '9250' to '9259' series numbers for other future services and open the range '300' + 5 digits for shared revenue services.

The 'must route' obligation applies to shared revenue numbers. The originating network licensee must route all traffic to valid shared revenue numbers to the terminating network. The terminating licensee may deliver off-network calls to the contracting entity or to an appropriate treatment, depending on the conditions of the service contract regarding termination and charging of off-network calls.

4.13 Short Codes

Short codes are non-geographic numbers allocated for access to important services provided by government and other parties that affect all sectors of society. In addition, they are used for access and routing to specific ICT-related services and networks of the FBPs and Virtual Network Operators (VNOs).

The short codes in the Kingdom are structured as follows:

- 3-digit codes that begin primarily with '9' (see Annex 10);
- 4-, 5- and 6-digit codes that begin primarily with '1' (see Annexes 10 and 11).

Short codes will be allocated to fixed, mobile and data FBPs and to VNOs to provide their services and for access and routing between networks offering public telecom services, in addition to accessing services of government and other parties. Short codes are classified as follows.

4.13.1 Carrier Selection Codes

These codes are used by the calling party to select the network to route his national or international call or to override any pre-selected routing network. They are followed by the full national or international number of the subscriber or service that is being called.

The following 60 short codes are designated for carrier selection:

- 5-digit codes of the form '111YX' (Y = 1 - 6).

All other values of 'Y' are reserved for future services.

The format for a dialed call using carrier selection will be:

The carrier selection code followed by: the trunk prefix and the full National Significant Number; or the international prefix and the country code and the full NSN.

4.13.2 Inter-network Routing Codes

These codes are used to route traffic between the networks of licensees. The following 10K short codes are designated for inter-network routing:

- 6-digit codes of the form '13XXXX'.

4.13.3 Telecom Service Provider Codes

Calling parties use these codes to access the services of telecom service providers.

Telecom service provider codes are divided into two categories, internal and external.

4.13.3.1 Internal Codes

These codes are used only within the network of the telecom licensee to whom the code was allocated, to access services that are offered on that network. The following short codes are designated for internal codes:

- '96X' of the 3-digit codes (except '969' which is allocated for external phonogram service and '966' which is protected to avoid confusion with the country code);
- '14YX' (Y ≠ 3, 4, 9) of the 4-digit codes (total of 70 codes);
- '143YX' (Y ≠ 3), '144YX' (Y ≠ 4) and '149YX' (Y ≠ 9) of the 5-digit codes (total of 270 codes); and
- '1433XX', '1444XX' and '1499XX' of the 6-digit codes (total of 300 codes).

4.13.3.2 External Codes

These codes are used to access services provided by the licensee to whom the code was allocated, from either inside or outside its network. These codes are subject to the 'must route' obligation with immediate effect. The following short codes are designated for external codes:

- '90X', '95X' and '969' of the 3-digit codes (total of 20 codes);
- '110X', '16YX' (Y ≠ 6) and '17YX' (Y ≠ 7) of the 4-digit codes (total of 190 codes);
- '166YX' (Y ≠ 0) and '177YX' (Y ≠ 0) of the 5-digit codes (total of 180 codes); and
- '1660XX' and '1770XX' of the 6-digit codes (total of 200 codes).

4.13.4 Codes for Government and Other Parties

These codes are used to access emergency services and special services, provided by government and other parties, which affect all sectors of society. These codes are subject to the 'must route' obligation with immediate effect. The following short codes are designated for this application:

- 3-digit codes of the form '112' and '911' (designated for emergency services), '93X', '94X', '98X' and '99X' (total of 42 codes);
- 4-digit codes of the form '19YX' (Y ≠ 9) (total of 90 codes);
- 5-digit codes of the form '199YX' (Y ≠ 0) (total of 90 codes); and
- 6-digit codes of the form '1990XX' (total of 100 codes) and '116XXX'.

Short codes for government and other parties are divided into two categories, public and private codes.

4.13.4.1 Public Codes

These codes are allocated for services which relate to national, community and individual safety and security and for services which relate to public safety such as police, Civil Defense and the Saudi Red Crescent. Annex 12 provides an updated list of the public codes.

4.13.4.2 Private Codes

These codes are allocated for emergency services and other important services, delivered by government and other parties, which affect all sectors of society.

4.14 Short Message Service (SMS) Codes

SMS codes are numbers used for sending and exchanging messages (text, voice and video) related to value-added services to and from the end-user through the networks of telecom service providers (mobile licensees). To avoid dialing ambiguity, SMS numbers must be transmitted from terminals with a 'send button' to a network that recognizes that all digits have been sent. This capability currently exists only on public mobile networks. SMS codes are classified as follows.

4.14.1 Internal Message Codes

Internal message codes are allocated for telecom service providers to enable their end-users to access SMS service providers. Internal message codes are structured as follows:

6 digits	
2 digits	4 digits
SMS Code Range	Offered Service Code
ZY	X XXX

Table 4-16. Internal Message Code Structure

Where: Z = 6, 7, 8;
Y = 0 - 9;
X = 0 - 9.

All SMS codes with leading digit 'Z' = 0 - 4 or 'Z' = 9 are reserved for future use.

Internal message codes may be allocated to any telecom service provider in blocks of 1,000 sequential numbers ('XXX'). The required utilization ratio is 85% before licensees may apply for an additional allocation.

4.14.2 Unified Message Codes

Unified message codes are classified into two types.

4.14.2.1 Type 'a' – Unified Message Codes for Humanitarian Organizations

Unified message codes for humanitarian organizations are allocated for telecom service providers to enable their end-users to access Kingdom-wide humanitarian

services provided by non-profit organizations and affecting all sectors of society. Unified message codes for humanitarian organizations are structured as follows:

4 digits	
2 digits	2 digits
SMS Code Range	Offered Service Code
ZY	XX

Table 4-17. Unified Message Code Structure for Humanitarian Organizations

Where: Z = 5;
Y = 0 - 9;
X = 0 - 9.

Unified message codes for humanitarian organizations will be allocated as individual codes. CITC may allocate 6 digits codes for this category when it deems necessary and appropriate.

4.14.2.2 Type 'b' – Unified Message Codes for SMS Service Providers

Unified message codes for SMS service providers are allocated for all telecom service providers to enable their end-users to access the services of the same SMS service providers. Unified message codes for SMS service providers are structured as follows:

6 digits	
2 digits	4 digits
SMS Code Range	Offered Service Code
ZY	XXXX

Table 4-18. Unified Message Code Structure for SMS Service Providers

Where: Z = 5;
Y = 0 - 9;
X = 0 - 9.

Unified message codes for SMS service providers will be allocated as individual codes.

4.15 Unstructured Supplementary Service Data (USSD) Codes

USSD codes are used by end-users to access network supplementary services and information services. The codes use the handset symbols '*' (star or asterisk) and '#' (hash) and contain 2- or 3-digit numbers.

Only codes used for user-initiated USSD services are included in this Plan. Licensees may adopt their own code structures for network-initiated USSD. Though international specifications apply only to GSM and 3G mobile, the concept of USSD can be extended to all network technologies. USSD is specified in GSM 02.90 and GSM 03.90. GSM

02.90 contains most of the numbering information about service codes, while GSM 03.90 deals with network-initiated USSD. For 3G, the equivalent specifications are GSM 22.90 and GSM 23.90.

USSD codes in the Kingdom are structured as follows:

(Prefix of 1, 2 or 3 mixed characters ‘’ or ‘#’) + Service Code + Optional Parameters + ‘#’*

- For most USSD services, the prefix is just ‘*’. Some supplementary services use a range of prefixes: set (**); check (*#); delete (##); activate (*); or deactivate (#) a service.
- The service code is a string of two or three digits.
- Optional parameters always start with a ‘*’ followed by a number of digits; there can be many parameters, each preceded by a ‘*’.
- USSD codes always finish with ‘#’ (except service codes starting with ‘7’, where the ‘#’ is optional).

Examples:

*10#	Balance enquiry
*123*1234#	Information service 1234
**21*05XXXXXXXXX#	Divert calls to 05XXXXXXXXX

User-initiated USSD codes will not be allocated by CITC but may be self-allocated by fixed and mobile licensees. Licensees must conform, however, to the rules in Section 6.5.

4.16 Satellite Services Numbers

ITU-T assigns country codes to satellite services providers who then administer their own numbering plans consistent with Recommendation E.164. Inmarsat, primarily a maritime service, has been assigned country codes ‘870’ to ‘874’. The Global Mobile Satellite System providers have been assigned country code ‘881’.

5. Dialing Procedures

5.1 *Dialing Plan*

5.1.1 **Geographic Numbers**

The Kingdom has an open dialing plan for geographic numbers; that is, calls between geographic numbers of the same fixed licensee and within the same local calling area, as defined by the licensee, may be dialed without the trunk prefix '0' and the zone code. However, it is becoming common practice internationally to close the dialing plan which requires full national dialing on all calls, even within the same local calling area.

In response to the requirement to create a large pool of new numbering resources, and to the need to be ready for unforeseen requirements and new services, the dialing plan in the Kingdom must be structured in line with best practices. This means closing the dialing plan. Following the implementation, this will lead to simpler ongoing administration, the ability to introduce new number ranges, and consistent dialing when fixed number portability is introduced.

Closing the dialing plan shall be implemented within 12 months of CITC formally announcing that the dialing plan will be closed in the interest of efficient management of the numbering resources. This will not require a further revision to the Plan.

At that time, all fixed licensees will be required to develop their migration plans for closing the dialing plan and submit them to CITC for approval.

5.1.2 **Non-Geographic Numbers**

All numbers for non-geographic services in the Kingdom use a closed dialing plan. That is, they use the same format irrespective of the locations of the calling party and the called party.

5.2 *Routing of Calls*

To avoid confusion among end-users and to provide maximum flexibility, telecom service providers are required to conform to the following guidelines for calls dialed to valid numbers as described in this Plan.

5.2.1 All calls to valid numbers, except the internal codes and numbers specified in this Plan, must be routed to the network of the licensee contracting the service who is then responsible for properly delivering the call to the destination.

5.2.2 All calls using the international prefix '00', or the mobile equivalent '+', must be routed to an appropriate outgoing international gateway.

5.2.3 Calls to geographic numbers may be dialed with as few as seven digits in an open dialing plan. However, end-users may also dial calls in full national format (0 ZZ NXX XXXX) or in international format (+966 ZZ NXX XXXX). End-users may sometimes use formats longer than the minimum needed. For

example, they may use national dialing when 7-digit dialing is acceptable, or they may use international dialing for a national call. All unambiguous calls to any number in the Kingdom, geographic or non-geographic, which are dialed in formats longer than necessary must be routed and charged as if the minimum number of digits had been dialed. Licensees must fully apply this obligation no later than the cutover date of zone 1 of the zone code conversion (see Section 3.4.3).

5.2.4 Additional digits that follow a short code, particularly inter-network routing and carrier selection codes, or home country direct (HCD) shall be conveyed to the destination network.

5.2.5 Incoming international calls may be made to any valid E.164 number within this Plan that contains the trunk prefix '0'. The calls shall be dialed by using the international prefix of the originating country followed by country code '966' and the NSN. The trunk prefix '0' is not dialed.

5.3 Caller Identification

For calls originating in the Kingdom, the Calling Line Identification Presentation number, commonly called caller identification (caller ID), transmitted to the destination must be a valid number which can be properly routed to the calling party (or to the offices of the calling party if through a PBX or call center). The use of artificially constructed caller ID numbers is expressly prohibited. Consistent formatting of caller IDs is needed to avoid confusion among end-users.

For calls directed to national numbers, the caller ID number must be formatted as a full national number beginning with the trunk prefix '0' (if applicable based on the numbering structure). If the calling party could be contacted via either a translated number (such as a short code or a freephone number) or a direct number (such as geographic, nomadic or public mobile), the choice of which number to display in the caller ID is optional.

For calls directed to international numbers, the caller ID number must be formatted as an international number beginning with the country code '966'. ITU Recommendation E.157 is to be followed.

As there have previously been no guidelines on the formatting of caller identification numbers, licensees will be given until no later than the zone 1 cutover of the zone code conversion (see Section 3.4.3) to fully conform to these requirements.

6. Management and Implementation of the National Numbering Plan

6.1 Number Eligibility Criteria

All licensed providers of telecom services in the Kingdom are eligible to apply to CITC for allocation of relevant number blocks in accordance with their license and with the restrictions on eligible licensees described in Chapter 4 of this Plan. Successful applicants will receive written approvals to use the allocated numbers (referred to as numbering licensing in the Act)

6.2 Number Allocation Rules

- 6.2.1 Licensees shall meet the utilization targets before applying to CITC for number allocations. The formula for determining the utilization ratio is given in Annex 9, which also includes the utilization targets and allocation block sizes for each service. If utilization targets are not met, licensees must provide detailed forecasts and convincing justifications to substantiate the timing of the application. CITC may, at its discretion, agree to allocate number blocks to licensees. CITC will give special consideration to early applications from new entrants and for the introduction of new services. Conditions may apply to the particular service as defined in the sections on numbering structure for each individual service in Chapter 4.
- 6.2.2 Applications for number allocations shall be made to CITC in accordance with the rules and guidelines in this Plan. Applications by telecom service providers shall be made electronically using the CITC NMS⁽²⁾ if possible; otherwise the forms in Annexes 14 and 15 may be used to apply in writing.
- 6.2.3 Applications for number allocations will generally be treated on a 'first come, first served' basis. If a range has been designated for a licensee, specific allocations within that range will be sequential, starting from the lowest blocks and ending at the highest blocks, unless CITC determines otherwise. Applicants may state a preference when opening a new range and CITC will take account of the stated preference when considering the application.
- 6.2.4 For any service for which numbers are allocated as blocks and not as individual numbers, CITC may divide the number series into ranges and whole ranges may be set aside (designated) to be used by a single licensee once an initial allocation has been made in that range. The designations may be withdrawn at any time if CITC determines that it is in the interest of efficient use of the available numbering capacity to withdraw the designation.
- 6.2.5 Where there is a need for number allocations which are not permanent, CITC may allocate numbers for a specific period. Licensee should document that

(2) www.citc.gov.sa/nms

period in the 'description' portion of the application. Licensees shall cease using the allocated numbers once the specified allocation period has expired.

- 6.2.6 The application for allocation should be submitted to CITC between four and six months prior to the expected activation date. This is to allow enough time for CITC approval and for the 30-day advance notification period to other telecom service providers.
- 6.2.7 CITC will, within 30 working days of receipt of all required information, inform the licensee about the result of the application.
- 6.2.8 Numbers for all services are generally allocated in blocks as shown in Annex 9. CITC, at its discretion, will normally allocate sufficient numbers to meet 12 months requirements as indicated in the 3-year rolling forecast that is documented in the application.
- 6.2.9 The allocation shall be used only for the purpose specified in the application. CITC may, at its discretion, apply additional specific conditions on the use of an allocation if it considers that it is in the national interest to do so.
- 6.2.10 Licensee shall not use the numbers allocated to them to provide services which contravene the rules of Islamic Sharia, morals and ethics and rules of public behavior, customs or rules of public decency, or which contain any violation of the laws and regulations of the Kingdom of Saudi Arabia.
- 6.2.11 Licensees shall apply to CITC for approval if they require any changes to the use of allocated numbers.
- 6.2.12 Licensees shall not use number allocations in an anti-competitive manner.
- 6.2.13 Allocations shall not be traded or directly transferred between licensees.
- 6.2.14 When it deems it necessary and appropriate, CITC may allocate an alternative range that is not as requested in the application.
- 6.2.15 CITC may establish the allocation block size, the utilization target and the designation range size for any service not specified in annex 9 via notification in writing to licensees.

6.3 Additional Allocation Rules for Short Codes

- 6.3.1 Short codes are only allocated to services that are available 24 hours a day throughout the Kingdom on a permanent basis.
- 6.3.2 Premium rate services shall not be provided through any of the telecom service provider short codes.
- 6.3.3 Licensee must obtain approval from CITC for the services to be provided through short codes before applying for their allocation.

- 6.3.4 Short codes shall not be used to deliver content services such as competitions, entertainment, chatting, games and similar services.
- 6.3.5 Licensees may not use any of the short codes for public service announcements to support any of their services which are not directly related to the conduct of their ICT business as licensed by CITC, or to support the services offered by any other enterprise, company or organization.
- 6.3.6 CITC may set an upper limit on the number of vanity codes in each of the 4-, 5- and 6-digit ranges of the external codes which may be allocated to each licensee as shown in Annex 11.
- 6.3.7 CITC may allocate any of the internal codes to more than one licensee, while external codes are limited to only one licensee.
- 6.3.8 CITC may designate and allocate one of the internal codes to all licensees in order to provide similar services.
- 6.3.9 FBPs other than mobile or fixed licensees (such as data service licensees) shall make their applications for short codes through one of the fixed or mobile licensees.
- 6.3.10 Government entities or other entities requesting a short code, shall coordinate with CITC to obtain approval for the provision of its service through the requested code. The entity shall then be responsible for coordination with one of the eligible telecom service providers who to apply to CITC for allocation of that code.. Annex 13 provides guidance on the length of the short code that can be requested.

6.4 Additional Allocation Rules for SMS Codes

- 6.4.1 SMS service providers shall enable anyone who wishes to subscribe to their service to send a free text message asking for details of the charges for the subscription. The subscription may not be activated until a confirmation message has been received from the subscriber.
- 6.4.2 SMS service providers must advertise the rate of the service at the same time as they advertise the service number, at all times and in all media.
- 6.4.3 SMS service providers must allow the subscriber to cancel his subscription to any offered service, at no charge, by texting the letter 'U' (followed by a space and the code for the particular service, if there is one) to the SMS code.
- 6.4.4 Type 'a' unified message short codes are allocated to non-profit organizations providing humanitarian services covering all segments of society Kingdom-wide. It is the responsibility of the organization to apply to CITC to obtain approval for the use the unified SMS code for its services. Once approved, CITC will allocate that short code to all licensees with instructions for its activation.

- 6.4.5 SMS service providers must use the form in Annex 15 when applying for unified message codes. The application must be accompanied by proof that more than one telecom service provider is ready to deliver the service through its network to his subscribers.
- 6.4.6 Type 'b' unified message short codes are allocated only for services provided on a permanent basis.
- 6.4.7 When applying for allocation of a unified message code for a currently existing service, an SMS service provider shall cease using the codes currently used for that service within three months of the date of approval of the application.
- 6.4.8 An SMS service provider who is allocated a unified message code for a particular service may not provide the same service via any other code.

6.5 Rules for Self-Allocation and Usage of USSD Codes

The use of USSD codes is likely to be dynamic so it is not intended to include the use of specific codes within the Plan. However, to avoid end-user confusion, CITC will adopt international practice for the use of the codes, along with measures to ensure consistent use of the codes within the Kingdom.

- 6.5.1 Codes shall be used in the manner specified in the 'ETSI Register of supplementary service codes'³ and ETSI standard ETS 300 738, 'Minimum man-machine interface (MMI) to public network based supplementary services'.
- 6.5.2 USSD must not use service codes that correspond with 3-digit short codes (see Section 4.13).
- 6.5.3 The '1X' and '1XX' service codes should be used for charging and information services.
- 6.5.4 Only one service code may be used by each licensee for charging support (in the '100' to '149' range). Optional parameters shall be used by the licensee to provide multiple charging support services.
- 6.5.5 Service codes '10' to '14', '10X' to '14X', '7X' and '7XX' are reserved for those home location services (services provided by the end-user's home network) which are always provided by the end-user's home service provider, even when roaming within the Kingdom.
- 6.5.6 Service codes '15' to '19' and '15X' to '19X' are reserved for services provided by the end-user's current service provider (the network that he is connected to at the time that the service is used); that is, the visited service provider when roaming or the home service provider when at home. When

³ <http://portal.etsi.org/hf/brochure/sslistnov04.pdf>

roaming within the Kingdom, all other service codes may be processed by the visited service provider, but if they are not recognized by the visited service provider, or if they are not in context, they will be referred back for processing by the end-user's home service provider.

- 6.5.7 Service codes to control standard supplementary services should use standard '0X', '0XX' and '2X' to '9XX' codes where appropriate.
- 6.5.8 Licensees must ensure that there is a clear separation of service codes between free and chargeable services.
- 6.5.9 with accordance to item 2.1.1, self-allocated USSD codes, or any other number incorporating '*' or '#', may not be used to provide service to an end-user.

6.6 Submission of Applications

- 6.6.1 The licensee shall provide the following information to CITC when applying for an allocation. Any data which are unchanged from the most recent Semi-Annual Numbering Report may simply be referenced:
 - a) Name and contact details of the licensee. Where a person submits an application on behalf of the licensee, a signed and dated letter of authorization from the licensee shall accompany the application;
 - b) Details of the relevant telecom license or authorization under which the licensee intends to use the requested number blocks and of the system being operated;
 - c) Type of numbering resource requested;
 - d) Number of blocks requested;
 - e) Details of any existing number ranges held by the licensee that are relevant to that application;
 - f) A 3-year rolling forecast, including details of the utilization of existing number allocations and a forecast of expected utilization of the requested numbers;
 - g) Description, nature and function of the service for which numbers are requested, along with dialing procedure;
 - h) Expected activation date;
 - i) In the case of an application for an allocation for a specific period, the beginning and end dates that the numbers will be required;
 - j) Authorized signature of the licensee; and

- k) Any other information that the licensee considers necessary or appropriate to justify the application.

6.6.2 The licensee shall attach the following information when applying for geographic numbers:

- a) Numbers in reserve for actual end-user orders and a forecast of expected utilization of these reserved numbers;
- b) The zone code for which the numbers are requested;
- c) The exchange code (NXX) requested, if the licensee has a preference; and
- d) The LCA for which the numbers are requested. See Annexes 3 to 8 for a list of LCAs.

6.6.3 CITC may, at its discretion, request clarification of the information provided with the application or request additional information before it is able to make a decision on the application, which the applicant shall provide. This may include a description of the licensee's technical and operational system configuration.

6.7 Assessment of Applications

6.7.1 CITC will take the following criteria into account when assessing an application:

- a) The principles and regulations of the NNP;
- b) Any relevant license conditions;
- c) Whether CITC considers that the proposed use of the numbering range is appropriate;
- d) The views of the licensee and other interested parties;
- e) Unusual circumstances, such as a new entrant or a new service; and
- f) Any other matters that CITC deems relevant, such as a need to open a new range or to make changes to the NNP in order to allocate the requested numbers or codes.

6.7.2 CITC may exceed the period of 30 working days following receipt of all required information to decide on an application under the following circumstances:

- a) A period of consultation is necessary, as determined by CITC;
- b) There are significant issues related to the application that cannot reasonably be handled within 30 working days; or

- c) CITC considers that a longer period is justified and informs the licensee in writing of the revised period.
- 6.7.3 Numbers are never allocated except via a written allocation approval from CITC. If for any reason CITC does not approve or deny an application within 30 working days, or does not inform the licensee in writing of a revised period, this shall not be interpreted to mean that CITC has approved the application by default.
- 6.7.4 CITC may deny an application for an allocation of number blocks for reasons which include but are not limited to the following:
- a) The request is not consistent with the allocation rules or guidelines stipulated in this Plan;
 - b) The requested number blocks are not available;
 - c) The applicant does not hold an appropriate license;
 - d) The applicant has not met the eligibility criterion;
 - e) The expected activation date is beyond six months from the application date, except in unusual circumstances which must be documented by the applicant;
 - f) The planned services are not considered by CITC to be appropriate for the requested number blocks;
 - g) A previous related allocation has not yet been used in accordance with the licensee's stated plans, or has been used for services or purposes other than those specified or permitted in the terms of the allocation, unless adequately explained in the application;
 - h) Numbers from a previous related allocation have been assigned or are being used illegally or contrary to CITC regulations, such as numbers for which proper identification of the end-user has not been obtained;
 - i) CITC considers that the allocation would not be in the national interest;
 - j) CITC considers that the allocation would unfairly impede competition;
 - k) The licensee has not followed the reporting process required in this Plan.
- 6.7.5 In the event of a denial, whether in part or in full, CITC will inform the licensee in writing.
- 6.7.6 A licensee may request CITC to treat its application for allocation in confidence, and CITC will consider the request in accordance with its Statutes.

6.8 Number Activation Rules

- 6.8.1 The licensee shall activate the allocated number within three months of the date of allocation.
- 6.8.2 Licensees must notify CITC, all other telecom service providers in the Kingdom and, if appropriate, Recognized Operating Agencies (ROAs) overseas of the activation date; that is, the date they will activate the new number allocations in their networks. Within the Kingdom, the notice period must be 30 calendar days (or a shorter period if documented in the RIO for activation of new number ranges), and the notice must be accompanied by a copy of the CITC allocation approval. Timescales for notification of ROAs overseas are as mutually agreed between the parties.
- 6.8.3 The other telecom service providers in the Kingdom must correctly route the new number allocations by the activation date.
- 6.8.4 Number ranges are considered activated by the licensee to whom they were allocated when the licensee correctly routes all incoming calls to these numbers either to an end-user or to an appropriate treatment.
- 6.8.5 Licensees shall advise CITC of the contact persons in their organizations who are responsible for notification of other concerned parties.

6.9 Fees

- 6.9.1 The fees for numbers are charged from the date of allocation.
- 6.9.2 Licensees shall pay the number allocation fees and the annual usage fees for the remainder of the year within 30 days of the allocation date.
- 6.9.3 Licensees shall pay the annual usage fees for allocated numbers within 30 days of the beginning of each calendar year.
- 6.9.4 The fees for number allocation and for annual usage are published on the CITC website.
- 6.9.5 Public short codes and unified SMS message codes for humanitarian services are exempt from allocation fees and annual usage fees.

6.10 Cancellation of Number Allocations

- 6.10.1 CITC may cancel number allocations for reasons which include but are not limited to:
 - a) Failure to comply with number allocation rules;
 - b) The licensee has not activated the numbers or suspended the related services for more than three months of the allocation;
 - c) Insufficient or inefficient usage of allocated number blocks;

- d) All numbers in an allocated range have been deactivated;
 - e) A unified SMS message code has been limited to the subscribers of only one telecom service provider for more than three months;
 - f) The annual fees related to the allocation have been unpaid for three months after their due date;
 - g) CITC has determined that a critical need for additional number blocks elsewhere mandates such cancellation;
 - h) CITC has determined that cancellation is necessary to ensure that fair and open competition is maintained;
 - i) International harmonization requirements mandate such cancellation;
 - j) CITC has deemed such cancellation to be in the overall national interest; or
 - k) It is necessary as part of a change to the NNP.
- 6.10.2 Cancellation of the allocation of a working number range may be made only after CITC has issued a notice of at least six months. This is consistent with Section 6.11.1.
- 6.10.3 Cancellation of a number allocation made for a specific period shall occur automatically at the end of the period stated in the application.
- 6.10.4 CITC will not have any liability in the event of a cancellation of any allocation.
- 6.10.5 If a licensee no longer requires the use of an allocation that has been made, then the allocation should be returned to CITC at the earliest opportunity.
- 6.10.6 CITC will not accept the partial return of any number blocks.
- 6.10.7 For geographic numbers, CITC may determine, in its sole judgment, that the utilization ratio in a particular exchange is and will remain below targets and that the unused numbers are needed elsewhere. CITC may recover unused blocks of 1K numbers, even if this requires number changes in order to clear certain blocks.

6.11 Renumbering and Notice of Number Changes

- 6.11.1 A licensee seeking to recover and replace an end-user's number must take reasonable steps to inform the affected end-user that the change will take place at least six months before the activation date of the new number.
- 6.11.2 Calls to the old number must be directed, for a reasonable period, to an explanatory message containing information that a change of number has occurred (the explanatory message may be recorded).

6.11.3 The licensee shall ensure that the new number will have at least the same services and features as the old number.

6.12 Reporting Process

Licensees who have been allocated numbers shall submit a Semi-Annual Numbering Report (SANR) to CITC within 45 calendar days after the end of each half year. CITC may change the frequency of the periodic numbering report as it deems appropriate, or it may request numbering report information at any time. The following information shall be provided in the report for the number allocations for each service:

- a) The current overall utilization ratio of the total allocations according to the conditions for that service;
- b) The utilization ratio of each individual allocation, along with the activation dates of those allocations;
- c) Details of numbers reserved for planned growth, end-user orders or other usage, with explanations and justifications;
- d) Details of numbers recovered since the last SANR, numbers reassigned to new end-users since the last SANR, and total inactive numbers not yet recovered;
- e) Details of the usage of SMS internal message codes including the code, name of the SMS service provider and the cost of the service to the end-user; and
- f) Any other information requested by CITC.

6.13 Status indicators

All numbers and codes within the NNP database will be recorded according to the following categories:

- **Allocated (A):** Indicates an allocation to a licensee whose name will be listed. If allocated for a specific period, the end date will be noted;
- **Allocated and Managed by CITC (AC):** Indicates an allocation to a licensee for which CITC retains sole rights to assign numbers to end-users. The name of the licensee will be listed;
- **Allocated for Migration Only (AM):** Indicates an allocation to a licensee for the express purpose of managing a migration from one range to another. This may be a temporary allocation and, after a suitable specified time and the meeting of the allocation criteria, CITC may determine that the block could be used for other purposes and its status changed accordingly;
- **Application Received (AR):** Indicates that CITC has received an application to allocate the number or codes in a block and that the block is subject to the 'first come, first served' principle, i.e. further applications for the allocation of the block will be rejected until (and if) CITC rejects the current application;

- **Designated (D):** Indicates numbers or codes in a block have been designated for a specific licensee who has yet to apply for the allocation of the block. The use of this indicator does not constrain CITC from allocating the block to another licensee if CITC considers that it is in the interest of efficient use of the numbering capacity to make such an allocation;
- **Free (F):** Indicates numbers or codes that are available for allocation. Licensees should note that a number block or codes shown as 'Free' could have already been requested by another licensee between the time of the last update of the database and the time of applying for the number block;
- **In Service (IS):** Indicates that an allocation has been activated and that some numbers in the allocated range are in service with end-users. The name of the licensee will be listed;
- **Protected (P):** Indicates numbers or codes that are protected and unavailable until further notice or, where a date is shown, until that date. Numbers may be protected, for example, to avoid temporary or permanent dialing ambiguity;
- **Reserved for Future Use (R):** Indicates that the series of numbers or codes has been reserved for future use and is not available for allocation.

Annex 1. Glossary

CITC	Communications and Information Technology Commission
DDI	Direct Dialing Inward
DID	Direct Inward Dialing
DNS	Domain Name System
ETSI	European Telecommunications Standards Institute
FBP	Facility-Based service Provider
GMPCS	Global Mobile Personal Communications by Satellite
GSM	Global System for Mobile communications
GSN	Global Subscriber Number
HCD	Home Country Direct
ID	Identification (as in Caller ID)
iDEN	integrated Digital Enhanced Network
IETF	Internet Engineering Task Force
IFN	International Freephone Number
IFS	International Freephone Service
IMSI	International Mobile Subscription Identity
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ITU	International Telecommunication Union
ITU-T	ITU Telecommunication Standardization Sector
LCA	Local Calling Area
M2M	Machine-to-Machine
MCC	Mobile Country Code
MMI	Man-Machine Interface
MNC	Mobile Network Code
MSIN	Mobile Subscriber Identification Number
MSN	Mobile Subscriber Number
NDC	National Destination Code
NFN	National Freephone Number
NMS	Number Management System
NNP	National Numbering Plan
NSN	National Significant Number
NXX	3-digit local exchange code represented as digits N+X+X
PBX	Private Branch Exchange
PLMN	Public Land Mobile Network
PMN	Public Mobile Network
PRS	Premium Rate Service
PSTN	Public Switched Telephone Network
RIO	Reference Interconnection Offer
ROA	Recognized Operating Agency
SANR	Semi-Annual Numbering Report
SMS	Short Message Service

SS7	Signaling System #7
TETRA	Terrestrial Trunked Radio
UMTS	Universal Mobile Telecommunications System
UPT	Universal Personal Telecommunications
URI	Uniform Resource Identifier
USSD	Unstructured Supplementary Service Data
VASP	Value-Added Service Provider
VNO	Virtual Network Operator

Annex 2. Definitions

Address

A string or combination of decimal digits, symbols and additional information which identifies the specific termination point of a connection in a public network or, where applicable, in an interconnected private network.

Carrier Selection

The facility offered to the calling party which allows him to opt for a specific carrier on a call-by-call basis.

Closed Dialing Plan

A non-hierarchical numbering structure. For calls between end-users within the same local calling area (local calls) or different local calling areas (national calls), it is always necessary to dial the trunk prefix '0' and the full National Significant Number (NSN).

Country Code

The combination of one, two or three digits identifying a specific country or countries.

Direct Inward Dialing (DID) – also called Direct Dialing Inward (DDI)

A service in which the telecom service provider provides one or more trunk lines to a customer PBX, assigns a range of telephone numbers to these trunk lines, and forwards all calls to these telephone numbers over the trunk lines.

End-user or User

The person or corporate entity that uses the retail telecom services.

ENUM

A protocol that is the result of work of the IETF Telephone Number Mapping working group. The charter of this working group was to define a DNS-based architecture and protocols for mapping a telephone number to a Uniform Resource Identifier (URI) which can be used to contact a resource associated with that number. The protocol provides facilities to resolve E.164 telephone numbers into other resources or services on the Internet.

Facility-Based service Provider (FBP)

A service provider who builds, operates and maintains its own telecom network and infrastructure.

Freephone Service

A telephone service in which all charges from the service provider are paid by the called party.

Geographic Service

A service that terminates at a fixed geographical location and that cannot be changed without the intervention of the licensee.

Global Subscriber Number (GSN)

A number identifying a subscriber for a particular global service managed by ITU.

Home Country Direct (HCD)

An optional feature of international telephone service which enables a caller in one country to directly access the home country direct service provider in a second country for the purpose of placing a call terminating within the second country. This feature is provided on the basis of a bilateral agreement between the cooperating ROAs.

Inactive Number

A number assigned to an end-user but which is no longer active due to specific reasons and has not yet been recovered by the licensee. Reasons for being no active include:

- The subscription has ended;
- The service has been terminated following a period of suspension, due to non-payment, or for any other valid reason.
- The Number has not been activated within 90 days.

International Mobile Subscription Identity (IMSI)

A string of up to 15 decimal digits which is a unique international identification of a mobile terminal or mobile subscriber. IMSIs may also be used for terminal or subscriber identification within fixed or wire line networks that offer mobility services or to achieve compatibility with networks that have mobility services. The IMSI consists of three fields: the Mobile Country Code (MCC), the Mobile Network Code (MNC) and the Mobile Subscriber Identification Number (MSIN).

International Prefix

A digit or combination of digits used to indicate that the number following is an international public telecommunications number. The prefix is usually written generically as '+'. The digits '00' are used in the Kingdom.

International Public Telecommunications Number

A telecom number which conforms to the structure of ITU-T Recommendation E.164.

Licensee

An entity licensed by CITC to operate a telecom network and/or to provide other telecom-related services.

National Destination Code (NDC)

A nationally optional code field within an E.164 numbering plan which, combined with the Subscriber Number, will constitute the National (Significant) Number (NSN). The NDC is also known as the zone code within the NNP. Other administrations also call it a city code or an area code.

National Numbering Plan (NNP)

A plan which specifies the format and structure of numbers for telecom services. Numbers typically consist of decimal digits and handset symbols segmented into groups in order to identify specific elements used for identification, routing and charging capabilities. The NNP uses only the decimal character set 0 - 9 for all number allocations.

National (Significant) Number (NSN)

That portion of the E.164 number that follows the country code.

Network-Initiated Unstructured Supplementary Service Data

A USSD service initiated by the home network or visited network.

Nomadic Feature

A feature that enables the end-user to use his number for fixed telephony services provided by the licensee's network without being linked to a particular geographic location or forced to change his number. The network endpoint used for a call cannot change during a call but may change between calls.

Number

The number, sign or other mark which is used in its delivery of telecommunications services and which may be a string of decimal digits, and possibly other symbols on the handset, that uniquely indicates the public network termination point and that contains the information necessary to route the call to this termination point. The term 'numbering resource' may be used to indicate a group of numbers used for the same purpose.

Number Allocation

The process by which CITC allocates the rights to use a number or block of numbers to a licensee. Exceptionally, CITC may allocate a number or block of numbers directly to an end-user.

Number Assignment

The licensee assigns an individual number from an allocated block when completing an individual user order for service.

Number Block

A set of contiguous numbers of a specified or unspecified size.

Number Management System (NMS)

The automated support system used by CITC to manage the allocation and withdrawal of numbering resources.

Number Portability

A facility by which an end-user can retain an existing number without impairment of quality, reliability or convenience when switching service from one licensee to another.

Open Dialing Plan

A hierarchical numbering structure containing a distribution of subscribers into local calling areas. For calls between subscribers within a local calling area, it is sufficient to dial the subscriber number. For calls between subscribers in different local calling areas, it is necessary to dial the NDC (including the trunk prefix '0') and the subscriber number.

Premium Rate Service (PRS)

A telephone service in which the called party defines charges, in excess of regular call charges, which are paid by the calling party. The revenue for a PRS call may be shared between the telecom service provider and the called party. Calls to PRS numbers may be charged per minute, per call or by subscription. For the service to be considered PRS (and not shared revenue service – see Section 4.12), call charges must be greater than or equal to SAR 1 per minute, SAR 1 per call, or SAR 1 per day (on average) by subscription.

Public Mobile Service

A voice, text or data service (but not data-only service) that terminates on a handset or personal device that has no intrinsic geographical significance or for which the calls are charged as if they were so terminated; i.e. mobile telecommunications over a cellular network of specialized base stations known as cell sites.

Quarantine Period

The time period from when a number is withdrawn from service with an end-user and the time when the number is available to be re-assigned to another end-user.

Recognized Operating Agency (ROA)

A telecom service provider authorized to provide international service.

Service Provider

Licensed to provide telecom services to end-users but may or may not have its own network. The services provided may be basic telecom services, such as voice, or more complex value-added services.

Shared Cost Service

A service where the calling party and the called party share the cost of the call.

Shared Revenue Service

A service where the called party receives a portion of the cost of the call, paid by the calling party, from the contracting licensee. Calls to shared revenue numbers may be charged per minute, per call or by subscription. For the service to be considered shared revenue, call charges must be less than SAR 0.8 per minute, SAR 0.8 per call, or SAR 0.8 per day (on average) by subscription.

Signaling Point Code

A unique address for a signaling point, or node, in an SS7 signaling network.

SMS Service Provider

An entity licensed by CITC to send bulk SMS messages, including text, voice, video and multi-media.

Subscriber Number

Within an E.164 numbering plan, the number following the NDC that identifies a particular subscriber in the network or numbering area.

Trunk Prefix

The number to be dialed in a national telephone call preceding any necessary NDC and subscriber number. When the number is dialed from outside the country, the trunk prefix is omitted by the calling party.

Universal Personal Telecommunications (UPT)

Enables access to telecom services while allowing personal mobility. Each UPT user may participate in a user-defined set of subscribed services and initiate and receive calls across multiple networks on any fixed or mobile terminal, irrespective of geographical location, limited only by network capabilities and restrictions imposed by the licensee. This is not to be confused with international UPT service using country code '878'.

User-Initiated Unstructured Supplementary Service Data

A USSD service started by the end-user.

Valid Number

A number, as defined in this Annex, that is managed by CITC, that has been allocated to a licensee and that has been activated (though not necessarily assigned) by the licensee.

Virtual Network Operator (VNO)

A service provider that does not own or manage its own network and infrastructure but purchases capacity from FBPs and then resells the capacity to business and residential end-users under its own brand.

Zone Code (ZC)

An alternate term for the National Destination Code (NDC) for geographic services.

Annex 3. LCAs in Zone Code 1 (11 After Conversion)

LCA	Geographic Area
16	Afif
18	Dawadmi, Sajir, Artawi, Arja, Bijadiyah, Faydah, Nifi, Qurayn
19	Shaqra, Marat, Ushayqir, Qasab
20	Hurayamala, Uyaynah
21	Rimah
22	Quwayiyah, Jilah, Rayn, Muhhayriqah, Halaban, Al Ruwaydah, Al Khasirah
23	Durma, Muzahimiyah, Jow, Ghatghat, Al Jufayr
24	Riyadh
25	Al Kharj, Sahnah, Dilam
26	Hawtat Bani Tamim, Hariq
27	Layla
28	Sulayil, Tamarh, Khamasin, Nowayimah

Annex 4. LCAs in Zone Code 2 (12 After Conversion)

LCA	Geographic Area
44	Jeddah
45	Makkah, Jumum, Sharayi Al Mujahidin
46	Taif, Al Qoray, Sahan Bani Saad, Yelamlam, Hadad Bani Malik, Ushayrah
47	Muwayah, Zalim, Al Dafinah
48	Khurmah, Turabah, Ranyah, Al Amlah

Annex 5. LCAs in Zone Code 3 (13 After Conversion)

LCA	Geographic Area
01	Hafer Al Baten, Ruqi, Quaysmah, King Khalid City
02	Nairiyah, Khafji, Sarar, Qariyat Al Ulya, Ma'aqala, Nita
03	Jubail
04	Dammam, Khobar, Dahran, Seihat, Qatif, Safwa, Ras Tanurah, Traut, Thoqbah, Rahimah
05	Abqaiq, Ain Dar, Urayirah
06	Hofuf, Salwa, Uqayr, Ahsa, Harad, Khurais

Annex 6. LCAs in Zone Code 4 (14 After Conversion)

LCA	Geographic Area
29	Rafha, Duwayd, Uwayqilah, Maaniyah, Lawqah, Linah, Shuabat Nisab, Nisab, Um Ruhaymah, Samah, Samudah
30	Arar, Turayf, Judaidah
31	Sakaka, Domat Al Jandal, Nabk Abu Qasr, Qara, Tabarjal
32	Qurayat, Isawiyah, Hadiitha, Kaf, Qaraqir, Hadraj, Maabiyah
33	Tabuk, Haql, Hallet Amar, Uyaynah, Talaah, Badiah, Fajr, Akhadar, Qalibah
34	Umluj, Wajh
35	Duba, Bada, Shaqrah, Sharaf, Shawq
37	Tayma, Al Jabawiyah
38	Al Ula
39	Khaybar, Al Silsilah
40	Badr Hunayn, Al Musayjid, Al Wasitah, Al Rayyan, Al Akhal, Al Rayyis
41	Hanakiyah, Mahd Al Dahab, Al Suwaydrah, Al Hisu
42	Madinah, Al Mulayleeh
43	Yanbu, Al Ayiss

Annex 7. LCAs in Zone Code 6 (16 After Conversion)

LCA	Geographic Area
07	Ain Bin Fuhayd
09	Buraydah, Unayzah, Badaya, Al Rass, Riyadh Al Khabrah, Al Bukayriyah, Al Miznab, Uyun Al Jiwa, Al Safra, Al Shihiyah, Shamasiyah
10	Subayh, Uqalat As Suqur, Dulaymiyah
11	Dukhnah
12	Baqa
14	Hail, Jubbah
15	Hayit, Shamli
17	Al Majma'ah, Al Zilfi, Al Ghat, Thumair, Hawtat Sudair, Thadiq, Rawdat Sudair, Al Artawiyah, Jalajil

Annex 8. LCAs in Zone Code 7 (17 After Conversion)

LCA	Geographic Area
49	Lith, Qunfudah
53	Biljurashi, Hamir, Baha, Bani Dhabyan, Atawlah Mandaq
54	Abha, Khamis Mushait, Usran, Rownah, Ahad Rofiydah, Sorat Abidah Dharan Al Janoub
55	Bisha, Sabt Al Alaya
57	Al Nimas, Al Sarh, Tanumah, Balasmar, Barik
58	Jizan, Tuwal, Abu Arish, Sabya, Samitah, Baysh, Suq Al Ahad, Damad, Darb
59	Najran, Al Arissah, Al Faysaliyah
60	Sharorah

Annex 9. Allocation Block Sizes, Designation Range Sizes and Utilization Targets

Service	Block Size	Utilization Target	Designation Range Sizes
Geographic	10K (1K when utilization will be low)	65% for individual exchanges	10K
Public Mobile	100K	65%	1M
Nomadic	10K	65%	1M
Universal Personal Telecommunications (UPT)	10K	65%	1M
M2M	100K	75%	10M
Public Mobile Data	100K	85%	10M
National Freephone	1K	75%	10K
International Freephone	10	75%	10
Home Country Direct	1	100%	1
Premium Rate Service (PRS)	1K	75%	1K
Shared Cost	1K	75%	10K
Shared Revenue	1K	75%	10K
Short Codes	1	100%	1
SMS Internal Codes	1K	85%	1K
SMS Unified Codes	1	100%	1

The **utilization ratio** for any service is calculated as follows:

$$\frac{\text{Working numbers allocated to licensee}}{\text{Total numbers allocated to licensee}}$$

Working numbers are numbers actually assigned to end-users and do **not** include the following:

- Numbers recovered from end-users and in quarantine, waiting for adequate time to pass before they can be reassigned;
- Numbers in process to be assigned but not yet activated for a particular end-user (working reserve);
- Numbers assigned or being used illegally or contrary to CITC regulations, such as numbers for which proper identification of the end-user has not been obtained or numbers assigned for a service for which they were not allocated by CITC; and
- Inactive numbers (see definition in Annex 2).

Annex 10. Short Code Distribution

		Y									
		0	1	2	3	4	5	6	7	8	9
9Y	90	900	901	902	903	904	905	906	907	908	909
	91	R	911	R	R	R	R	R	R	R	R
	92	P	P	P	P	P	P	P	P	P	P
	93	930	931	932	933	934	935	936	937	938	939
	94	940	941	942	943	944	945	946	947	948	949
	95	950	951	952	953	954	955	956	957	958	959
	96	960	961	962	963	964	965	P	967	968	969
	97	R	R	R	R	R	R	R	R	R	R
	98	980	981	982	983	984	985	986	987	988	989
	99	990	991	992	993	994	995	996	997	998	999

1Y	10	P	R	R	R	R	R	R	R	R	R
	11	110X	P	112	R	R	R	116XXX	R	R	R
	12	R	R	P	R	R	R	R	R	R	R
	13	130XXX	131XXX	132XXX	133XXX	134XXX	135XXX	136XXX	137XXX	138XXX	139XXX
	14	140X	141X	142X	P	P	145X	146X	147X	148X	P
	15	R	R	R	R	R	P	R	R	R	R
	16	160X	161X	162X	163X	164X	165X	P	167X	168X	169X
	17	170X	171X	172X	173X	174X	175X	176X	P	178X	179X
	18	R	R	R	R	R	R	R	R	P	R
	19	190X	191X	192X	193X	194X	195X	196X	197X	198X	P

1YY	100	P	R	R	R	R	R	R	R	R	R
	111	P	1111X	1112X	1113X	1114X	1115X	1116X	R	R	R
	122	P	R	R	R	R	R	R	R	R	R
	133	1330XX	1331XX	1332XX	1333XX	1334XX	1335XX	1336XX	1337XX	1338XX	1339XX
	144	1440X	1441X	1442X	1443X	1444XX	1445X	1446X	1447X	1448X	1449X
	155	P	R	R	R	R	R	R	R	R	R
	166	P	1661X	1662X	1663X	1664X	1665X	1666X	1667X	1668X	1669X
	177	P	1771X	1772X	1773X	1774X	1775X	1776X	1777X	1778X	1779X
	188	P	R	R	R	R	R	R	R	R	R
	199	P	1991X	1992X	1993X	1994X	1995X	1996X	1997X	1998X	1999X

1YY0	1000	R	R	R	R	R	R	R	R	R	R
	1110	R	R	R	R	R	R	R	R	R	R
	1220	R	R	R	R	R	R	R	R	R	R
	1330	13300X	13301X	13302X	13303X	13304X	13305X	13306X	13307X	13308X	13309X
	1440	P	P	P	P	P	P	P	P	P	P
	1550	R	R	R	R	R	R	R	R	R	R
	1660	16600X	16601X	16602X	16603X	16604X	16605X	16606X	16607X	16608X	16609X
	1770	17700X	17701X	17702X	17703X	17704X	17705X	17706X	17707X	17708X	17709X
	1880	R	R	R	R	R	R	R	R	R	R
	1990	19900X	19901X	19902X	19903X	19904X	19905X	19906X	19907X	19908X	19909X

R	Reserved for future use	P	Protected
---	-------------------------	---	-----------

	Telecom service provider – external		Telecom service provider – internal
	Government and other parties		
	Carrier selection		Inter-network routing

Annex 11. External Vanity Codes

4-digit

1600	1601	1602	1603	1604	1605	1606	1607	1608	1609
1610	1611	1612	1613	1614	1615	1616	1617	1618	1619
1620	1621	1622	1623	1624	1625	1626	1627	1628	1629
1630	1631	1632	1633	1634	1635	1636	1637	1638	1639
1640	1641	1642	1643	1644	1645	1646	1647	1648	1649
1650	1651	1652	1653	1654	1655	1656	1657	1658	1659
1660	1661	1662	1663	1664	1665	1666	1667	1668	1669
1670	1671	1672	1673	1674	1675	1676	1677	1678	1679
1680	1681	1682	1683	1684	1685	1686	1687	1688	1689
1690	1691	1692	1693	1694	1695	1696	1697	1698	1699
1700	1701	1702	1703	1704	1705	1706	1707	1708	1709
1710	1711	1712	1713	1714	1715	1716	1717	1718	1719
1720	1721	1722	1723	1724	1725	1726	1727	1728	1729
1730	1731	1732	1733	1734	1735	1736	1737	1738	1739
1740	1741	1742	1743	1744	1745	1746	1747	1748	1749
1750	1751	1752	1753	1754	1755	1756	1757	1758	1759
1760	1761	1762	1763	1764	1765	1766	1767	1768	1769
1770	1771	1772	1773	1774	1775	1776	1777	1778	1779
1780	1781	1782	1783	1784	1785	1786	1787	1788	1789
1790	1791	1792	1793	1794	1795	1796	1797	1798	1799

 Reserved

 Vanity Codes

5-digit

16600	16601	16602	16603	16604	16605	16606	16607	16608	16609
16610	16611	16612	16613	16614	16615	16616	16617	16618	16619
16620	16621	16622	16623	16624	16625	16626	16627	16628	16629
16630	16631	16632	16633	16634	16635	16636	16637	16638	16639
16640	16641	16642	16643	16644	16645	16646	16647	16648	16649
16650	16651	16652	16653	16654	16655	16656	16657	16658	16659
16660	16661	16662	16663	16664	16665	16666	16667	16668	16669
16670	16671	16672	16673	16674	16675	16676	16677	16678	16679
16680	16681	16682	16683	16684	16685	16686	16687	16688	16689
16690	16691	16692	16693	16694	16695	16696	16697	16698	16699
17700	17701	17702	17703	17704	17705	17706	17707	17708	17709
17710	17711	17712	17713	17714	17715	17716	17717	17718	17719
17720	17721	17722	17723	17724	17725	17726	17727	17728	17729
17730	17731	17732	17733	17734	17735	17736	17737	17738	17739
17740	17741	17742	17743	17744	17745	17746	17747	17748	17749
17750	17751	17752	17753	17754	17755	17756	17757	17758	17759
17760	17761	17762	17763	17764	17765	17766	17767	17768	17769
17770	17771	17772	17773	17774	17775	17776	17777	17778	17779
17780	17781	17782	17783	17784	17785	17786	17787	17788	17789
17790	17791	17792	17793	17794	17795	17796	17797	17798	17799

Reserved
 Vanity Codes
 Excluded from the range

6-digit

166000	166001	166002	166003	166004	166005	166006	166007	166008	166009
166010	166011	166012	166013	166014	166015	166016	166017	166018	166019
166020	166021	166022	166023	166024	166025	166026	166027	166028	166029
166030	166031	166032	166033	166034	166035	166036	166037	166038	166039
166040	166041	166042	166043	166044	166045	166046	166047	166048	166049
166050	166051	166052	166053	166054	166055	166056	166057	166058	166059
166060	166061	166062	166063	166064	166065	166066	166067	166068	166069
166070	166071	166072	166073	166074	166075	166076	166077	166078	166079
166080	166081	166082	166083	166084	166085	166086	166087	166088	166089
166090	166091	166092	166093	166094	166095	166096	166097	166098	166099
177000	177001	177002	177003	177004	177005	177006	177007	177008	177009
177010	177011	177012	177013	177014	177015	177016	177017	177018	177019
177020	177021	177022	177023	177024	177025	177026	177027	177028	177029
177030	177031	177032	177033	177034	177035	177036	177037	177038	177039
177040	177041	177042	177043	177044	177045	177046	177047	177048	177049
177050	177051	177052	177053	177054	177055	177056	177057	177058	177059
177060	177061	177062	177063	177064	177065	177066	177067	177068	177069
177070	177071	177072	177073	177074	177075	177076	177077	177078	177079
177080	177081	177082	177083	177084	177085	177086	177087	177088	177089
177090	177091	177092	177093	177094	177095	177096	177097	177098	177099



Reserved



Vanity Codes

Annex 12. Allocated Public Codes for Government and Other Parties⁴

Code	Description
980	Ministry of Interior - Security Reports
982	Ministry of Interior - Security Reports
985	Ministry of Interior - Security Reports
986	Ministry of Interior - Diplomatic Security
987	Command and Control Center for Security of Hajj in Holy Places
988	Presidency of Meteorology and Environment Protection
989	Ministry of Interior - Security Reports
990	Ministry of Interior - Security Reports
991	Ministry of Interior - Security Reports
992	General Directorate for Passports
993	General Department for Traffic
994	General Directorate for Border Guard
995	General Department for Combating Drug
996	Road Security
997	Saudi Red Crescent
998	Civil Defense
999	Police
1919	Ministry of Social Affairs (Harm and Family Violence Reports)
116111	Family Safety Program (Child Helpline)

⁴ The table is current as of end of Sha'aban 1432.

Annex 13. Guidance for Allocation of Short Code for Government and Other Parties

Type of Call Center	Examples of Applications	Number of Digits Allowed
Public emergency and disaster response (with immediate dispatch capability available 24/7)	<ul style="list-style-type: none"> • Civil Defense • Ministry of Interior • Police • Fire • Saudi Red Crescent or other national Emergency Medical Services responders • Saudi Electricity Company (emergency only) • National Water Company (emergency only) 	3 or 4
Public safety (with immediate dispatch capability)	<ul style="list-style-type: none"> • Local or regional Emergency Medical Services responders • Saudi Food & Drug Authority (National Pharmacovigilance Center – NPC) • Other major water, electricity, gas and sewage utilities (local or regional) 	4 or 5
Public safety (without immediate dispatch capability)	<ul style="list-style-type: none"> • Civil Defense • Ministry of Interior • Police • Fire • Medical and health-related • Aviation • Maritime • Major water, electricity, gas and sewage utilities 	5 or 6

Type of Call Center	Examples of Applications	Number of Digits Allowed
Public service	<ul style="list-style-type: none"> • Access to government services available 24/7 • Tracking electronic transactions with government departments • Traffic conditions • Weather conditions • Time of day • School information • Non-profit charitable and non-government organizations providing a Kingdom-wide public service available 24/7 • Temporary allocations for Hajj public safety and public service announcements for pilgrims • Temporary allocations for voting in elections for public office 	5 or 6

Annex 14. Application for Allocation of Numbering resources

Licensee Name		License No.	
Registered Business Name (if Different)		Postal Address	
Contact Information	Name	Tel #	Email
Number Range Requested		No. of Blocks	
Type of Service			
Description of Service			
Justification of Request			
Preferred Allocation			
Expected Activation Date			
Current Status	Utilization Ratio at Request Date		
	Expected Consumption Date		
Forecast of Utilization of Allocated Numbers or Codes	Year 1		
	Year 2		
	Year 3		
Type of Allocation	<input type="checkbox"/> Permanent	Begin Date	
	<input type="checkbox"/> Temporary	End Date	
For Geographic Numbers	LCA	NXX	Zone Code

- Attach details of current allocations related to this application.
- Attach any additional information necessary to support the application.

I acknowledge the correctness and accuracy of the above information provided to CITC.

Name:

Job Title:

Signature:

Date:

Stamp:

Annex 15. Application for SMS Unified Code

SMS Service Provider				License No.	
Non-Profit Organization					
Contact Information	Name	Tel #	Email		
Name of Service					
Status of Service	<input type="checkbox"/> New Service		<input type="checkbox"/> Existing Service		
Charges for Service	<input type="checkbox"/> Periodic Subscription		<input type="checkbox"/> Per Message Rate		
Description of Service					
Justification of Request					
Maximum Charge					
Choices of Code	5 _____	5 _____	5 _____		
Expected Activation Date					
Telecom Service Provider	Code Used				
1)	1)				
2)	2)				
3)	3)				
4)	4)				
5)	5)				

- Attach proof of the agreements with multiple telecom service providers to provide a new service, including the service name and associated tariff.
- Attach proof of the agreements with multiple telecom service providers to provide a currently existing service, including the service name, code, tariff, and the name of the SMS provider to whom the code is allocated.

I acknowledge the correctness and accuracy of the above information provided to CITC.

Name:

Job Title:

Date:

Signature:

Stamp: