

# RULES

## **on structure, assignment and use of numbers, number sequences and addresses in the domain of electronic communications**

### CHAPTER I

#### **Objectives and scope**

##### Article 1

##### *Objectives*

The objective of these rules and structure for user numbers is to prescribe efficient assignment of numbers for various services. The structure is on the one hand intended to ensure that telecommunications companies have access to numbers for their users and to guarantee a number for every user such that it is unique to him and enables others to direct telecommunications messages to him. On the other hand the structure is intended to enhance the security of the country's telecommunications network, operational reliability and compatibility of networks and that numbers and codes are available for the integration of networks.

##### Article 2

##### *Scope*

These rules cover the assignment and use of numbers, series of numbers and of codes and addresses that are used in telecommunications services and in connecting communication networks. The rules apply to those parties that have been assigned numbers by the Post and Telecommunications Administration according to laws no. 81/2003 on electronic telecommunications.

##### Article 3

##### *Definitions*

Reference is made to the laws governing electronic communications, but in addition the following words have specific meanings:

*General information provider:* Operations where information is provided by telephone about goods and/or services. Information is generally provided to all users of telephone services that request it and it is also available to parties that offer goods or services in the category about which the information provider provides information, without discrimination.

*Portable number* (a number not fixed to a physical location) A number where the start location is not pre-defined as a postal address, but as an internet address (IP address). The user can initiate a call almost anywhere in the world where there is an internet connection and can use various technologies for this purpose such as an ordinary telephone or a computer.

*Carrier selection code:* A number selected by the user as a prefix to the number he wants to call that gives him access to his service provider.

*Country Code:* Number or code (2 or 3 digit) assigned by the International Telecommunication Union in accordance with the recommendation E. 164.

*Emergency number:* A number that shall only be used to report an accident or to request emergency assistance.

*User number:* A number assigned to subscribers to telecommunications services by their service providers for connecting to their telecommunications networks and that can be called or used to access telecommunications services from a service provider.

*International dialling prefix:* The number 00 selected by the user before the international code to give him access to services abroad.

*Supplementary charge number:* A number where service is provided that carries a higher fee than the general telephone call fee because of value-added functions in excess of the telecommunications services.

*Service number:* A four digit number that gives access to service related to the telecommunications services of the service provider.

*Service Provider:* A seller of general telecommunications services that holds a general licence to operate telecommunications networks and telecommunications services.

## CHAPTER II

### **In general about number structure and applications for numbers**

#### Article 4

##### *General*

The structure of matters relating to numbers according to these rules is based on the recommendation of the International Telecommunication Union (ITU) regarding numbers in the international telephone system and addresses in data transfer networks. This recommendation includes provisions for maximum length of country and network codes. In addition it is prescribed that various prefixes and service numbers shall be in accordance with those EU directives that have been adopted in Icelandic legislation.

In all telecommunications services that have adopted the structure of numbers and addresses as in the ITU recommendation, only those numbers, codes and addresses assigned by the Post and Telecommunications Administration shall be used.

The Post and Telecommunications Administration presents and updates the overall structure for numbers for varying services and a framework for addresses in telecommunications networks.

The country code (354) in an Icelandic number sequence is intended as an identifier that indicates the destination of the call.

The assignment of codes, numbers and number sequences implies the authority to use, but does not lead to ownership of numbers and number sequences.

#### Article 5

##### *Applications*

Companies that operate telecommunications networks and or/ provide telecommunications services and that operate according to the general authority granted by article 4 of laws no. 81/2003, on telecommunications, and that request numbers or codes to use in their telecommunications services, shall apply for such numbers or codes to the Post and Telecommunications Administration using the relevant application forms. The application shall supply at least the following:

- a) Name, id number and address of the telecommunications company in question and the name, telephone number and email address for the contact person if applicable.
- b) A definition of the service to be provided through the number.
- c) The number of users in the service.
- d) The length of the number sequence(s) requested.
- e) The number of additional users expected during the next whole year.
- f) If an application is made for a number or code for connecting networks, the following shall also be specified in the application:
  - i The name of the networks to be connected
  - ii. The network in which the number is hosted
  - iii. Connection location(s)
  - iv. Billing system for the service

The Post and Telecommunications Administration can decide that the assignment of certain short numbers shall be made following a call for tenders.

The Post and Telecommunications Administration assigns telecommunications companies number sequences according to their needs, to the extent that the overall structure of numbers permits, see Article 7. Assignments shall be based on a company's needs for the next whole year, and further ahead if there is sufficient leeway in the opinion of the institution.

### CHAPTER III

#### **General conditions for the assignment of and structure of numbers**

##### Article 6

##### *General conditions for the assignment of numbers and number sequences*

The assignment is dependent on the applicant having made an agreement with at least one of the operating telecommunications companies.

Where the applicant has previously been assigned numbers, the Post and Telecommunications Administration can take into account the previous use of the numbers by the applicant when deciding on whether to assign numbers. The institution can also take into account the applicant's adherence to laws and regulations on the telecommunications market.

Assigned numbers may only be used in telecommunications services in Iceland. This implies *inter alia* the following:

- a) telecommunications companies that request assignment of numbers according to these rules shall be based in Iceland and shall have a general licence to operate telecommunications services or telecommunications networks according to the laws on electronic communications.
- b) The operations of a telecommunications company and all legal actions resulting from use of the numbers assigned by the Post and Telecommunications Administration according to the laws on electronic communications and according to these rules shall be governed by Icelandic law and are within Icelandic jurisdiction.
- c) Numbers assigned through the Icelandic structure of numbers shall be available to users in Iceland.

##### Article 7

##### *Assignment and arrangement of numbers in general telephone services, digital network or mobile network.*

Applications for numbers shall in general be processed in the same order they reach the Post and Telecommunications Administration. Telecommunications companies shall pay a fee for assigned numbers and sequences, see article 14 of laws no. 69/2003, on the Post and Telecommunications Administration. The fees are further detailed in the letter confirming assignment. The order of numbers for varying services shall be as follows:

1. The number 00 may only be used as the international dialling prefix.
2. The number 112 may only be used as an emergency number.
3. Number sequences beginning with 116 shall only be used for toll free services for community purposes. For example, information services, assistance or reporting services for the public. It is not authorised to assign or use the numbers 116-112 for any purpose. The number 116-000 shall be especially reserved as a number for reporting missing children.
4. The services in other three-digit service numbers shall be as follows:
  - a. Number 155, information about the time.
  - b. Number 118:
    - i. The name of an individual or company
    - ii. Number: Telephone number in general telecommunications services
    - iii. Address
    - iv. Post code
    - v. Occupation

- vi. Department structure
  - vii. Company opening hours
  - viii. Email addresses
  - ix. Addresses for web sites
  - x. Prohibition signs for telephone numbers
- c. There will be no further assignment of three digit short numbers.
5. Telecommunications companies that offer carrier selection or pre selection, shall be assigned four digit prefixes. For this service the sequence 10xx and the number 1100 are used.
  6. Four digit numbers beginning with 14 and 18 are available for assignment to telecommunications companies as service numbers for the purposes of providing information related to the telecommunications services they offer. Telecommunications companies can apply for four digit number beginning with 14 or 18 to be assigned to customers that operate public information services, see the definition in article 3. Numbers from this sequence are neither issued to parties intending solely to provide information about their own goods or services, nor for the sale of or receipt of orders for goods or services.
  7. Four digit numbers beginning with 17 are to be assigned to official parties or institutions that offer services that relate to public well-being, such as medical services, weather information and road conditions. Parties that have made agreements with official bodies about providing such services have the same rights.
  8. Numbers that begin with 4 and 5 shall be assigned for use in the general telephone system (PSTN and ISDN).
  9. Number sequences beginning with 49x xxxx are defined as portable number sequences to be marketed for portable services, i.e. IP phone services that can be moved between network connection points. When assigning such numbers, see paragraph 2 article 10 of the laws on electronic communications, the reservation will be made that it is not authorised to move the number to another service provider. Portable numbers may only be used in telecommunications services in Iceland, see the declaration of the Post and Telecommunications Administration on IP phone services from 3 February 2006.
  10. Four digit short numbers beginning with 1900 to 1919 are reserved for SMS services. Requests for new services that need special numbers shall be sent to the Post and Telecommunications Administration which will decide on where to locate the new service in the number system. The Post and Telecommunications Administration publishes a list on its web site of number sequences and short numbers that have been assigned according to the above.
  11. General telephone numbers shall have 7 digits in the sequences 20-99 with the exception of sequence 3 which is 9 digits.
  12. When an A-user is not to be charged for a call, a 7 digit number shall be used, prefixed by 800.
  13. A number beginning with 901-905 shall be used for telephone market services and carries a supplementary charge.
  14. A number beginning with 907-908 shall be used for services that carry a supplementary charge and require human intervention in the answering.
  15. A number beginning with 75 that uses an intelligent network shall be used for meeting services.
  16. Public telephones, where supplementary charges are made for calls, shall be assigned 7 digit numbers that begin with 909.
  17. Numbers that begin with 3 shall be 9 digits and shall be assigned to companies that offer their customers general mobile phone services, including voicemail for mobile phone users. Such numbers may not be used in value-added services.
  18. Numbers that begin with 6, 7 and 8 shall be assigned to general mobile phone services. Such numbers may not be used in value-added services.

19. All 7 and 9 digit numbers that are earmarked for use in telephone systems, and not for public users, shall, like other numbers, be registered with the Post and Telecommunications Administration and their use is subject to the endorsement of the Post and Telecommunications Administration.
20. Services carrying a supplementary charge may only be provided through numbers that are specifically defined as such in the Post and Telecommunications Administration number structure. Services carrying supplementary charges shall be covered in more detail in a special regulation.

#### Article 8

##### *Number and address structure for data transfer services*

Data transfer networks that implement the ITU recommendation X.121 shall use the DNIC (Data Network Identification Code) within the range ITU has allocated to Iceland.

Data transfer networks that fall within the scope of the address structure according to ITU recommendation X.400/F.401 shall use ADMD (Administration Management Domain) addresses in accordance with the recommendation.

The Post and Telecommunications Administration keeps a register of email addresses (DNIC) and web addresses (ADMD) that the telecommunications companies have been assigned.

#### Article 9

##### *Numbers for ships*

The Post and Telecommunications Administration assigns numbers to ships and boats for the ship and boat operators, in the Maritime Mobile Service Identities, MMSI. The numbers shall be selected in accordance with the recommendation ITU E.210. The Post and Telecommunications Administration also assigns user numbers for the Inmarsat Mobile Number, IMN service in accordance with the recommendation ITU E.215.

#### Article 10

##### *System numbers and addresses in telecommunications networks*

Connections between networks on the basis of the ITU recommendation and of the ETSI standards shall be made by using the numbers and web address methodology that ITU and ETSI have defined. The Post and Telecommunications Administration is responsible for the assignment and registration of the following codes:

*ISPC* (International Signalling Point Code) according to ITU recommendation Q.708.

*NSPC* (National Signalling Point Code) according to ITU recommendation Q.708.

*MNC* (Mobile Network Code) which is part of IMSI (International Mobile Subscriber Identity) according to ITU recommendation E.212 and ETSI standards ETS 300 523, 2nd edition.

*IIN* (Issuer Identification Number) according to recommendation E.118.

*TMNC* (TETRA Mobile Network Code) which is part of ITSI (International TETRA Subscriber Identities) according to ETSI standard ETS 300 392-1.

Information on these codes is available from the Post and Telecommunications Administration.

If use of assigned codes and addresses in telecommunications networks is discontinued, this shall be reported to the Post and Telecommunications Administration within one month.

#### IV. IV

#### **Conditions for use and changes in structure or use**

##### Article 11

##### *Conditions for use of numbers*

The right to use numbers and number sequences is assigned to a named party and transfer is not authorised. This rule does however not apply in cases of individual subscribers who move their

telephone numbers between telecommunications companies, see article 52 of laws no. 81/2003, on telecommunications services and regulations no. 407/2001, on the moving of numbers.

Reference is made to the conditions in paragraph 2 of article 10 of the laws on electronic communications. On the basis of these laws the following conditions also apply to the use of numbers:

- a) It is not authorised to sell, rent or transfer in any manner, numbers in the Icelandic number structure to a third party.
- b) telecommunications companies are responsible for proper use of numbers including that they are not used for other purposes than for which the number sequence in question was assigned. Should the use be discontinued or should the use be other than these rules prescribe, then the Post and Telecommunications Administration can revoke the assignment.
- c) A telecommunications company that discontinues its operations is required to return its numbers to the Post and Telecommunications Administration within one month of the discontinuation of activities.

In addition to the above the Post and Telecommunications Administration can set further conditions on use in order to ensure operational security of networks, to ensure compatibility of networks and the integration of differing services.

#### Article 12

##### *Changes to the number structure and the revoking of codes, numbers and addresses.*

Changes in structure that mean that a group of users has to change its numbers shall be announced by the Post and Telecommunications Administration with two years notice. The Post and Telecommunications Administration does not reimburse users nor telecommunications companies those costs or other financial damages that result from such action.

Should the use of numbers or number sequences not be in accordance with laws no. 81/2003, on telecommunications services and regulations no. 69/2003 on the Post and Telecommunications Administration, with the conditions of general authorisations, with these rules or with special conditions applying to the assignment in question then the Post and Telecommunications Administration can demand that the telecommunications companies return the numbers or number sequences to the Administration. If the withdrawal of numbers according to this article affects users of the numbers then the Post and Telecommunications Administration will give those users the opportunity to move the numbers to another telecommunications companies.

The Post and Telecommunications Administration can also withdraw an assignment fully or partially, if the telecommunications companies has over-estimated its needs or if a number or number sequence has not been used within a given period of time.

The withdrawal of assigned short numbers shall be announced to the party in question with at least 6 months notice.

#### Article 13

##### *Return of numbers and number sequences*

It is only authorised to return numbers to the Post and Telecommunications Administration in complete blocks of 1000 numbers.

### CHAPTER VI

#### **The obligation to provide information, provisions for security and ban on misuse**

##### Article 14

##### *Obligation to provide information*

In accordance with articles 4 and 5 of laws no. 69/2003, on the Post and Telecommunications Administration, the Administration can, as it sees fit, demand that a telecommunications company

that has been assigned numbers, provide the Administration with a report on its use of the numbers, supported with necessary documentation. Such reporting could include the following:

- a) categorisation of the numbers by the services provided to the numbers;
- b) proportion of active numbers in use;
- c) proportion of number reserved but not in active use;
- d) proportion of free numbers at rights holder;
- e) estimated use of assigned numbers over the next three years.

#### Article 15

*Conditions to ensure security of telecommunications or to secure the interests of investigation of suspected breaches of the law*

The Post and Telecommunications Administration can order the cessation of international telecommunications traffic, in total or in part in connection with specific numbers where such limitations are deemed necessary and appropriate in nature and in size in a democratic country to assure security of the country's telecommunications and to prevent, investigate, uncover and prosecute for breaches of the law or for unauthorised use of numbers and of the electronic telecommunications system.

Such actions shall be reported unconditionally by the telecommunications authorities of the member countries of ITU, see article 35 of the ITU constitution and the ECC (The Electronic Communications Committee) recommendation of 13 March 2006 no. ECC/REC/(05)09.

#### Article 16

##### *Unauthorised use*

It is not permitted to use numbers for the purposes of profit should no actual telecommunications services with public users form the basis of the use.

It is not permitted to connect telephone numbers with automatic ringing devices at the beginning or end of telephone calls, except in the following instances:

- a) having fulfilled the conditions of acceptance according to article 46 of laws no. 81/2003, on electronic telecommunications;
- b) when the use in question is related to emergency or rescue operations;
- c) when the answering service is toll free.

Should a telecommunications companies be found to practise unauthorised use of numbers or other unauthorised use of the electronic telecommunications system, then the Post and Telecommunications Administration can revoke the company's rights on a temporary basis or permanently in accordance with the provisions of article 73 of the laws no. 81/2003, on electronic telecommunications.

#### Article 17

##### *Authority and coming into force*

These laws are set according to paragraph 2 of article 15 of laws no. 81/2003, on electronic telecommunications and come into force on having been published in the official gazette. At the same time regulations no. 318/2003, on the structure, assignment and use of numbers, number sequences and addresses from 2 April 2003 cease to be in force.

*Post and Telecommunications Administration, 30 April 2008*

**Hrafnkell V. Gíslason.**

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#### APPENDIX I

**Table of structure of numbers assigned by the Post and Telecommunications Administration**

<b>Number</b>	<b>Service/Comment</b>
00	Foreign prefix
10xx	Carrier selection/pre-selection
1100	Carrier selection/pre-selection
112	Emergency number
14xx	telecommunications company service number
116	Toll free for community service
116 000	Community – lost children
116 112	Not used
118	Information provider
14xx	Service number
155	Time
17xx	Official parties or institutions that offer services that relate to public well-being
18xx	Service number
1900	SMS service
1919	SMS service
2xx xxxx	Not used
3 xxxx xxxx	Value-added service not allowed
4xx xxxx	Fixed network
49x xxxx	Portable number
5xx xxxx	Fixed network
6 xxx xxx	Mobile phone service
7 xxx xxx	Mobile phone number
75x xxxx	Intelligent network
8xx xxx	Mobile phone service
800 xxxx	Toll free service
900 xxxx	Telephone voting
901-905 xxxx	Service with supplementary charge
907-908 xxxx	Service with supplementary charge
909	Public telephones
	System numbers shall also be registered

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