**PAKISTAN TELECOMMUNICATION AUTHORITY**



**(Directorate of Numbering & Type Approval)**

**Headquarter, Sector F-5/1, Islamabad**

Application Form for Regularization of Short Code for Content Based Services

1. **Company Name**

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# 2. Contact Person (Name & Designation)

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**3. Postal Address**

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# Tel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4. Short Code in use: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**5. Pl identify operators on whose Network/System the short code is operational**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**6. Activated Since: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**7. Detailed description of the Service being offered through the short code** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# 7. Registration Certificate or CVAS (Voice) License

# Registration Certificate is mandatory requirement for allocation of short code for provision of Content Based Services. Furthermore, CVAS (Voice) license is pre-requisite for offering Voice/IVR based services through the allocated short code.

# Registration and CVAS (Voice) licenses are issued by Wire-line Licensing Directorate of PTA. Contact details are given as under :-

PTA Exchange: 051-9225329/30/31

Director (Wireline Licensing) Tel: 051-2878115 [mudassar@pta.gov.pk](mailto:mahawish@pta.gov.pk); Assistant Director (Licensing) Tel: 051-9214456 [armemon@pta.gov.pk](mailto:armemon@pta.gov.pk);

**9. Other Information / Documents Required**

1. Technical Diagram showing end-to-end connectivity.
2. Detailed Technical Literature Connectivity with Cellular Mobile Operators e.g. VPN, SMS Gateway Servers, Web/Application Servers, Database Servers, Firewalls etc.
3. Copies of Service Level Agreements signed with Cellular Mobile Operators.

**10. Payment**

Payment has to be made through Demand Draft/Pay Order in favour of **“Pakistan Telecommunication Authority”**.

1. **Application Processing Fee** (Rs.1000)

DD/PO No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drawn on Bank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Branch\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(b) Annual Number Fee** (Rs.5000)

DD/PO No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drawn on Bank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Branch\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**11. Undertaking (On Judicial Stamped Paper)**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby undertake that: -

1. I have been authorized to apply on behalf of **[Company Name]** for allocation of short code**.**
2. Short code will be used only for the service authorized by PTA. No other service will be provided through the allocated short code without prior written approval of PTA.
3. **[Company Name]** will use the allocated short code for offering only those Class Value Added Services as authorized under ‘Registration Certificate’ or ‘CVAS (Voice) License’ issued by PTA.
4. The short codes will not be labeled/masked/bar coded.
5. **[Company Name]** shall not use the allocated short code(s) for offering Prize/ Inami / Promotional Scheme / Lottery / Lucky Draw / Game of Chance services etc. to its subscribers. Moreover, Night/Chat Packages will not be offered.
6. **[Company Name]** shall not use the allocated short code(s) for Donation/ Fund Raising / Charity purposes.
7. **[Company Name]** shall refrain from falsely claiming that the service is able to facilitate winning in Lucky Draw/Game of chance as defined under sub-regulation (5) of regulation (8) of the **“Telecom Consumer Protection Regulations, 2009”**.
8. **[Company Name]** shall clearly advertise the tariff for information and awareness of the general public/subscribers. **[Company Name]** shall get packages approved from PTA as and when tariff regulations are issued by PTA.
9. [**Company Name**] will not extend the allocated 4-digit short code in any manner without prior written approval of PTA. [**Company Name**] will apply PTA for extension of the allocated short code(s) by 1/2/3 digits upon its requirement.
10. **[Company Name]** after having the short code allocated by PTA shall sign Service Level Agreement with each Cellular Mobile Operator separately for provision of Content Based Services and shall provide copy of the same to PTA.
11. **[Company Name]** will establish IT interface with Do Not Call Registers (DNCR) installed by CMOs.
12. Content Based Services offered through the allocated short code(s) will be **“Opt-in Service”** and SMS shall be restricted to **“Close User Group”** i.e. users who Opt-in for the Content Based Services offered through this short code.
13. **[Company Name]** while providing Content Based Services through the allocated short code(s) shall ensure that its network/system is capable to block SMSs/Calls to those subscribers who do not want to receive unsolicited SMSs/Calls or block SMSs/Calls for packages/services for which instructions are issued by PTA.
14. The allocated short codes will not be used for spamming / unsolicited messaging / obnoxious communication. **[Company Name]** shall ensure controlling Spamming, Unsolicited Calls and Obnoxious Communication. **[Company Name]** shall meet the minimum requirements for Anti-Spam Solutions as laid down in **“Protection from SPAM, unsolicited, Fraudulent & Obnoxious Communication Regulations, 2009”**.
15. **[Company Name]** shall abide by the Conditions/Clauses laid down in Pakistan Telecommunication (Re-Organization) Act 1996, Rules, Regulations and Orders issued by the Authority from time to time.
16. In case of violation of above mentioned conditions, the short code(s) may be withdrawn/cancelled by the Authority.

# Signature & Seal of Authorized Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Designation** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Application Submission Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note:** Please file your application through covering letter head of your company along with duly filled in ‘Application Form’ and pre-requisite information/documents/payments as detailed above.

Please dispatch your application on the following address:-

**Directorate of Numbering & Type Approval**

**Pakistan Telecommunication Authority**

**Headquarters, Sector F-5/1, Islamabad.**

**In case of Query/Assistance please contact the following officers:**-

Ms. Abida Shaukat

Director

Tel: 051-2878110

Email: [**abida@pta.gov.pk**](mailto:abida@pta.gov.pk)**;**

Mr. Waqas Ahmed

Deputy Director

Tel: 051-2878136

Email: [**waqas@pta.gov.pk**](mailto:waqas@pta.gov.pk)**;**