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PART II

Statutory Notifications (S. R. O.)

GOVERNMENT OF PAKISTAN
PAKISTAN TELECOMMUNICATION AUTHORITY

NOTIFICATION

Islamabad, the 29th April, 2021

S. R. O. No. 1178 (I)/2021.—In exercise of the powers conferred by Clause (o) of sub-section (2) of Section 5 of the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996), the Pakistan Telecommunication Authority is pleased to make the following regulations, namely:

1. **Short title and commencement.**— (1) these regulations shall be called "Number Allocation and Administration (1st Amendment) Regulation, 2021".

(2) These regulations shall come into force with effect from the date of gazette notification.

2. **Amendment in Regulation 2 of S.R.O. No. 1640 (1)/2018 of 2018.**—In Number Allocation and Administration Regulation, 2018 at page 3462 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clause (xv-a) after sub-clause (xv) of regulation 2 and read as follows:

(1433)

Price Rs. 10.00

“(xv-a) “Large account” means communication link between two operators' networks for delivery of SMS using SMPP protocol”

3. Amendment in Regulation 2 of S.R.O. No.1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3463 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clause (xviii-a) after sub-clause (xviii) of regulation 2 and read as follows:

“(xviii-a) “Non opt-in subscribers” are those subscribers who have not opted the specific content based SMS service for receiving SMS.

4. Amendment in Regulation 3 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3465 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-regulation (4) after sub-regulation (3) of regulation 3 and read as follows:

“(4) All applications for numbering resource will be entertained subject to clearance of PTA's dues.

Provided that in the case of any dispute, the licensee shall deposit the payable dues in escrow account/ submit irrevocable bank guarantee:

Provided further that till payment of outstanding dues to PTA or the escrow account/ non-submission of bank guarantee, the request for allocation of numbering resource shall remain pending”.

5. Amendment in Regulation 9 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3469 of S.R.O 1640(1)/2018 of 2018, sub-regulation (4) of regulation 9 may be substituted and read as follows:

(4) “Where the number resource has been cancelled/withdrawn from a customer/end user, it is to be held for “Sterilization” and the maximum Quarantine period will be 180 days and further allocations will only be made after expiry of the said Quarantine period:

Provided that the quarantine period of thirty (30) days shall be applicable in the case of UAN(s), Toll free numbers and UIN.”

6. Amendment in Regulation 11 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3470 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clause (f) after sub-clause (e) of regulation 11 and read as follows:

“(f) The Authority may reserve and allocate any numbering resource from time to time”.

7. Amendment in Regulation 12 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3471 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clause (b) after sub-clause (a) of sub-regulation (4) of regulation 12 and read as follows:

(b) "The criteria for allocation of Obligatory Helpline Service Codes shall be the same as specified for Emergency Helpline Service in sub-regulation 3 above:

Provided that the Obligatory Helpline Services shall be provided on normal tariff to be charged from the consumers.

Explanation: Obligatory services means and includes Police Emergency, Fire Brigade, Ambulance Services, banks helplines, Electricity helplines, Sui gas Helplines, operators' helplines or other as specified / declared by the Authority as Obligatory Service from time to time"

8. Amendment in Regulation 12 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3472 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clauses (e) and (f) after sub-clause (d) of sub-regulation (5) of regulation 12 and read as follows:

"(e) CMOs and CVAS registration holders shall establish /create large accounts with each other subject to the following conditions:

(i) Sender ID should be set to PTA's approved short code or PTA's approved alphanumeric ID against approved short code.

(ii) Content to be transmitted using the PTA allocated short code should be approved by PTA.

(f) The content based short codes starting with digits from 2 to 9 will not be allocated for voice service".

9. Amendment in Regulation 12 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3474 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-clause (f) after sub-clause (e) of sub-regulation (13) of regulation 12 and read as follows:

(f) "In case of transfer of UAN/TFN from one operator to another operator, the second operator will submit application for change of backend numbers to PTA, the first operator shall release the UAN/TFN within five (5) working days after the issuance of letter for change of backend numbers by PTA"

10. Amendment in Regulation 12 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3474 of S.R.O 1640(1)/2018 of 2018, insertion of new sub-regulation (14) after sub-regulation (13) of regulation 12 and read as follows:

(14) *“USSD codes shall be used for real time communication:*

- a. *USSD codes shall be allocated to CMOs, LL, LDI, TPSP and Class value added registration holders for real time content based services.*
- b. *USSD codes in the ranges shall be allocated:*
 - i. *From *200# to *999# and their extensions.*
 - ii. *From *1000# to *9999# and their extensions.*
- c. *USSD codes shall not be used without prior allocation by the Authority”*

11. Amendment in Regulation 14 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3475 of S.R.O 1640(1)/2018 of 2018, insertion of a new sub-regulation (10) after sub-regulation (9) of regulation 14 and read as follows:

(10) *“Alphanumeric IDs may be used for large accounts against allocated short codes for content-based services only if approved by the Authority”*

12. Amendment in Regulation 19 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3477 of S.R.O 1640(1)/2018 of 2018, sub-regulation (2) of regulation 19 shall be substituted and read as follows:

“(2) The fee for number allocations shall be as follows:

S/N	Number Category	Annual fee (Rs)
a.	Geographic numbers (Six or higher) digit number for PSTN/ WLL & Mobile Phone Numbers.	0.50
b.	Non geographic numbers (PRS etc)	5000
c.	Non Geographic numbers (TFN/ UIN).	5000 /year from operators
d.	UAN	5000/ year from operators
e.	ISPC.NSPC, MNC etc	5000
f.	Short code	5000
	Extension: one digit	5000/per number

S/N	Number Category	Annual fee (Rs)
	Two digit extension	1000 per number
	Three digit extension	500 per number
	USSD code	5000

Explanation:

- (a) *The annual standard rate of charge for geographic numbers shall be Rs 0.50.*
- (b) *Payment of Annual Numbering Fee for number allocation shall be made in advance at the time of application:*

Provided that if an allocation is made for less than one year the numbering charges shall be payable as provided in the table above

Numbering charges fees paid against the UANs, UINs and TFNs allocated prior to promulgation of these regulations shall be final, no separate charges shall be claimed from the user for that period of allocation against numbering fee:

Provided that Upon expiry of the period against numbering fees of such UAN/TFN/UIN numbers allocated prior to promulgation of these regulations, the licensee shall pay numbering charges as provided in these regulations.

- (c) *Demand notes for deposit of payment for allocation of numbering resource by PTA shall be issued on in first week of April, May and June respectively".*

13. Amendment in Regulation 20 of S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3479 of S.R.O 1640(1)/2018 of 2018, new clause (f & (g) after sub-clause (e) of sub-regulation (2) of regulation 20 shall be inserted and read as follows:

"(f). In case, a request for permanent cancellation of numbering resource is made by the applicant by 30th June in that year.

(g). In case short code is used for delivery of content that is not approved by PTA or the short code is used to deliver content to non-opt-in subscribers"

14. Insertion of new Regulation 32-A after regulation 32 in S.R.O. No. 1640 (1)/2018 of 2018.—In Number Allocation and Administration Regulation, 2018 at page 3484 of S.R.O 1640(1)/2018 of 2018, insertion of new regulation after regulation 32 and read as follows:

“32-A Dissemination of Public Interest/Awareness Messages:

(1) All operators shall transmit messages to all of its consumers /public at large in accordance with minimum requirements set out as under:

For the purposes of these regulations, following shall be termed as “public interest issues”

- (a) National interest;
- (b) National Security/ Cyber security
- (c) Kashmir Issue
- (d) Health/ Pandemics
- (e) Natural Disasters (Flood, Heavy rain, Heat, blizzards, earthquake, fire, droughts etc.) deemed appropriate by NDMA and PTA.
- (f) Fraudulent/Obnoxious/Spamming issues
- (g) Any other issues which the Authority may approve to be of public interest.

(2) The Public Awareness message will be provided to the cellular operators in the format given under:

Description	Header/ Sender ID	SMS content	Area
Example	PTA	Example: For unsolicited communication, complaint may be registered at “complaint @pta.gov.pk”	All over Pakistan

The CMOs will submit the compliance report against dissemination of message to the Authority as per format given under:

Description	Header/Sender ID	Date	Count
Example	PTA	June 1, 2020	40 Million

(3). Govt organizations that want to disseminate the Public awareness messages that do not fulfill above criterion may arrange technical and financial arrangements with cellular operators for dissemination of such public awareness

messages. Cellular operators will disseminate such public awareness messages subject to intimation to the Authority/ approval of the Authority.

(4). All messages transmitted under sub-regulation (1) shall be "free of cost".

[No. 82/Regs/PTA/119/243.]

ERUM LATIF,
Director (Law & Regulations).