

How to apply for UAN and Toll Free

1. HOW TO APPLY FOR ALLOCATION OF UAN & TOLL FREE NUMBERS?

- i. Visit PTA web site at www.pta.gov.pk
- ii. Look for → “Numbering Link” available thereon;
- iii. If you are a new user and are not already registered with online Numbering software go for “Click here for new Registration” option. (Please don’t use hyphens, Punctuations, & Currency marks while register your company)
- iv. Fill the required particulars in the Application Form (**email of dealing person**)
- v. Attach scanned copies (Pdf version) of NTN and CNIC. (In case of Government department please place letter on your organization letter head that you don’t have NTN being a government department with signature of authorize person or FTN)
- vi. Submit your application for Registration.
- vii. PTA will “accept your registration”
- viii. By using your USERID and Password find availability of UAN/Toll Free.
- ix. At least Three Backend Numbers are required for operation of UAN/Toll Free at a particular location/city or you may add PRI or more than three numbers if you so desire in the name of contact person or company or organization name; (in case of Government organization please provide the backend lines of NTC, if lines not available at particular location please take NOC from NTC) attached last paid bills with online without area code in case bills are not received yet for new lines please take “certificate” from your service provider and attach the same in place of bills.
- x. Wait till auto generated Demand Note received in your email.
For further processing of the case you are requested to arrange payments of Application Processing Fee of Rs.1000/- & Annual Numbering Charges as per UAN Categories through demand draft / pay order drawn in favor of “Pakistan Telecommunication Authority also send the original draft through courier to “Director (Numbering) PTA HQ, F-5/1, Islamabad and also attaché scan copy of Demand Draft with your online application.
- xi. Annual Number Charges of Toll Free is Rs 5000/- per annum.
- xii. Upon successful submission, system will generate “Tracking ID”.
- xiii. Further detail regarding UAN/Toll Free charges is available at PTA website NAAR 2011 regulation 19.

2. HOW TO APPLY FOR REALLOCATION OF UAN & TOLL FREE NUMBERS?

Reallocation means (Addition of location, Change of Backend Numbers, & Shifting of UAN/Toll Free)

- i. Visit PTA web site at www.pta.gov.pk
- ii. Look for → “Numbering Link” available thereon;
- iii. Insert your User ID and Password if you remember. If not please go through the option of “Forgot Your Password”. (No need for new registration it create problem in future)
- iv. Fill the required particulars in Forget Password.
- v. Attach scanned copies (Pdf version) of NTN and CNIC and update your company profile. (In case of Government department please place letter on your organization letter head that you don’t have NTN being a government department with signature of authorize person)
- vi. Submit it.
- vii. PTA will issue “New User ID and Password” on the email address provided by you in the form.
- viii. At least Three Backend Numbers are required for operation of UAN/Toll Free at a particular location/city or you may add PRI or more than three numbers if you so desire in the name of contact person or company or organization name; (in case of Government organization please provide the backend lines of NTC, if lines not available at particular location please take NOC from NTC) attached last paid bills with online without area code in case bills are not received yet for new lines please take “certificate” from your service provider and attach the same in place of bills.
- ix. For further processing of the case you are requested to arrange payments of Application Processing Fee of Rs.1000/- as per “*Number Allocation & Administration Regulation 2011*” through demand draft / pay order drawn in favor of “Pakistan Telecommunication Authority also send the original draft through courier to “Director (Numbering) PTA HQ, F-5/1, Islamabad and also attaché scan copy of Demand Draft with your online application.
- x. Upon successful submission, system will generate “Tracking ID”.

NOTE:- Numbering dues of all allocated UANs/Toll Free/ Short Code and any PTA Licensee fee must be clear.

3. Cancellation

For cancellation of UAN & Toll Free please send the request on your company letter head, hard copies of last paid bills working behind the number & evidence of last payment made to PTA.

4. Partial Cancellation mean?

If UAN is operation two or more cites and you want to discontinuous one city then send the request on your company letter head and clearly mention that you want to stop the service in one city and remaining are operational along with hard copies of last paid bills working behind the number & evidence of last payment made to PTA along with APF of Rs 1000/- only in the name of PTA

General Questions

- i. Can a non licensee apply for UAN/Toll Free numbers?
Yes
- ii. Is Toll Free Calls free from Mobile Network?
As per Authority decision Cellular Mobile Operators (CMOs) are entitled to charge their customers for calls made on Toll Free Numbers.
- iii. How to dial UAN?
Please dial area code before dialing UAN.
- iv. How long does it take for getting number approval?
After full fill all online requirements and reception of original Bank Draft in the name of PTA it's took 7-10 working days. In case of any query time may increase.
- v. Can I apply for UAN & Toll Free for more than one location in a single application?
Yes
- vi. Can I arrange the backend numbers from any service provider?
Yes
- vii. Number allocation Free of UAN as per categories?

S/no	Categories	Charges
1	A	Rs 20000/- (for every five Years) along with 1000/- processing fee
2	B	Rs 160000/- (for every five Years) along with 1000/- processing fee

3	C	Rs 64000/- per annum along with 1000/- processing fee
4	D	Rs 100,000/- per annum along with 1000/- processing fee

- viii. Annual fee of Toll Free?
5000/- per annum along with 1000/- processing fee
- ix. Is services provider directly process the application for allocation or re-allocation?
No, only through PTA.
- x. Where is should I submit Annual Number Fee and when?
Toll Free Number holder, UAN Categories (C & D) holders pay Annual charges in advance by 31st July each year on such term and condition as determined the Authority from time to time. And UAN categories (A & B) holders pay Annual charges in advance by 31st July after every five year **with or without receiving demand note**. In favor of PTA send to “Director (Numbering) PTA HQ, F-5/1, Islamabad
- xi. Is any company take more than one UAN and Toll Free under one registration?
Yes (If you required please don’t register again and again its cause problem)