

Application for special service numbers



Information for applicants

Please print clearly. Illegible, unclear or incomplete application forms may delay processing.

Please attach a separate sheet if you require space to include additional information.

The completed form should be forwarded to:

Telecommunications Licensing, Numbering & Subcables Section
Australian Communications and Media Authority
PO Box 13112 Law Courts, Melbourne Vic 8010

Enquiries about numbering should be directed to:

Telecommunications Licensing, Numbering & Subcables Section
Australian Communications and Media Authority
Tel: (03) 9963 6800
Fax: (03) 9963 6899
Email: numbering@acma.gov.au

This application form is for special service numbers.

This application form must be lodged together with a signed copy of the application form 'Information required for all applications (T035)'.

Application

- Fill in the details for each number range required. Attach a separate sheet if required.
- Refer to the instructions in this form for information about each corresponding question number.
- All questions must be answered except those marked *.

	1.1 Quantity	1.2 Preferred number range*	1.3 Access code	1.4 Number length	1.5 Start date	1.6 End date*
1						
2						
3						
4						

1.7 Describe the nature and function of the service

Describe the nature and function of the service to be provided.

1	
2	
3	
4	

1.8 If you are requesting numbers for IP based services (location independent communications service), tick the appropriate service type:

- service with the capacity to be nomadic on an occasional basis
- nomadic service with voice capability

Note 1: Refer to the guidelines for IP service type descriptions at Part 5 of Schedule 7 of the Numbering Plan.

In regard to this information you must acknowledge, by ticking the box, whether:

- In making this application for location independent communications services I have had regard to the Guidelines in Part 5 of Schedule 7 of the *Telecommunications Numbering Plan 1997* (the Numbering Plan).

Note 2: For further information on this statement, see Schedule 7, item 3.7 of the Numbering Plan.

1.9 Allocations in the previous 12 months

If you have been allocated numbers of the same service type in the last 12 months, state why you require additional numbers.

1.10 Requests for allocations greater than the unit size

Provide justification why you require more than the unit size, including details such as growth rates and forecasts.

1.11 Requests for allocations smaller than the unit size

Would you be disadvantaged or significantly inconvenienced by an allocation of numbers of the unit size? **YES / NO**

If yes, explain _____

1.12 Requests for incoming-only international numbers

Provide evidence of an agreement with at least one foreign telecommunications network and your network to allow routing of incoming-only international calls.

1.13 Initial use of requested numbers

If you are requesting a number prefix which has not been allocated to any CSP before, provide an impact statement which includes:

- a) the potential limitations on access of customer equipment to the numbers;
- b) the structure of call charging;
- c) the level of awareness of end-users about the numbers and the services that are to be supplied using the numbers.

1.14 Call charges

Is the number a low call charge number? **YES / NO**

Instructions for special services number allocation

A special services number is a number that does not show the geographic location of the number being called. For a list of special service numbers please see Schedule 4 of the Plan.

Part 2 of Chapter 3 of the Numbering Plan provides information about using special service numbers.

1.1 Quantity of numbers required (*Unit sizes* – see Schedule 8)

Numbers are usually allocated in unit sizes. The unit sizes are listed in column 3 of Schedule 8 of the Plan. If requesting more or less than the unit size answer question 4.9 or 4.10 of the form.

1.2 Preferred number range (*Number ranges* – see Schedule 4)

The Numbering Plan contains information on number ranges in *Schedule 4*.

You can apply for a particular number range or the ACMA can choose a number range for you. Check the Numbering System located on the ACMA website

(<http://web.acma.gov.au/numb/openAccess/Inquiry/viewAllocationSearch.do>) to ensure any numbers you request are available.

If the number range you nominate is unavailable, the ACMA will notify you of a substitute range in the acknowledgment letter.

1.3 Access codes (*Access Codes* – see Chapter 2, Division 3)

Some service types can be used as either access codes or for other purposes. You must tell the ACMA if you intend using the requested number as an access code.

1.4 Number length (*Number lengths* – see Schedule 4)

Some numbers can be requested in different lengths. These are found in schedule 4 of the Plan.

1.5 Start date (*In-service* – see Section 6.14 and Schedule 7, 1.7)

Nominate the month you expect to first issue the numbers to customers or use the numbers for the purpose obtained. The ACMA considers 12 months to be a reasonable period for allocated blocks of numbers to commence service. The 12 months begins on the date of allocation and includes the time taken to condition and activate the numbers.

1.6 End date (if applicable)

If requesting a temporary allocation, provide the date the requested numbers will cease service.

1.7 Describe the nature and function of the service (*Objectives* – see Section 1.6)

Provide operational and infrastructure details on the service the numbers are for and how the numbers will be used. Include details of how any-to-any connectivity is established and what services/networks are accessed. The objectives of the Plan in chapter 1 (particularly section 1.6) and the dictionary at the end may provide some guidance.

Avoid using jargon or over-using technical terms. More detailed information is required for new technologies or services.

If the number(s) will be used to take incoming-only international calls answer question 4.12.

This question allows the ACMA to ensure that the numbers are used according to the Plan and assists in planning for future requirements.

1.8 If you are requesting special service numbers for IP based services (Guidelines – see Part 5 of Schedule 7)

In this question, indicate the type of IP based service that the number will be used with. The description of service types for IP based services is provided within the Variation at:

[www.comlaw.gov.au/ComLaw/Legislation/LegislativeInstrument1.nsf/0/115FB7A33116D607CA2572BC0000038C/\\$file/Telecommunications+Numbering+Plan+Variation+2007+\(No.+3\)+FINAL.doc](http://www.comlaw.gov.au/ComLaw/Legislation/LegislativeInstrument1.nsf/0/115FB7A33116D607CA2572BC0000038C/$file/Telecommunications+Numbering+Plan+Variation+2007+(No.+3)+FINAL.doc)

If a service offers features that depart significantly from those traditionally expected of telephone services, the ACMA expects that these will be offered only on the 0550 number range. In particular, 0550 is suitable for telephone services that are not fixed at a particular location i.e. nomadic.

To complete this question you are required to make a statement by ticking a box. This statement advises the ACMA that you have informed yourself about the numbering guidelines above and had regard to them when making this application for numbers for IP based stand-alone service with voice capability on premises or IP based services with the capacity to be nomadic on an occasional basis

1.9 Allocations in the previous 12 months (*Working supply* – see Section 6.14)

It is usual to request a 12 month working supply of numbers. If you have been allocated numbers of the same type in the last 12 months, you should explain why you require more.

1.10 Requests for allocations greater than the unit size (*Unit size* – see Section 6.23)

Section 6.23 of the Plan specifies the unit size for allocation. You should provide a statement when the amount of numbers requested in your application is greater than the unit size of usage rates, customer growth rates and forecasts.

1.11 Requests for allocations less than the unit size (*Smaller allocations* – see Section 6.24)

Allocations of less than the unit size can only be made if the full unit size would disadvantage or significantly inconvenience a carriage service provider.

These requests take longer than other routine applications as, in some circumstances, other CSPs may be consulted to ensure their networks have the capacity to deal with a smaller allocation.

1.12 Requests for incoming international numbers (*Incoming international numbers* – see Schedule 4)

If international calls can only be received on (and cannot originate from) the requested numbers, you should show that you can route calls from a foreign public telecommunications network.

1.13 Initial use of requested numbers (*Conditions of initial use* – see Section 6.28)

When a CSP requests a special service number prefix that has not been allocated before, the CSP must show the ACMA it is aware of, and prepared for, the implications of introducing the new prefix.

CSPs may also need to undertake other activities to introduce the numbers. Section 6.28 of the Plan provides some information on the type of activities required. In particular, the CSP must ensure it fulfils the objectives of the Plan by facilitating any-to-any connectivity.

1.14 Call Charges (*Low call charge numbers* – see Schedule 4)

Column 4 of the tables in schedule 4 shows which numbers are low call charge numbers.

When a low call charge number is called from a standard telephone service (excluding calls from mobiles and public payphones), the charge cannot be higher than the local call charge amount and is worked out by the number of calls made and not by the duration of the call.

Annual Numbering Charge (see *Telecommunications Act 1997*)

Each year the ACMA collects revenue from CSPs that hold particular numbers through the annual numbering charge (ANC). Generally numbers to which ANC applies includes digital mobile, location independent communication service, analogue amps, satellite service, paging service, calling card service, operator service, testing service, private network access & premium rate service numbers. To find out more information about the charges and the number types it applies too, see www.acma.gov.au/WEB/STANDARD/pc=PC_2467.

CSPs may surrender numbers before the ANC census date but not for the purpose of avoiding payment of the ANC (see section 7.17(4)(b) of the Plan).