

# **TELECOMMUNICATIONS NUMBERING PLAN**

## **NUMBER ALLOCATION RULES**

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## DEFINITIONS

In these rules, unless the context requires otherwise:

**Allocated Code** means a Code Block allocated to an Applicant with a Code Status of either Reserved or Assigned (Allocated has a corresponding meaning).

**Allocation** means the process whereby the Code Status of an Allocated Code is changed from any Code Status to any other Code Status.

**Applicant** means a person who requests a Code Block or holds an Allocated Code. The person and any Associated Person or Related Company are both deemed the same Applicant for the purposes of these rules.

**Application Category** means the application within a Service Category for which a Code Block may be used.

**Associated Person** has the meaning given to that expression in the NAD.

**Carrier** means any person operating a PSTN for providing services.

**Code Range** means a range of Code Blocks with the same leading digits used for the same Service Category.

**Code Block** means a block of codes with the same leading digits to the level that is allocated to an Applicant and recorded in the Number Register, or, that is used by an Applicant for internal use in accordance with rule 1.1.13.

**Code Status** means one of the following states that a Code Block may hold:

- Spare:** the Code Block is available for allocation;
- Reserved:** the Code Block has been Reserved for an applicant, pending activation in Carrier networks;
- Assigned:** the Code Block has been activated for Use in one or more Carrier networks;
- Assigned - Temp** a Code Block that has been Allocated for Use in an Incorrectly Published Number situation as outlined in Rule 1.9.
- Protected:** The Code Block is not currently available for allocation, due to designation for future services, number expansion etc; and
- Unallocatable:** the Code Block is not available for allocation.

**Consensus** has the meaning given to that expression in the NAD.

**Decision** means any allocation, rejection of a request for allocation, or change of Code Status of a Code Block.

**General Principles** means the General Principles set out in clause 2.2 of the NAD.

**Incorrectly Published Number** means a number that has been incorrectly recorded in a publication.

**Internal Use Code Block** means a Code Block which is being used by a NAD Party entirely within its network and is not publicly diallable from any network.

**Local Calling Area or LCA** means a geographic area defined by a carrier where calls that both originate and terminate within that area attract a local call charge.

**Local Interconnect Calling Area or LICA** means a geographic area associated with one or more specific code blocks which is named as a LICA in the Schedule of LICAs in rule 7.4.3.

**LMNP** means Local Number Portability and Mobile Number Portability.

**Local Number Portability** means the local telephone number portability service as defined in the Telecommunications Act 2001.

**Local Number** means an eight digit number in the form: area code + NXXXXXX where area code equals 3, 4, 6, 7 or 9 and “N” equals digits 2 to 9 (excluding 50AB).

**Management Committee** means the Management Committee of the NAD.

**Mobile Number** means a number used for cellular telephone services in the form 02N + XXXXXX[XX], where “N” equals 0 - 9 (inclusive) and other cellular numbers Allocated by the NAD, or recognised by the NAD as having been Allocated.

**Mobile Number Portability** means the cellular telephone number portability service as defined in the Telecommunications Act 2001.

**NAD Party** means a party to the Number Administration Deed (NAD Parties has a corresponding meaning).

**New Zealand Dialling Plan** means the National Numbering Plan for New Zealand, in conformity with ITU-T Recommendation E.129.

**Number Administration Deed (NAD)** means the Deed, providing for the centralised and independent administration of telecommunications numbering in New Zealand, under which these Rules are created.

**Number Administrator (NA)** means the person appointed under the Number Administration Deed to allocate numbering resources in accordance with these Rules

**Numbering Principles** means the Numbering Principles set out in clause 2.4 of the NAD.

**Number Register** means the entire register of Code Blocks, their Applicants, Code Status and other information required by these rules.

**Number Utilisation** means the quantity of numbers that have been associated with an end-user, end-user terminal or general access service.

**Principles** means the General Principles and Numbering Principles.

**Public Number Register** means the subset of the Number Register containing only that information which is not confidential or subject to anonymity provisions.

**Public Switched Telephone Network (PSTN)** means a network provided by a Carrier to enable public telephony communications on behalf of Service Provider(s).

**Public Switched Telecommunication Service** means a public service offered by a Service Provider for telecommunication between end-users. In general, a Public Switched Telecommunication Service enables end-users to communicate with end-users of the same or any other Public Switched Telecommunication Service over inter-connected PSTNs.

**Prescribed Service** means a service with widely understood significance prescribed by the Management Committee against a specific Code Block.

**Related Company** has the meaning given to that expression in section 2(3) of the Companies Act 1993 or subsequent legislation.

**Relinquished** means the Allocated Code Block is returned to Spare Status. This usually results when an Applicant no longer requires an Allocated Code Block.

**Rules** means these Number Allocation Rules

**Service Category** means the type of service for which a set of Code Blocks Code Range may be used.

**Service Provider** means a person providing, or intending to provide, Public Switched Telecommunications Services in New Zealand, who qualifies under the Number Administration Deed for the allocation of numbers in accordance with these Rules. A Service Provider may, or may not, be a Carrier.

**Super Majority** has the meaning given to that expression in the NAD.

**Use** means the activation of a Code Block in accordance with the Service Category that is associated with that Code Block. The Service Categories are defined in Sections 2 to 10 of these Rules.

**Working Day** has the meaning given to that expression in the NAD

**X** means, when used to describe Code Blocks, any digit (0,1, ...9).

**Y** means, when used to describe Code Blocks, any digit (0,1, ...9).

**Z** means, when used to describe Code Blocks, any digit (0,1, ...9).

## **Explanatory Notes**

Explanatory Notes are included under certain Rules as a matter to convenience to help the reader to better understand the Rules or to identify unique features regarding the Rules. These Explanatory Notes are not Rules and do not affect the construction of the Rules. They are simply provided for information purposes only.

## **RULES FOR CODE ALLOCATION**

### **1. COMMON RULES FOR ALL SERVICE CATEGORIES**

#### **1.1. General**

- 1.1.1. The Number Administrator will allocate Code Blocks for use within New Zealand public switched telephone networks under the Number Administration Deed according to these rules.
- 1.1.2. These rules apply to the allocation of Code Blocks, and do not imply any obligation on any other party to activate allocated numbers or route calls. Nor do they imply any obligation to pass calls from one Party's network to another Party's network.
- 1.1.3. All allocations made after the date of introduction of these rules shall comply with these rules.
- 1.1.4. Past allocations may have been made in ways that do not conform to all of these rules. There is no obligation on holders of these non-compliant allocations to relinquish allocations or change their existing use. However, where these allocations are held by a NAD Party, and either:
  - (a) the Code Status is to be changed;
  - (b) the existing use ceases; or
  - (c) the Service Category is to be changed;then their Allocation and Use must comply with these Rules.
- 1.1.5. Any allocations made under prior rules that are returned to the pool will be reallocated under these rules.
- 1.1.6. These common rules are subject to the specific Service Category rules in Chapters 2 to 10.
- 1.1.7. Each Applicant shall confirm in their application that their use of the Code Blocks that they have requested will comply with the rules.
- 1.1.8. A Code Block shall have a Code Status at all times. That Code Status shall be recorded against that Code Block in the Number Register and Public Number Register.



- 1.1.9. Applicants will be allocated a Code Block from those applicable to the appropriate Service Category. Applicants shall only use the Code Block for that Service Category.
- 1.1.10. NAD Parties who receive a Local Number and/or a Mobile Number as a result of LMNP are deemed to be an Applicant in respect of those numbers for the purposes of the Rules.
- 1.1.11. Where Application Categories exist, the Application Category is to be recorded in the Number Register and Public Number Register.
- 1.1.12. No later than 31 October each year, every Party must provide to the Number Administrator a forecast of:
  - a) their likely demand for new Code Blocks;
  - b) Code Blocks that they are likely to relinquish in accordance with rule 1.3;
  - c) Code Blocks that they are likely to change the Code Status of (eg from Reserved to Assigned),

in the forthcoming year. Forecasts are provided on a best efforts basis only, to enable the Number Administrator to anticipate future changes to the Number Register and carry out its functions under the NAD and these Rules.

- 1.1.13. Some NAD Parties may have Internal Use Code Blocks activated within their networks. There is no obligation on NAD Parties to cease using or to change their use of these Internal Use Code Blocks, except:
  - (a) where they have been Allocated to a NAD Party who has notified the Number Administrator under Rule 1.2.17 of their intention to have them Assigned, and
  - (b) where their continued use of the Internal Use Code Blocks would cause problems or conflicts with the intended use of the Code Blocks by the Applicant that holds the Code Block allocations.
- 1.1.14. A NAD Party may use and may continue any existing use of Code Blocks or numbers within its own network and for its end users to access services, features and functions associated with those Code Blocks or numbers, provided that:
  - (a) Such use does not conflict with any other NAD Party's use of Code Blocks or numbers allocated in accordance with these Rules, including use of Code Blocks or numbers under this rule 1.1.14;
  - (b) Any proposal to change the Rules or Numbering Plan which is in accordance with the principles set out in clause 2 of the NAD cannot be rejected on the basis that it would conflict with a NAD Party's rights under this rule 1.1.14; and

- (c) A NAD Party using Code Blocks or numbers under this rule 1.1.14 must ensure that the administration and use of these numbers is consistent with General Principle 1 set out in clause 2.2 of the NAD.

## **1.2. Code Block Allocation**

- 1.2.1. A Code Block may only be allocated to a NAD Party.
- 1.2.2. An Applicant may not be allocated Code Blocks on behalf of another person.
- 1.2.3. Code Blocks are allocated on a first come first served basis. The first Applicant that satisfies these rules shall be allocated the Code Block regardless of when Applicants submit requests.
- 1.2.4. Applications shall be made to the Number Administrator in writing including
- a) sufficient information to assure the Number Administrator that the Allocated Code will be used for the Service Category and, if applicable, Application Category stated. This information may for example, include details on the nature of the service that will use the Code Block ;
  - b) a declaration that the Applicant agrees to pay such application fee as may be prescribed by the Management Committee;
  - c) a declaration certifying that the allocation sought will, if made, be in accordance with the General Principles, Numbering Principles and with these Rules;
  - d) where the application is for Geographic Code Blocks or Non-Geographic Code Blocks, a written statement certifying that the Applicant will comply with any applicable requirements of Local Number Portability or Mobile Number Portability (as appropriate) as determined by the Telecommunications Commissioner from time to time.
  - e) sufficient information to demonstrate why the Applicant requires the allocation, including, in accordance with rule 1.2.23, why that demand could not be satisfied from existing Code Blocks already allocated to them, whether Assigned or Reserved; and,
  - f) where possible, a forecast on when the Applicant expects to activate the Code Block(s) within its network.
- 1.2.5. In addition to the information provided under rule 1.2.4, where an Applicant is seeking an allocation of Code Blocks in the Non-Geographic, Geographic, Special Services and HOC Service Categories the Number Administrator may, if they consider that the information is required to ascertain the Applicant's level of demand for Code Blocks in these Service Categories that have minimal spare capacity, request that the Applicant also provide:
- a) a detailed list of the Code Blocks currently allocated to them in that Service Category;
  - b) the Code Status of each Code Block;

- c) the percentage of utilisation, or, the ratio of in use numbers to inactive numbers within each Code Block; and/or,
- d) any other information the Applicant considers the Number Administrator should be aware of in support of the application, such information may include an explanation on utilisation levels or any restrictions on using existing Code Blocks instead of a new allocation.

Information provided under this rule may only be used for the legitimate purposes of administering the Number Register and may not be used or published in any form that identifies the Applicant to any third party.

- 1.2.6. Subject to rule 1.2.7, the information provided in rules 1.2.4 and 1.2.5 (as required) shall constitute a fully qualified application. In accordance with clause 9 of the Deed, all information provided to the Number Administrator shall be treated as confidential.
- 1.2.7. Where the Number Administrator believes further information is required to make its Decision, it must advise the Applicant within 2 Working Days of what information is required. In this case the Application will not be considered a fully qualified application until that additional information is supplied to the satisfaction of the Number Administrator.
- 1.2.8. Subject to clause 1.2.7, the Number Administrator must respond to an Applicant within 10 Working Days of receipt of any fully qualified application with either the requested allocation or a reason, based on these rules, for the failure of the application.
- 1.2.9. If the Applicant does not provide sufficient information to demonstrate its demand for the Code Block, including insufficient or incomplete information provided under rule 1.2.5, the Number Administrator may refuse to grant the allocation (subject to the NAD objection process specified in rule 1.9).
- 1.2.10. If a change to the Number Register is currently being considered by the NAD Management Committee which impacts on the Code Block/s being requested, the Number Administrator must seek advice from the NAD Management Committee before making any decision in relation to the Code Block allocation request. The NAD Management Committee must advise the Number Administrator within 1 month of the Number Administrator seeking advice on the allocation whether the Code Block allocation can be made. Any decision made regarding the Code Block allocation is subject to the objection process as specified under rule 1.9.
- 1.2.11. The Number Administrator must notify the Commerce Commission of any allocation of Geographic or Non-Geographic Service Code Blocks if it is the first time that any such allocation has been made to a Party, or if a Party relinquishes all of its allocations of such Code Blocks, for the purpose of assisting the Commission to carry out its functions under the Telecommunications Act.

- 1.2.12. The quantity of Code Blocks that may be allocated to an Applicant is defined for each Service Category.
- 1.2.13. Allocations are subject to the NAD objection process specified in rule 1.9. The Number Administrator must inform the Applicant of the provisions in the objection process when making an allocation.
- 1.2.14. All allocations shall have a minimum reservation period equal to the time required under the NAD for objections to Decisions made under these Rules.
- 1.2.15. A Code Block may be Reserved for the reservation period defined in the rules for the Service Category. Upon expiry of this period the Number Administrator will request the Applicant to confirm whether the Code Block should be either:
  - (a) Relinquished; or
  - (b) Reserved for a further reservation period of 6 months.
- 1.2.16. Unless a further reservation period is requested within 10 Working Days, the Code Block shall be Relinquished. The Number Administrator shall advise the Applicant and the other NAD Parties of the revised Code Status within 10 Working Days of the revision. The requested further reservation period will be subject to the objection process specified in rule 1.9.
- 1.2.17. Subject to rule 1.2.18, the Applicant shall advise the Number Administrator when a Code Block becomes Assigned and whether the Code Block is internationally dialable. The Number Administrator will alter the Code Status from Reserved to Assigned in the Number Register and will advise all NAD Parties of the Code Status change within 5 Working Days of the receipt of the advice of the Code Block becoming Assigned.
- 1.2.18. A Code Block in the Geographic or Non-Geographic Service Categories containing numbers that are subject to the Telecommunications Commissioner's determination on Local Number Portability or Mobile Number Portability (as appropriate) may not have its Code Status changed to Assigned unless and until the Applicant has:
  - (a) been determined by the Commerce Commission to be an Access Provider for Local Number Portability or Mobile Number Portability (as appropriate); and,
  - (b) completed the process to obtain access to the Industry Portability Management System (or such other system that is recognised to implement Local Number Portability and Mobile Number Portability in New Zealand) as a party and is, or will be, ready to port numbers.
- 1.2.19. When a Code Block becomes Assigned as per rule 1.2.17, the Number Administrator will review the New Zealand Dialling Plan to determine whether any amendments are required. The Number Administrator will make any necessary updates to the New Zealand Dialling Plan and provide the updated plan to the Ministry of Economic Development.

- 1.2.20. If a request is received for a Reserved Code Block the Applicant holding the reservation shall be notified by the Number Administrator and within 10 Working Days the Applicant must respond either:
- (a) advising that the Code Block is to be Relinquished; or
  - (b) committing to having the Code Block activated in a Carrier's network within 6 months from the date of notification or any later date approved by the Number Administrator in which case the Code Block's Reserved status shall be extended for that period. The Number Administrator shall notify the Management Committee of any such extensions. The Number Administrator shall only approve such extensions when they are satisfied the Code Block will be Assigned within 6 months.
- 1.2.21. If the Code Block is not Assigned within the approved period, or if no extension under clause 1.2.15 is made or if no response is received within 10 Working Days, the Code Block is Relinquished.
- 1.2.22. No Assignment of a Code Block may occur during the period that any objection or dispute process relating to that Code Block remains unresolved.
- 1.2.23. Additional Code Blocks for a Service Category may be allocated to an Applicant:
- (a) when required by proven demand, and subject to any other requirements for that Service Category, or
  - (b) for provision of services that cannot reasonably be served from previous allocations.

In either case, the Applicant shall confirm as part of their application by self-certification, including where appropriate, the supply of information under clause 1.2.5, that their requirements cannot be met practically and efficiently with the current allocations held, and that their application meets all of the requirements of the NAD and of these rules.

- 1.2.24. Where an Applicant amalgamates or otherwise affiliates with another person (who is also an Applicant and holds any Code Block Allocations) so that they become the same legal entity, Associated Persons or Related Companies, the Applicant shall not be eligible for further allocations within a Service Category until their holding within that Service Category is commensurate with that for which a single Applicant is eligible, unless otherwise approved by the Management Committee. Allocations need not be Relinquished unless the Applicant chooses to do so.
- 1.2.25. No Code Status may be changed from Reserved to Assigned unless the Applicant is a NAD Party.
- 1.2.26. If a NAD Party withdraws from the NAD, including under clause 3.17 of the NAD, then all their Code Block Allocations must be either Relinquished or transferred to another NAD Party pursuant to clause 3.15.

- 1.2.27. Some Code Blocks have been allocated to parties who have never been NAD Parties. Such allocations shall remain allocated to that party, unless they advise the Number Administrator otherwise. These allocations are not subject to the NAD or these rules.
- 1.2.28. The Number Administrator will attribute the Code Status “Unallocatable” to any Code Blocks allocated to parties holding allocations who are not Service Providers under these rules.
- 1.2.29. With the approval of the Management Committee and subject to any conditions the Committee may impose, an Applicant may specify that a Code Block is (or Code Blocks are) to be universally accessible and universally allocated to all Service Providers.

### **1.3. Relinquishment**

- 1.3.1. When a Party wishes to relinquish an Allocated Code Block, that Party must deactivate it in its own network, and notify all Carriers and the Number Administrator. The Number Administrator is then to give that Code Block the status of Spare.
- 1.3.2. An Allocated Code shall be Relinquished if an Applicant is not or will not be using the Code Block for the Service Category or Application Category advised when the Code Block was allocated.
- 1.3.3. An Allocated Code Block is deemed to be Relinquished when that Code Block is deactivated in all Carrier networks and the Number Administrator has received notification to that effect.
- 1.3.4. An Allocated Code Block is deemed to be relinquished and given the status of Unallocatable following the issuance of a Removal Notice in accordance with clause 7 of the NAD.
- 1.3.5. If the Number Administrator identifies, and the Management Committee agrees, that a Service Category has a scarce number of spare Code Blocks, the Number Administrator will encourage Applicants to relinquish Reserved Code Blocks in accordance with these rules, regardless of the reservation period remaining with those Code Blocks. Applicants should consider any request to relinquish Code Blocks in good faith and, where technically and commercially reasonable, relinquish those Code Blocks to release capacity back into the Service Category.
- 1.3.6. The date that a Code Block is Relinquished shall be recorded with the Code Block in the Number Register along with the name of the relinquishing Applicant and the previous status.
- 1.3.7. A Relinquished Code Block shall be immediately available for allocation.
- 1.3.8. The Number Administrator shall not be responsible for problems arising from the use of a Relinquished Code Block. Applicants shall determine for themselves whether any period of stand-down should apply prior to using the Code Block.

## **1.4. Exchange of Code Blocks**

- 1.4.1. An Applicant may exchange Reserved Code Blocks for an identical or lesser quantity of Spare Code Blocks for the same Service Category under the following conditions:
- (a) the allocation requests must be made with advice of which Code Blocks are to be Relinquished and the date of that relinquishment, explicitly stating that they are for exchange;
  - (b) the date the Code Blocks are to be Relinquished shall be subject to review and alteration by the Management Committee;
  - (c) any eligibility thresholds applying within that Service Category shall not apply until the date that Code Blocks are to be Relinquished; and
  - (d) the exchange of Code Blocks is subject to the objection process specified in rule 1.9.

## **1.5. Documentation**

- 1.5.1. The Number Administrator shall maintain a Number Register of current Code Allocations. The register will show, for each available Code Block, the name of the Applicant, the Code Status, the most recent history of assignment and any other information specified in the Rules.
- 1.5.2. The Number Register is available for viewing or download from the NAD website ([www.nad.org.nz](http://www.nad.org.nz)).
- 1.5.3. The Number Administrator shall also maintain a full record of the history of Decisions, including the dates on which these occurred, along with any required certifications made by Applicants. This information shall be confidential to the Applicant and the Number Administrator.

## **1.6. Transfers**

- 1.6.1. An Applicant, under the conditions specified in the NAD, may transfer an Allocated Code to another NAD Party.
- 1.6.2. Applicants may also transfer codes between themselves by using the priority of Allocation rules to set up cross rights of refusal. If relinquishments are then advised concurrently, and all other rules complied with, the swap will occur. For the avoidance of doubt, the swap can only occur if no other Applicant has registered a right refusal prior to the attempted swap.

## **1.7. Other**

- 1.7.1. The Number Administrator may request a NAD Party to certify that a Code Block is still Assigned. The NAD Party must respond to the Number Administrator's request within 20 Working Days and outline whether the Code Block is still Assigned.

If the Code Block is not currently Assigned, the Party must either:

- (a) relinquish the Code Block; or
- (b) request that the Code Block status be amended to Reserved on the Number Register.

If rule 1.7.1 (b) applies, the Party must state (at the time of making such a request) that it intends to Assign the Code Block within the next 6 months, beginning from the date of the request. If the Code Block is not Assigned within this 6 month period, it will be Relinquished.

- 1.7.2. The notification period for Decisions (as required under rule 1.9) made by the Number Administrator under these Rules shall be 1 Working Day.
- 1.7.3. Notwithstanding any requirement of these rules, the Number Administrator shall comply with any instruction from the Management Committee related to Code Block allocation. Such instructions shall be in writing and be in line with the requirements of the General Principles and Numbering Principles.
- 1.7.4. If a situation arises that is not covered by these rules or there is any conflict between these rules and the NAD, the NAD shall take precedence and the Number Administrator shall expeditiously request resolution by the Management Committee.
- 1.7.5. Decisions by the Number Administrator and breaches of these rules are subject to dispute resolution. Allegations of a breach of these rules may be made to the Independent Chair as set out in rule 1.10 of these rules .
- 1.7.6. These rules may be changed at any time by a Super Majority in accordance with clause 4.9 (b) of the NAD.

## **1.8. Incorrectly Published Numbers**

### **Applying for a Code Block to remedy an Incorrectly Published Number situation**

- 1.8.1. When a NAD Party has a customer with an Incorrectly Published Number and the NAD Party cannot resolve the Incorrectly Published Number situation with the Code Blocks that are allocated to it, the NAD Party can be allocated the Code Block that contains the Incorrectly Published Number for the purpose of activating that number in its network, and divert calls to that number to a message or to the correct number, if:
  - (a) The Code Block is recorded as Spare on the Register; and
  - (b) The NAD Party provides the Number Administrator with sufficient evidence to validate the existence of the Incorrectly Published Number.

### **Allocation of Code Block to correct an Incorrectly Published Number situation**

- 1.8.2. The Allocation of a Code Block for the purposes of correcting an Incorrectly Published Number situation is a temporary Allocation.



- 1.8.3. The NAD Party will be Allocated the Code Block for either the duration of the relevant publication or for two years, whichever is the shorter term.
- 1.8.4. The Number Administrator will record the Code Status of a Code Block Allocated for the purposes of correcting an Incorrectly Published Number as Assigned – Temp.
- 1.8.5. Code Blocks with a Code Status of Assigned-Temp are not subject to LMNP as the Allocation of those Code Blocks is a temporary arrangement designed to correct an Incorrectly Published Number situation.

### **Documentation**

- 1.8.6. The Number Register shall contain the following information:
  - (a) Code Block
  - (b) Applicant
  - (c) Status – The status of a Code Block Allocated under this rule 1.8 shall be recorded as Assigned – Temp
  - (d) Date – Including date of relinquishment
  - (e) Note – A record of which number(s) has been incorrectly published and therefore Assigned – Temp under this rule.

### **Allocating a Code Block that holds the Code Status of Assigned – Temp**

- 1.8.7. A Code Block with an existing Code Status of Assigned – Temp does not prevent it being Allocated to any NAD Party under the Code Block Allocation rules set out in Rule 1.2, provided that the NAD Party that is applying for the Code Block agrees to put in place a call diversion to re-direct calls to the Incorrectly Published Number.
- 1.8.8. If a NAD Party is allocated the Code Block described in rule 1.8.3, the Number Administrator will:
  - (a) Amend the Code Status of the Code Block from Assigned - Temp to Assigned.
  - (b) Retain the record of the Incorrectly Published Number in the Public Number Register until the date of relinquishment or the duration of the relevant publication, whichever is the shorter term.

### **1.9. Objection Process**

- 1.9.1. Any Party may object to a decision of the Number Administrator within 10 Working Days of being notified of the decision:
  - (a) by giving a written notice of objection to the Number Administrator setting out the grounds of objection; and
  - (b) by serving a copy of such notice of objection on the other Parties.

- 1.9.2. Following the giving of a notice of objection, other Parties shall have 5 Working Days within which to make written submissions on the matter to the Number Administrator. Copies of such submissions shall be provided to the other Parties.
- 1.9.3. Following the expiry of 5 Working Days after receiving a notice of objection in respect of a decision, the Number Administrator shall reconsider that decision taking into account the objection and submissions received.
- 1.9.4. The Number Administrator may either confirm or change the original decision made and shall notify the Parties of the confirmation or change of the original decision.
- 1.9.5. For the avoidance of doubt, the dispute resolution provisions set out in the NAD apply to disputes arising under rule 1.9.4

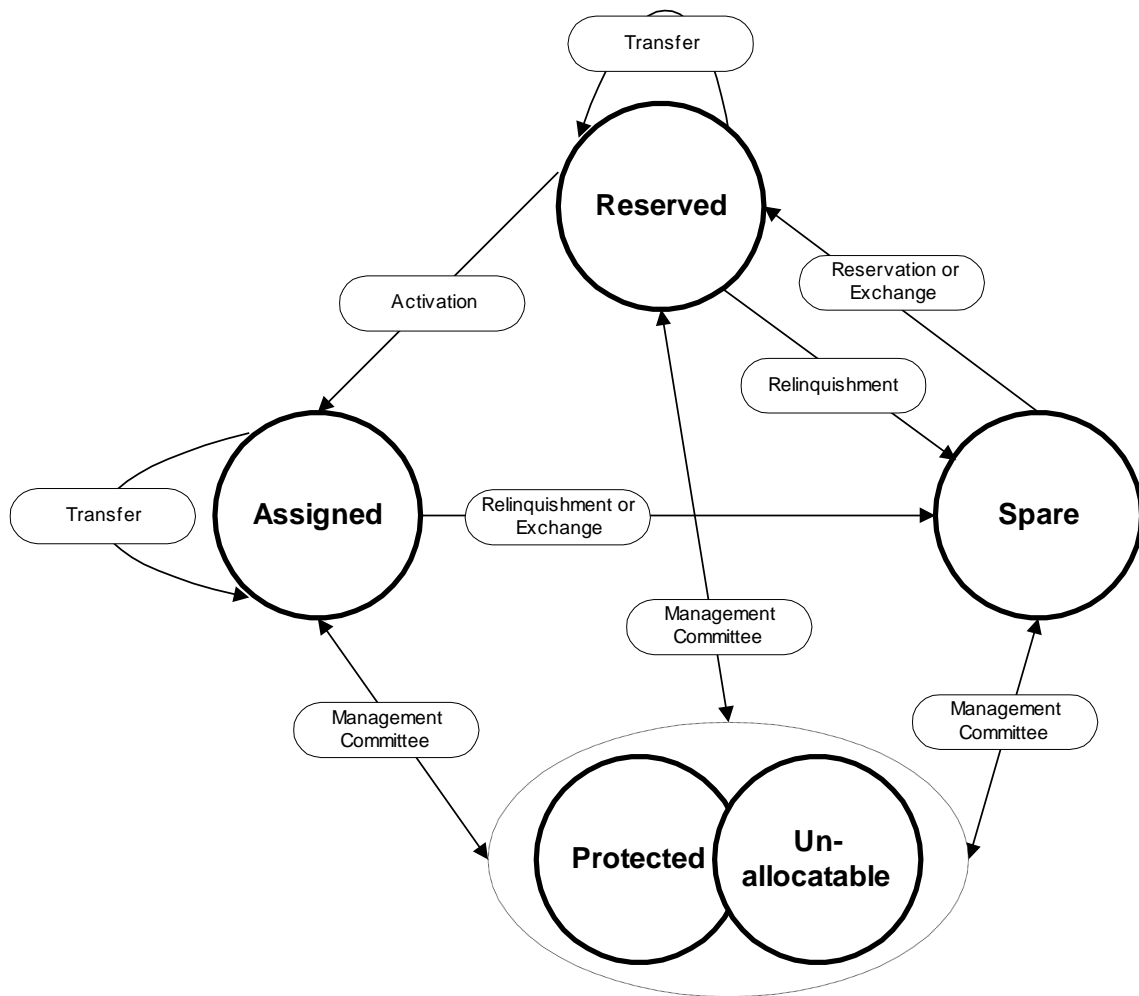
**Fig 1: Overview of Number Plan and Associated Rules (for illustration only)**

		Second Digit									
		0	1	2	3	4	5	6	7	8	9
First Digit	0	00 = International access.	Special Services (01XY)	0200 Protected Non-geographic Services 02XY	03[0-1] 03[2-9] Geo Numbers	04[0-1] 04[2-9] Geo Numbers	Service Provider Prefixes 05XY	06[0-1] 06[2-9] Geo Numbers	PNS 070XY 071 07[2-9] Geo Numbers	Free-phone (0800XY) Value-added 08XY	Premium rate 090X 091 09[2-9] Geo Numbers
	1				Special	Services	(1XYZ)				
	2	<-----				Geographic Numbers					----->
	3	<-----				Geographic Numbers					----->
	4	<-----				Geographic Numbers					----->
	5	Nation-wide Numbers	<-----			Geographic Numbers					----->
	6	<-----				Geographic Numbers					----->
	7	<-----				Geographic Numbers					----->
	8	<-----				Geographic Numbers					----->
	9	<-----				Geographic Numbers					----->

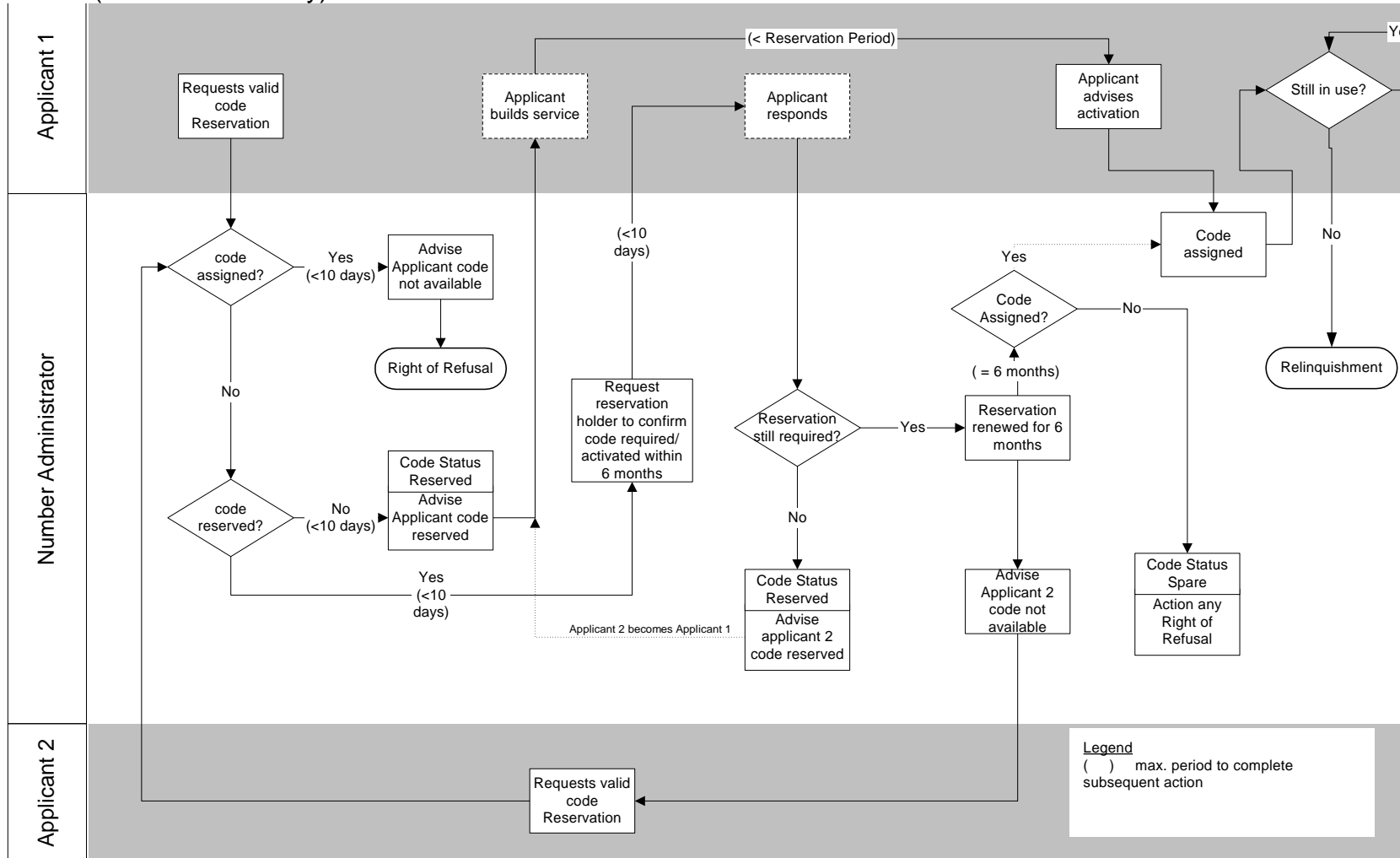
Key:  Allocatable       Used & **Unallocatable**       Unused and **Unallocatable**

The numbers starting with a first digit 2-9 (excluding Nation Wide numbers) are diallable as a 7 digit Geographic Number within a Local Calling Area. Numbers starting 03, 04, 06, 07 and 09 are diallable as the 9 digit Nationally Significant Numbers.

**Fig 2: State Diagram: Code Status**  
(for illustration only)



**Fig 3: Reservation Process**  
(for illustration only)



## 2. RULES FOR SPECIAL SERVICE CODES

These rules apply to the allocation and Use of Special Service Codes.

### 2.1. Service and Applications Categories

2.1.1. Special Service Codes Code Blocks are allocated for identifying various telecommunications services that either:

- (a) provide information, assistance, or support to callers to enable them to have access to services, or to obtain assistance in using services, or
- (b) enable customers to control the status, activation, and other parameters of special services associated with their network connection or service type, or
- (c) are used by network operators for internal network routing or network management purposes – these codes are not normally dialable by customers

Generally, calls to the 1XYZ codes are not chargeable to the caller, whereas calls to 01XY codes may involve charges. (Note: Adherence to this differentiation is recommended as it is used by some terminal equipment as the basis of call rating decisions.)

2.1.2. **Application Category:** An applicant requesting a Code Block will specify under which of the following Application Categories the Code Block will be used

**Category 1:** Prescribed services universally accessible and universally allocated to all Service Providers

**Category 2:** Universally accessible services allocated to a single Service Provider

**Category 3:** Services not accessible between PSTNs and universally allocated to all Service Providers

2.1.3. Some Prescribed Services are subject to specific rules for sub-allocation. The rules for sub-allocation are set out in rule 12 of these rules, and the Number Administrator will record the sub-allocations in the Number Register.

### 2.2. Number Format and Restrictions

2.2.1. Code Blocks are allocated at the 1XYZ and 01XY level.

2.2.2. All services using Code Blocks allocated under these rules shall be operated with a minimum of 4 digits i.e. shall not operated as 1XY or 01X.

2.2.3. The Code Block 111 is the Emergency Services number for New Zealand and is accordingly not subject to the number format and other restrictions for this Service Category. The Management Committee may identify further Code Blocks of special significance in this Service Category (for example 112) and exempt those from the number format and restrictions listed, as required from time to time.

### **2.3. Eligibility for Allocation**

- 2.3.1. Code Blocks for Category 1 applications shall be prescribed by the Management Committee from time to time and allocated for use by all Service Providers for the same purpose.
- 2.3.2. Code Blocks for Category 2 applications may be Reserved by an Applicant based on proven demand that cannot be satisfied from existing allocations. Any Spare Code Block may be selected.
- 2.3.3. Code Blocks for Category 3 applications will be allocated from the existing pool of Category 3 codes. Applicants shall advise the Number Administrator when they have Assigned a Code Block from the Pool. Where there is no suitable Code Block in the pool, an Applicant may Reserve any Spare Code Block.
- 2.3.4. The reservation period shall be 6 months.

### **2.4. Documentation**

- 2.4.1. The Public Number Register shall contain the following information:
  - (a) Code Block;
  - (b) "General" as Applicant for Application Category 1;
  - (c) Applicant for Application Category 2;
  - (d) The list of Applicants who have assigned the Code Block for Application Category 3;
  - (e) Status;
  - (f) Application Category.

### **3. RULES FOR NON-GEOGRAPHIC SERVICE CODES**

These rules apply to the allocation and Use of Non-geographic Service Codes.

#### **3.1. Service Category**

- 3.1.1. Non-Geographic Service Code Blocks are allocated for use as a prefix to end-user numbers, without a geographic structure, which can originate or terminate calls over Public Switched Telecommunications Networks.

**EXPLANATORY NOTE:** *Services without a geographic structure include cellular, paging and similar services.*

#### **3.2. Number Format and Restrictions**

- 3.2.1. Code Blocks are allocated at either the 02XY or 02XYZ level. The Management Committee will, from time to time, designate Code Blocks to be allocated at the 02XYZ level.
- 3.2.2. The minimum total length of numbers using these Code Blocks is 10 digits, i.e. 02XY + 6 digits and 02XYZ + 5 digits. Except that allocations made prior to the date of introduction of these rules may continue to be associated with end-users and end-user terminals at the same number of digits as at that date and Number Utilisation will be calculated on that basis.
- 3.2.3. The maximum total length of numbers using these Code Blocks is 11 digits, i.e. 02XY + 7 digits and 02XYZ + 6 digits.

#### **3.3. Eligibility for Allocation**

- 3.3.1. Initially an Applicant may Reserve for a service one 02XY or three 02XYZ Code Blocks.
- 3.3.2. The reservation period shall be 6 months.
- 3.3.3. Applicants may only request Code Blocks at the 02XY level if their expected Number Utilisation of those Code Blocks over the next three years exceeds 100,000. This shall be by certification to the Number Administrator.
- 3.3.4. Applicants holding either 02XYZ or 02XY Code Block allocations may reserve a further contiguous Code Block, where available, to meet growth in demand.
- 3.3.5. Proven demand shall be when active Number Utilisation within Allocated Codes for the same service, calculated in accordance with 3.2.2, is at least 40% of the capacity of already allocated Code Blocks.

#### **3.4. Allocation Methodology**

- 3.4.1. If an Applicant does not already hold a Code Block within an 02X Code Range, the Applicant must select a Code Block from the 02X(Y) range that has the least occupancy of Allocated Code Blocks. When there is more than one 02X(Y) range having the same lowest occupancy then the Applicant may select between those ranges.



3.4.2. When an initial allocation must be in a shared 02X or 02XY range, the Applicant is allocated a Code Block at the opposite end of the range to the other allocation. A third Applicant is placed at the centre. A fourth Applicant is placed below the third Applicant.

3.4.3. For subsequent Allocations:

- (a) The Applicant allocated the highest available Code Block expands contiguously in descending order.
- (b) The Applicant allocated the lowest available Code Block expands contiguously in ascending order.
- (c) The third Applicant expands contiguously in ascending order.
- (d) The fourth Applicant expands contiguously in descending order.

### **3.5. Documentation**

3.5.1. The Public Number Register shall contain the following information:

- (a) Code Block
- (b) Applicant
- (c) Status

## **4. RULES FOR SERVICE PROVIDER PREFIXES**

These rules apply to the allocation and Use of Service Provider Prefixes.

### **4.1. Service Category**

- 4.1.1. Service Provider Prefixes Code Blocks are allocated as prefixes for selecting a Service Provider for the routing of calls.
- 4.1.2. Each code is capable of facilitating multiple chargeable services by varying the digits following the code.

### **4.2. Number Format and Restrictions**

- 4.2.1. Code Blocks are allocated at either the 05XY or 05XYZ level. The Management Committee will, from time to time, designate Code Blocks to be allocated at the 05XYZ level.

### **4.3. Eligibility for Allocation**

- 4.3.1. Two Code Blocks may be Reserved initially for an Applicant. Any additional blocks shall be allocated at the 05XYZ level.
- 4.3.2. The reservation period shall be 6 months.
- 4.3.3. When an Applicant has 10 Code Blocks, the Applicant shall not be eligible for further allocations unless all reasonable options for creating codes by expansion within their existing allocations have been exhausted.

### **4.4. Allocation Methodology**

- 4.4.1. An applicant may select any Spare Code Block.

### **4.5. Documentation**

- 4.5.1. The Public Number Register shall contain the following information:
  - (a) Code Block
  - (b) Applicant
  - (c) Status

## **5. RULES FOR VALUE-ADDED SERVICE CODES**

These rules apply to the allocation and Use of Value-Added Service Codes.

### **5.1. Service Category**

- 5.1.1. Value-Added Service Code Blocks are allocated for access to Service Provider's value-added services (e.g. conferencing, virtual private networks, mail box platforms and packet switching).

### **5.2. Number Format and Restrictions**

- 5.2.1. Code Blocks are allocated at the 08XY level.
- 5.2.2. Code Blocks 0800 - 0809 are excluded from this Service Category, and are subject to the Rules for Free-phone Codes.

### **5.3. Eligibility for Allocation**

- 5.3.1. A sufficient number of Code Blocks may be allocated for an Applicant to satisfy the range of services required.
- 5.3.2. The reservation period shall be 6 months.

### **5.4. Allocation Methodology**

- 5.4.1. An applicant may select any Spare Code Block.

### **5.5. Documentation**

- 5.5.1. The Public Number Register shall contain the following information:
  - (a) Code Block
  - (b) Applicant
  - (c) Status

## 6. RULES FOR FREE-PHONE SERVICE CODES

These rules apply to the allocation of free phone service codes.

**Explanatory Note:** *Many of the allocated 0800YZ/0508YZ Code Blocks are subject to the Toll-Free Number Portability regime (TNAS). Hence, a Party (other than the party allocated the Code Block as recorded in the Number Register) may be using the individual 0800/0508 numbers from such Code Blocks.*

### 6.1. Service Category

6.1.1. Free phone service codes are allocated for services that, irrespective of terminal type, are free of charge to the caller and the calling line.

### 6.2. Number Format and Restrictions

6.2.1. Code Blocks 0800 00 to 0808 99 and 0508 00 to 0508 99 are to be used for free phone services.

6.2.2. Currently, Code Blocks 0800 YZ and 0508 YZ are available for Allocation.

6.2.3. Code Blocks are to be allocated at the 080XYZ and 0508YZ level.

6.2.4. The total length of numbers using these Code Blocks is 10 digits (i.e. 080XYZ + 4 digits; and 0508YZ + 4 digits).

6.2.5. The Management Committee will allocate further Code Ranges for Use for free phone service codes as required.

**Explanatory Note:** *Future demand for Code Blocks is still under discussion; however, it is noted that future growth could be met by opening-up one or more of the following:*

- 0801 through to 0808 (currently Protected)
- 0888 (currently Protected)
- Overseas, 0808 and 0888 have been commonly used for expansion

### 6.3. Eligibility for Allocation

6.3.1. Initially an Applicant may Reserve one 080XYZ or one 0508YZ Code Block.

6.3.2. Applicants may reserve further 080XYZ or 0508YZ Code Blocks if there will be a reasonable and efficient expected demand for these Code Blocks over the six month period commencing from the date when the Applicant makes this reservation. Reservations from Applicants must include a certification to the Number Administrator confirming that there will be a reasonable and efficient expected demand for these Code Blocks over such six month period.

6.3.3. The reservation period for 080XYZ and 0508YZ Code Blocks shall be six months.

### 6.4. Allocation Methodology

6.4.1. An Applicant may choose any available Code Block.

**6.5. Documentation**

6.5.1. The Public Number Register shall contain the following information:

- (a) Code Block
- (b) Applicant
- (c) Status
- (d) Date

## **7. RULES FOR GEOGRAPHIC SERVICE CODES**

These rules apply to the allocation and Use of Geographic Service Codes.

### **7.1. Service Category**

7.1.1. Geographic Service Code Blocks are allocated for the provision of services with a geographic structure, that are allocated to a Local Calling Area, and which can originate or terminate calls over Public Switched Telecommunications Networks.

7.1.2. Geographic Code Blocks may be allocated for the provision of services which have the ability to be location independent from time to time, that is, the physical location of the point of termination or origination of a call is not necessarily discernable from the telephone number alone. For the avoidance of doubt, call charges for this type of service must remain predictable for the calling or the called party (as appropriate).

### **7.2. Number Format and Restrictions**

7.2.1. Code Blocks are allocated at the 0ANXY level, where the area code  $A \in \{3,4,6,7,9\}$  and  $N \in \{2,3,4,5,6,7,8,9\}$ .

7.2.2. Code range 0A50Y is excluded from this Service Category, and is subject to the rules for nationwide number service codes.

7.2.3. The length of numbers using these Code Blocks is 9 digits (i.e. 0ANXY + 4 digits).

### **7.3. Eligibility for Allocation**

7.3.1. The initial quantity of Code Blocks allocated is based on the Applicants reasonable and efficient expected Number Utilisation over the first 18 months of operation.

7.3.2. Proven demand shall be based on reasonable and efficient current and expected Number Utilisation.

7.3.3. The reservation period shall be 18 months.

### **7.4. Allocation Methodology**

7.4.1. If an Applicant already holds a Code Block within an 0ANX Code Range then, where reasonable, the Applicant must select a Spare Code Block from within that 0ANX Code Range before it can request a Spare Code Block from another 0ANX Code Range.

7.4.2. If an Applicant does not already hold a Code Block within an 0ANX Code Range, or it is not reasonable for the Applicant to select a Code Block in an 0ANX Code Range where it already holds a Code Block, then the Applicant may request a Spare Code Block from any 0ANX Code Range, regardless of whether another Applicant already holds a Code Block within that 0ANX Code Range.

7.4.3. The Applicant must select the appropriate LICA's for each of its Assigned 0ANXY code blocks from the table below. If there are 0ANXYZ level

Code Blocks within an Assigned 0ANXY Code Block that are not yet in Use, the LICA will be recorded as 'Not in use'.

AKAROA	KAIKOURA	RANFURLY
ALEXANDRA	KAITAIA	RANGIORA
AMBERLEY	KAWAKAWA	RIVERTON
ASHBURTON	KUROW	ROTORUA
AUCKLAND	LAWRENCE	ROXBURGH
BALCLUTHA	LEVIN	RUATORIA
BLENHEIM	LUMSDEN	STRATFORD
CHEVIOT	MARTON	TAIHAPE
CHRISTCHURCH	MASTERTON	TAKAKA
CROMWELL	MATAMATA	TAUMARUNUI
CULVERDEN	MAUNGATUROTO	TAUPO
DANNEVIRKE	MILTON	TAURANGA
DARFIELD	MOKAU	TE ANAU
DARGAVILLE	MORRINSVILLE	TE AWAMUTU
DUNEDIN	MOTUEKA	TE KUITI
EDENDALE	MOUNT COOK	THAMES
FAIRLIE	MURCHISON	TIMARU
FEATHERSTON	NAPIER	TOKANUI
FOX GLACIER	NELSON	TWIZEL
FRANZ JOSEF	NEW PLYMOUTH	WAIHI
GERALDINE	OAMARU	WAIMATE
GISBORNE	OHAKUNE	WAIOURU
GORE	OPOTIKI	WAIPUKURAU
GREAT BARRIER ISLAND	OPUNAKE	WAIROA
GREYMOUTH	OTAUTAU	WAITANGI (CHATHAM IS.)
HAAST	OTOROHANGA	WANAKA
HAMILTON	PAEROA	WANGANUI
HAWERA	PAHIATUA	WARKWORTH
HELENSVILLE	PALMERSTON	WELLINGTON
HIBISCUS COAST	PALMERSTON NORTH	WESTPORT
HOKITIKA	PARAPARAUMU	WHAKATANE
HUNTLY	PUKEKOHE	WHANGAMATA
INVERCARGILL	PUTARURU/TOKOROA	WHANGAREI
KAIKOHE	QUEENSTOWN	WINTON

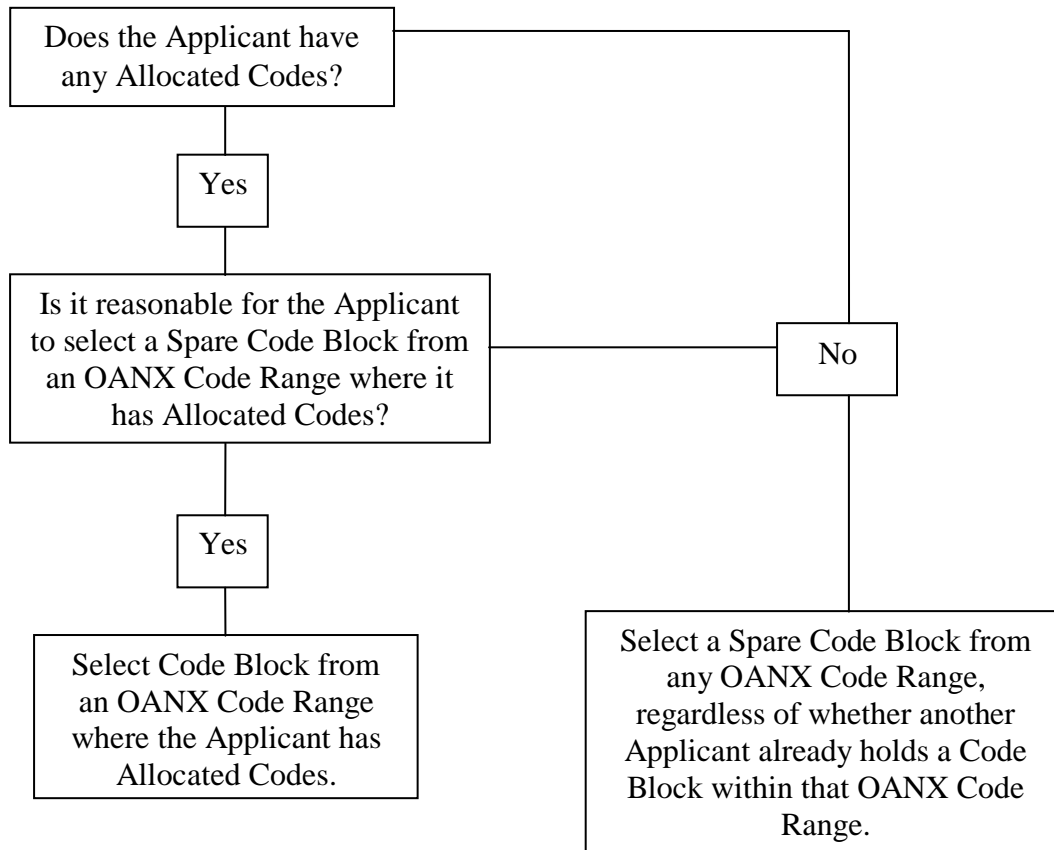
## 7.5. Documentation

7.5.1. The Public Number Register shall contain the following information:

- (a) Code Block
- (b) Applicant
- (c) Status
- (d) Local Interconnect Calling Area (LICA)
- (e) Local Calling Area (LCA)

Note: The LCA column in the Number Register is a free text column for use by the NAD Party holding that OANXY code block.

**Fig 4: Flowchart of Geographic Service Code Allocation Methodology**  
(For illustration only)





## **8. RULES FOR NATION-WIDE NUMBER SERVICE CODES**

These rules apply to the allocation and Use of Nation-Wide Number Service Code Blocks.

### **8.1. Service Category**

8.1.1. Nationwide Number Service Code Blocks are allocated for the provision of services without a geographic structure, which can originate or terminate calls over Public Switched Telecommunications Networks. Code Blocks from this Service Category are intended to be used for services that are not linked to a specific area code or Local Calling Area. Calls to these numbers may incur a charge, dependent on the originating service provider. Accordingly, the number format is unique to this Service Category.

8.1.2. If an Applicant wishes to use a Code Block like a standard Geographic number (ie with an area code as standard) then they should apply for a Code Block from the Geographic Service Category.

### **8.2. Number Format and Restrictions**

8.2.1. Code Blocks are allocated at the 50XY level.

8.2.2. The length of numbers using these Code Blocks is 7 digits (i.e. 50XY + 3 digits).

8.2.3. A Code Block is not associated with any particular geographic service area and may be dialable from every such area. That is, individual 50XY numbers may be made dialable as a 7-digit number in all geographic service areas.

8.2.4. Access from networks without a geographic service area structure (and from international networks), may, in some cases, need to be provided by using any one of the five area codes (9,7,6,4,3) assigned for geographic service numbers.

### **8.3. Eligibility for Allocation**

8.3.1. Three Code Blocks may be Reserved initially for an applicant. A fourth Code Block may also be Reserved, where available, to provide for growth in demand.

8.3.2. The reservation period shall be 6 months.

8.3.3. Proven demand shall be when active Number Utilisation within Allocated Codes for the same service is at least 70% of potential codes.

### **8.4. Allocation Methodology**

8.4.1. An Applicant may select any Spare Code Block.

### **8.5. Documentation**

8.5.1. The Public Number Register shall contain the following information:

- (a) Code Block
- (b) Applicant
- (c) Status

## **9. RULES FOR PERSONAL NUMBER SERVICE CODES**

These rules apply to the allocation and Use of Personal Number Service Codes.

### **9.1. Service Category**

- 9.1.1. Personal Number Service Code Blocks are allocated for identifying Personal Number Services (PNS). These codes do not designate, by themselves or in conjunction with other digits, call answering points. The attributes of a PNS will allow the PNS customer to have a unique number associated with them which is independent of any network termination or location.

### **9.2. Number Format and Restrictions**

- 9.2.1. Code Blocks are allocated at the 070XYZ level.
- 9.2.2. The length of numbers using these Code Blocks is 10 digits. i.e 070XYZ + 4 digits.

### **9.3. Eligibility for Allocation**

- 9.3.1. Ten Code Blocks may be Reserved initially for an Applicant.
- 9.3.2. The reservation period shall be 6 months.
- 9.3.3. Proven demand is when active Number Utilisation within Allocated Codes for the same service is at least 70% of potential codes.

### **9.4. Allocation Methodology**

- 9.4.1. An Applicant may select any Spare Code Block.

### **9.5. Documentation**

- 9.5.1. The Public Number Register shall contain the following information:
  - (a) Code Block
  - (b) Applicant
  - (c) Status

## **10. RULES FOR PREMIUM-RATE SERVICE CODES**

These rules apply to the allocation and Use of Premium-Rate Service Codes.

### **10.1. Service Category**

10.1.1. Premium Rate Service Code Blocks are allocated for identifying premium rate services.

### **10.2. Number Format and Restrictions**

10.2.1. Code Blocks are allocated at the 090XYZ level.

10.2.2. The minimum length of numbers using these Code Blocks is 9 digits, i.e. 090XYZ + 3 digits.

10.2.3. The maximum length of numbers using these Code Blocks is 11 digits, i.e. 090XYZ + 5 digits.

### **10.3. Eligibility for Allocation**

10.3.1. Two Code Blocks may be Reserved initially for an Applicant.

10.3.2. The reservation period shall be 6 months.

10.3.3. Proven demand is when active Number Utilisation within Allocated Codes for the same service is at least 70% of potential codes.

### **10.4. Allocation Methodology**

10.4.1. An Applicant may select any Spare Code Block.

### **10.5. Documentation**

10.5.1. The Public Number Register shall contain the following information:

- (a) Code Block
- (b) Applicant
- (c) Status

## 11. 040 SERVICE CATEGORY

***Explanatory Note:*** *The 040 service category has been identified by the NAD Management Committee as a spare service category that is reserved for an existing service or to accommodate a future new service. NAD Parties can make recommendations to the Management Committee to designate the 040 service category for a particular service. Prior to using the 040 service category, the NAD Management Committee shall agree rules for the use of the 040 service category and include these in the Number Allocation Rules.*

## **12. RULES FOR HAND-OFF CODES**

These rules apply to the allocation of hand-off codes.

### **12.1. Service Category**

12.1.1. Hand-off codes are codes used in network and billing (and other operational) systems to identify varying call types that are routed between networks. They are used internally between networks, and do not form part of the dialling plan.

### **12.2. Number Format and Restrictions**

12.2.1. Hand-off codes are in the format of 011XNT, where 011X is the Code Block allocated for this service, N is the network identifier, and T is the service identifier.

12.2.2. A hand-off code is sub-allocated at the 011XN level.

12.2.3. These codes are used in the format 011XNTnnn~nnn, where nnn~nnn is the dialed number in National Significant Number (NSN) format (e.g. 93581234 for geographic numbers, 212341234 for non-geographic numbers).

12.2.4. Each Code Block accommodates 10 network identifiers and 10 service identifiers

12.2.5. The Applicant shall specify the network identifier they require, in their allocation request.

12.2.6. The Management Committee will allocate further X digits, and specify further T digits when required.

12.2.7. The network and service identifiers will be recorded in the Number Register.

### **12.3. Eligibility for Allocation**

12.3.1. Applicants may reserve N digit network identifiers to meet their reasonable network requirements.

12.3.2. The reservation period shall be 6 months.

12.3.3. Applicants shall not be eligible for further allocations unless all reasonable options within their existing allocations have been exhausted.

12.3.4 From and including 1 March 2017, Applicants must use all available T digits assigned for Local Number Portability and Mobile Number Portability (being T digits 7, 8 and 9). Applicants shall not be eligible for further allocations of hand-off codes at the sub-allocated level (011XN) unless all available options within their existing hand-off code allocations have been exhausted for Local Number Portability and Mobile Number Portability. Prior to 1 March 2017, T digits 8 and 9 are not to be used.

The following table provides additional detail on the allocation of T digits.

T Digit (Service identified)

T Digit	Allocation	Condition
0	0ANXY numbers for geographic service	
1	Tollfree number portability	
2	02XYZ numbers for non-geographic service	
3	0800 numbers for Universal International Freephone Number Service Reserved for International Tollfree	
4	0867 numbers for Internet Access service	
5	0873 numbers for Internet Access service	
6	Not in Use	
7	LMNP HOC Carrier	
8	LMNP HOC Carrier	Not for use before 1/03/2017
9	LMNP HOC Carrier	Not for use before 1/03/2017

## 12.4. Allocation Methodology

12.4.1. An Applicant may select any spare N digit.

## 12.5. Documentation

12.5.1. The Public Number Register for hand-off Code Blocks shall contain the following information:

- (a) Network identifier (N digit)
- (b) Applicant
- (c) Status