



## **SAMOA NATIONAL NUMBERING PLAN**

Prepared by the Office of the Regulator

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## FOREWORD

Samoa is moving forward in both fixed and wireless communication technology and it has developed new services and applications that enable end users to be contactable via various means in almost anywhere at any time. To achieve this, the numbering resource is wisely utilized to uniquely identify and differentiate the end users.

The increasing demand for numbering and accommodating new services has driven the OOTR to update the industry of existing number resource assignment policies and procedures. This document aims to facilitate the application process and to help foster the understanding of applicants on the approach and policy adopted by OOTR.

This document is the revised version of the existing numbering plan which describes the national numbering scheme and provides information on the number management activities including allocation and application procedures.

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## **1. INTRODUCTION 1.1**

### **The Background**

Pursuant to Part 11 of the Telecommunications Act 2005("the Act"), the Regulator has the responsibility for preparing, establishing, publishing and managing a National Numbering Plan ("the Plan") and shall assign numbers and number ranges to service providers and customers in accordance with the Plan. The OOTR issues the following National Numbering Plan for all types of telecommunication services in Samoa. The Plan shall apply to all service providers and users of the Numbering Plan. The Plan also describes the current assignment of numbers within the country. All service providers have the responsibility to implement numbering schemes that comply with this Plan.

The Plan contains:-

- Rationale for Numbering Plan;
- Method used in designing Plan;
- Purpose and objectives;
- Scope of the Plan;
- Principles used and management of the Plan;
- Processes and procedures;
- Issues for consideration;
- Implementation of the Plan; and
- Annexes

### **1.2 Rationale for Numbering Plan**

A Numbering Plan is required to ensure equitable distribution and management of the numbering resource so as to ensure a competitive telecommunications environment.

### **1.3 Numbers in Samoa**

In Samoa, the Telecommunications Act 2005 assigns responsibility to the Regulator for the preparation and management of a National Numbering Plan, and for assigning numbers and number ranges to service providers and customers (Section 61). The Regulator must publicize any proposed changes to the numbering plan and ensure that the numbering plan is consistent with the requirements of relevant international agreements, commitments, conventions, regulations and recommendations to which Samoa has subscribed or otherwise subject to. The Act requires service providers to use numbers efficiently and in accordance with the Plan. The Act also stipulates that neither service providers nor

customers have any property rights in numbers, and that a service provider can change a customer's number only in specified circumstances (Section 62 (2)).

### 1.4 Numbering Scheme

The following table indicates the structure of numbers, allocation to telecommunication services and their implementation.

First Digit	Number Range From To...		Max_ Length	Type of Network	Usage of E.164 number	Service Provider
0	Non Geographic : International Access Prefix					
1	100	199	3		Short Code	
2	20000	29999	5	Fixed	Geographic	Bluesky
3	30000	39999	5	Fixed	Geographic	Bluesky
4	40000	47999	5	Fixed	Geographic	Bluesky
4	48000	49999	5	Unassigned		
5	50000	54499	5	Fixed	Geographic	Bluesky
5	54500	55999	5	Unassigned		
5	56000	56499	5	Fixed	Geographic	Bluesky
5	56500	57999	5	Unassigned		
5	58000	58999	5	Fixed	Geographic	Bluesky
5	590000	592999	6	Unassigned		
5	593000	594999	6	Fixed	Unassigned	
5	595000	595999	6	Unassigned		
5	596000	596999	6	Fixed	Unassigned	
5	597000	597999	6	Unassigned		
5	598000	598999	6	Fixed	Unassigned	
5	599000	599999	6	Unassigned		
6	600000	609999	6	Unassigned		
6	61000	69999	5	Fixed	Geographic	Bluesky
7	7000000	7199999	7	Unassigned		
7	7200000	7299999	7	Mobile	Non- Geographic	Digicel
7	7300000	7499999	7	Unassigned		
7	7500000	7699999	7	Mobile	Non- Geographic	Bluesky
7	7700000	7799999	7	Mobile	Non Geographic	Digicel
7	7800000	7999999	7	Unassigned		
8	800000	800999	6	Toll Free Service Number		All Providers
8	8100000	8299999	7	Unassigned		
8	8300000	8799999	7	Mobile	Non- Geographic	Digicel

8	8800000	8899999	7	Unassigned		
8	8900000000	8900000300	10	Mobile	Non-Geographic	Government
8	8900000301	8999999999	10	Unassigned		
9	900	999	3	Special Services and Emergency		

**Table 1 – Approved structure for numbers in Samoa.**

The following numbers are assigned by the International Telecommunication Union (ITU) in accordance with Recommendation ITU-T Recommendation E.164.

**Country Code** – The country code for Samoa is 685. This code follows the international dialling prefix on calls made from outside of Samoa.

**MCC (Mobile Country Code)**

- 549

**MNC– Mobile Network Codes**

- Bluesky Samoa Limited – 54927
- Digicel (Samoa) Limited – 54901

A Mobile Network Code (MNC) is part of the International Mobile Station Identity (IMSI) that identifies the subscriber terminal, especially when roaming. The Mobile Network Codes for Global System mobile communication network are two (2) digits in accordance with the ITU-T Recommendation E.212. (The international identification plan for mobile terminals and mobile users)

The MNC is used alongside the Mobile Country Code (MCC). The ITU has responsibility for assigning MCC’s and has assigned MCC 549 to Samoa. The Office of The Regulator is responsible for assigning MNC’s to service providers and inform the Global System Mobile Association and ITU.

**Telephone Numbers**

In Samoa the Fixed Network has a 5 digit dialling numbers structure and the Mobile Network 7 digits.

## National Destination Code (NDC)

National numbers for publically available telephone services on fixed location shall be a geographical number. The NDC shall determine a geographical area and shall be marked as NDC.

**Table 2: Samoa Telephone Number Structure.**

National Destination Code	Number of dialled digits	Use
0	Up to 10	International dialling
1	3	Short Codes
2	5	Fixed network
3	4 to 5	Fixed network
4	5	Fixed network
5	5	Fixed network
6	5 to 6	Fixed network
7	7	Mobile Network
8	7	Mobile Network
800	8	Toll Free
9	3	Emergency Service

## Short Codes

The two providers share the allocation of 100 series numbering for GSM service. These codes are to be used for on net purpose only. In order not to cross over the usage of these numbers by the public, the providers have had special code for alternative for public numbers is adding a network code; eg 11XDigicel and 12XBluesky. Where Y is the internal number from 0 to 9. This will allow for separation of public and internal numbers. It is also important to note that short codes starting with 0 will not be approved, and short codes start with 9 will be reserved for emergency purpose only. 800 numbers are for toll free calls.

## Unstructured Supplementary Service Data

An Unstructured Supplementary Service Data (USSD) code is a sequence of digits preceded and followed by occurrences of \* or #. It is used in GSM networks for identifying service destinations of messages that are sent instantaneously, not by the store-and-forward technique or conventional text messages. They are typically used within individual networks.**8** | Page



(e.g) Digicel - \*120# for checking Balance  
Bluesky - \*131# for checking Balance

USSD codes for Digicel 120 – 129 and Bluesky 130-139.

### **Emergency Service Number**

The government has stipulated for the use of a single number for emergency services.

A 3-digit number 911 is set aside for emergency services for easy dialling. These services include police, fire and ambulance. A centralised operator shall be established for re-directing of calls to the required service. OOTR will work with the respective stakeholders to implement this plan and awareness of the public will be done accordingly. This awareness programme is done to ensure familiarisation of the public with the changes in the emergency numbers.

Bluesky and Digicel are advised to re-route emergency calls from 994, 995 and 996 to 911 for a period of 2 years before these numbers will not be used again and will return back to the pool.

No other numbers must be used for emergency, except if approved in writing by the Regulator.

### **800 for toll free call**

The 800 NXXXX series activated on one service provider network can only be accessed from service provider network of the same Fixed or Mobile Network.

- where N is 0 - 9
- where X is 0 - 9

Other investments requested for special service number using their company name combination for numbering assigned.

### **1.5 Issues in Numbering**

The size of the market in Samoa is small hence the usage of numbers is not a major issue. However there are compelling issues in the market that should be considered. These issues include the following:-

- Unauthorized use of numbers;
- Number miss-appropriation ;
- Number portability;
- Assignment of numbers for service providers not based in Samoa;

- Assignment of numbers to “devices”.

## **2. PURPOSE AND OBJECTIVES**

### **2.1 Purpose**

The purpose of the Numbering Plan is to: -

- Satisfy the requirements of Part 11 of the Telecommunications Act 2005;
- Provide a framework for the assignment, allocation and management of numbers in Samoa;
- Provide the guidelines and policies for managing numbers in Samoa;
- Provide a transparent way of allocating numbers to promote the developments within the telecommunication sector;
- Ensure that the assignment and allocation of numbers are consistent with the requirements of the legislation;
- Avoid the early exhaustion of the resource; and
- Eliminate any irregularities that currently exist in the exploitation of numbers through fraudulent, illegal or potentially illegal activities.

### **2.2 Why Numbering Plan?**

Before the establishments of the OOTR in 2006 and the liberalization of the market in 2007, the numbers were managed by SamoaTel who were at the time was the sole provider of the telecommunication services. The Regulator was later charged with the responsibility of establishing a Numbering Plan for managing of all the numbers in Samoa. The Numbering Plan seeks to reflect a competitive market in Samoa. The Numbering Plan is the policy and process for the administration of the numbers.

### **2.3 Roles and Responsibilities of OOTR**

The OOTR is responsible for managing the public numbering scheme and for issuing the National Numbering Plan. In addition, the OOTR is responsible for developing overall national numbering strategy in the national interest of Samoa. As the regulatory body for all ICT service providers in Samoa, the OOTR controls and manages the National Numbering Plan. The OOTR will ensure that the number allocation process is fair and transparent to all service providers, so as to provide an equal opportunity regarding the availability of numbers for service providers depending on the services they are providing to the public. The OOTR will review the National Numbering Plan from time to time to ensure its

continued relevance and with the requirements of the Act and related legislation and other authorities on the matter.

The OOTR shall use the following principles when allocating, assigning, reserving and managing numbers.

- The OOTR will manage the National Numbering Plan to ensure that there are sufficient numbers available to meet the demands of end users and service providers.
- The OOTR will be fair, equitable and transparent in the process adopted for number allocation. The OOTR shall have due regard for the existing allocation and assignment of numbers.
- The OOTR will ensure that the National Numbering Plan is, where applicable fully compatible with ITU Recommendations, agreements and standards.
- The OOTR will ensure that the National numbering Plan is structured in a manner that ensures that numbers of different types give a broad indication of the service type and the relevant tariff. The National Numbering Plan shall take into account any existing or proposed regulation for the establishment of fees for numbers under section 10 of the Telecommunications Act 2005.
- The OOTR will allocate or reserve numbers in a fair and equitable manner. The allocation or reservation will normally be done on a 'first come first served' basis, with allocations made to the first service provider who requests the block or code. The OOTR also carefully considers numbers that are specifically requested by providers.
- The OOTR will make sure that other numbers and codes, besides telephone numbers, are available to ensure that telephone networks work together to connect calls and transmit messages correctly. The OOTR is responsible for managing these numbers and codes. It specifies how these numbers and codes are structured and used, and it provides information on the assignment of these other numbers and codes to interest parties.
- The OOTR is responsible for any modifications given to the National Numbering Plan and will publicly notify customers and service providers prior to the date when the

modification is to come into force. The OOTR will also ensure that, where changes are made to the designated numbering plan, costs or inconvenience to consumers and service providers are objectively justified, and are kept to the minimum consistent with meeting the demands for numbers and for the management of the National Numbering Plan.

- Conduct Annual Numbering Audits to make sure numbers are used for the purpose that they approved for.

## **2.4 Roles and Responsibilities of Service providers**

Service providers which have been allocated numbers or codes must;

- Prepare and publish a numbering plan for all numbers or codes which have been allocated to them.

This must be done in accordance with the National Numbering Plan

- Use the numbers only for the purposes predetermined at the time of the allocation and must comply with the relevant terms and conditions of the allocation. Non compliance by a service provider will be considered as a violation of the conditions given by the Regulator and will be subject to the appropriate penalties as decided by the OOTR in accordance with the law.
- Provide any information to the OOTR upon request regarding their use of numbers allocated to them and must submit to the OOTR an annual update of information as specified in the National Numbering Plan.
- Use numbers assigned to them by the OOTR in accordance with the National Numbering and shall ensure that these numbers are used efficiently and in accordance with the Plan.
- Is prohibited from branding numbers or associating a number range with a specific service provider in any of its advertisement or public material.
- Do not have any ownership rights over the numbers allocated by the OOTR.

### **3.0 SCOPE OF THE PLAN**

#### **3.1 Scope**

This plan applies to all aspects of the Telecommunications in Samoa associated with the use of Numbers. It includes all numbers whether it is for public, private, academic, administrative, community and commercial use.

#### **3.2 Assumptions**

*The following assumptions have been used when developing this plan:*

- The population of Samoa will experience more than 5% growth over the next ten years;
- The telecommunication market will grow and that every person will use a telecommunication service that requires numbers and will impact on the numbers available;
- Users will radically require multiple numbers for use and including numbers allocated to specific devices;
- The Government of Samoa will provide the environment for growth of the telecommunications sector.

#### **3.3 Technology**

ICT services are being provided in Samoa mainly using digital technology. The mobile service providers use TDMA, GSM, CDMA, HSPA+ and LTE technologies. Fixed line service operates using fibre optic and copper wires. The OOTR in developing the Plan is aware of the need to be technology agnostic and will assign the numbers based on service rather than technology.

#### **3.4 Regulatory Requirements**

The Office of the Regulator has established as regulatory requirements for service providers with the following conditions;

- a) Telecommunications services must be accessible and affordable to the population;
- b) Universal Service obligations are to be met by all licensed providers;
- c) All providers of telecommunications services must meet quality of Service Obligations.

### **4. Management of Numbering Plan**

The OOTR is responsible for the overall management of the National Numbering Plan. It is authorised under the Act to require the service providers to undertake any tasks that it considers necessary, in order to allow it to manage the National Numbering Plan.

Numbering management is principally concerned with the management of telephone numbers, which customers need to use when making calls or sending messages in telephone networks. Many of these numbers can be used outside of Samoa in accordance with the ITU-T Recommendation E.164 (The International Public Telecommunication Numbering Plan.) Other numbers and codes, in addition to telephone numbers, are needed to ensure that telephone networks work together to connect calls and transmit messages correctly. The OOTR is responsible for managing these numbers and codes. It specifies how these numbers and codes are structured and used, and it provides information on the assignment of these other numbers and codes to interested parties.

#### **4.1 General Principles**

The Numbering Plan has been developed in accordance with:

- The relevant Rules, Resolutions and Recommendations of the International Telecommunication Union regarding the integrity of numbering resources;
- The instructions in the resolutions adopted by ITU Plenipotentiary conferences relevant for the stability of the numbering plans, especially the E.164 plan, Recommendation E.164 of the ITU Telecommunications Standardization Sector;
- Maintaining the principles as stipulated in the Telecommunications Act 2005 in whatever application they are used.

#### **4.2 Specials Considerations**

The Plan has been developed giving special consideration to:

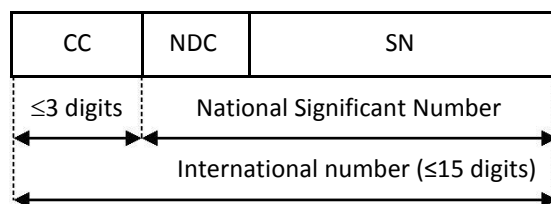
- The principles regarding future numbering, naming, and identification plans to deal with emerging services or applications and relevant number allocation procedures to meet telecommunication needs.
- The Recommendations and guidelines for international telecommunication numbering, naming and identification resources being known, recognized and applied by all related services;
- Any necessary action to ensure that the sovereignty of the country with regard to country code numbering, naming, addressing and identification plans is fully maintained, in accordance with ITU Recommendation E.164 and other relevant Recommendations;

### 4.3 ITU Recommendations E.164

It is important to note that the Office of the Regulator recognized the International Telecommunications Recommendations ITU-T Recommendation E.164 as the guideline for providing the structure and functionality for the assignment and use of numbers. The Recommendation E.164 provides such important aspects of the implementation of the numbering plan. This is mostly important for the usage of numbers for international public telecommunications which are categorized into geographical areas, global services and networks. For each category, it explains the details of the components of the numbering structure and the analysis required to successfully route any calls made using numbers. Annexes of this document will provide more information on the specifics of the ITU-T Recommendation E.164. The Numbering Plan of Samoa will follow the general principles of the ITU-T Recommendation E.164.

For each category, the E.164 Recommendation sets out the numbering structure and the digit analysis required to route calls successfully. The focus of this study is on numbers for geographic areas, the structure of which is shown in Figure 1 below.

**Figure 1: International number structure<sup>1</sup>**



Where:

CC = Country Code for a geographic area

NDC = National Destination Code

SN = Subscriber Number

<sup>1</sup>ITU Recommendation E.164

#### **4.4 Guidelines for Allocation and Assignment of Numbers**

It is the OOTR's task to allocate reserve, assign, modify and withdraw numbers and codes. Service providers that have been allocated numbers or codes shall act in accordance with the following principles and guidelines.

##### Guidelines for Allocation

- A service provider that wishes to have numbers allocated may apply to the Office of the Regulator for allocation.
- The application must contain all the information needed including the purpose of the allocation.
- OOTR must within seven (7) business days of receiving the application respond to the applicant.
- In a case of a more complex application, OOTR will inform the service provider within seven (7) working days why the application is a complex one. Complex application is an application where there are other matters relevant to the outcomes that need special examination.

##### Guidelines for Assignment

- Numbers and codes are assigned to licensed service providers for use in the facilities they own or control in accordance with their telecom license.
- Numbers and codes must be assigned in an effective and efficient manner, as they are a limited resource.
- All numbers and codes shall be assigned in a fair and impartial manner to eligible service providers

#### **4.5 Who can apply for numbers?**

All licensed service providers providing public telecommunications services excluding mobile resellers are eligible to apply to the OOTR for allocations and reservations of numbering capacity. Other telecom providers or persons who require the use of numbers must seek an allocation from the authorised licensed service providers.

Service providers who wish to allocate more than 100 numbers to a single user or entity must first seek the approval of the Regulator indicating the nature of service to be provided that require a block of number in excess of 100 numbers.



## 4.6 Application Process

An application for numbers must be made to the Regulator using the appropriate forms and should be accompanied with the following information:

1. Applicant's name and address
2. Requested numbers and range or a preferred numbering code and or block.
3. Description of Usage and type of telecommunications services intended on the range.
4. Technical and operation details relating to the requirement of the number resource.
5. Expected Starting Date and End Date of the Service.
6. Details of the relevant telecommunications licence or authorisation under which the applicant intends to operate the numbering capacity sought and the system being operated.
7. Details of any existing numbering allocation ranges held that are relevant to that application.
8. Details of the applicant's utilisation of existing number allocations. For example:
  - Numbers in service allocated to end users
  - Capacity not currently in use
  - Numbers set aside for geographic growth or customer orders,
  - A forecast of expected utilisation over a specified period and anticipated date of current allocation being fully utilised.
  - Any other information that the applicant considers necessary or appropriate to justify the application.
  - Contact person for clarification.

Applicants for additional capacity must supply a proof/evidence to show that they have utilised the numbering capacity that was allocated to them earlier.

Fixed (wired/wireless) – 85%

Mobile – 80%

Applications for numbering allocations shall not, in general, be made more than six months prior to the planned in-service date. Allocations are usually made for a minimum 12-month period based on the numbering demand forecast information provided. However, in exceptional circumstances, the OOTR may make allocations for a shorter period. If the OOTR

decides that an allocation can be made for a shorter period, then the OOTR shall provide the applicant with the reason behind this decision. If a service provider has been allocated numbers within the last 12 months for the same service or service area, and then requests an additional allocation, then the service provider must provide an explanation as to why this further allocation is being requested.

OOTR shall ask the service provider to provide more information if clarification is needed for an application. Therefore Service Provider;-

- must give in writing further information on matters mentioned in the application for consideration.
- must provide further information to OOTR:
  - (a) in writing; or
  - (b) in any other form specified by OOTR.

If the applicant does not give OOTR further information within 14 business days of the request, the applicant is taken to have withdrawn the application.

#### 4.7 Application for Short Codes

The Telecommunication service providers shall provide relevant information in order for the Regulator to assess and send approval for using short codes.

1. Explanation of the purpose of the short code use (Promotion, Community Lines, and Free-Call Service.)
2. Expected period of use of the short code; and
3. Provider should also include the cost for using short code for the Regulator's approval.

The following Short Codes are available for Service Providers for promotions;

1 <sup>st</sup> digit	2 <sup>nd</sup> digit	3 <sup>rd</sup> digit
X	Y	Y

Note: X is 1 to 8 while Y has a value between 0 – 9.

The three digits short codes are only allow Mobile on net for data and voice. The Telecommunication providers shall submit application to the Regulator for extending to four 4 digits due to the scarcity of 3 digits short code.

Short Codes are only approved for a certain period as requested by the provider except for Emergency Codes.

#### **4.7.1 Structure of the Short Code;**

1. The first digit is in the range 1 – 8 inclusive;
2. The second digit is in the range 0 - 9
3. The third digit is in the range 0 - 9

It's important to note that 3 digit short codes must not start with 0 or 9. The 3 digit codes starting with 0 and 9 are reserved for special services and emergency purpose only. All other current allocations in the 900 series will be given three months to migrate out of those codes.

#### **4.8 Assessments of Applications and Response time**

The Office of the Regulator will assess the application, based on the nature of the application the process will be within two weeks. OOTR will then write to the service provider informing them of the outcome of their application.

##### **4.8.1 Withdrawal, re-allocating and returning of numbers or codes**

###### **4.8.1.1 Withdrawal**

The Regulator can withdraw a block of numbers, or part of the block that was allocated, if its continued use or allocation is not in compliance with:-

- the International Standards as in ITU-T Recommendations
- the Samoa National Numbering Plan, or
- any specific conditions of the allocation.

Withdrawal of an in-service numbering range, which has been allocated by OOTR, can be made only after OOTR has consulted with interested parties for a period of not less than 30 days. It will be subject to a period of notice of not less than 90 days following that consultation. If an allocation or part of an allocation is not brought into service within six months, it may be withdrawn, after consultation with interested parties and for the period as specified above. Such withdrawal will be subject to a notice period of not less than 60 days following that consultation.

#### **4.8.1.2 Return of Numbers and Re-allocation**

If a service provider no longer requires the use of an allocation that has been made, then the allocation should be returned to the OOTR at the earliest opportunity. On the return of a numbering allocation, OOTR can re-allocate these numbers when requested by other service providers. Only complete blocks<sup>2</sup> can be returned. OOTR will not accept return of a portion of a block.

#### **4.8.1.3 Liability on Withdraw and re-allocation of Numbers**

In the event that an allocation has to be withdrawn at the request of OOTR and an alternative re-allocation made (for example in order to invoke a change to the National Numbering Plan), then OOTR will, as far as possible, attempt to make a reallocation of a similar numbers. However, notwithstanding the above, OOTR will accept no liability (financial or otherwise) in the event of withdrawal and re-allocation.

#### **4.9 Numbering Database and Registry**

The Office of the Regulator will maintain comprehensive records, a database of the status of all number ranges, codes and blocks of numbers within the National Numbering Plan and the Registry of all short codes allocated. The full National Numbering Plan will be set out in a document maintained by OOTR. This will be made available to all relevant parties if required.

#### **4.10 Audit Process**

As part of its efforts to manage and administer the National Numbering Plan, the OOTR will from time to time require service providers to submit the following information in the Annual Numbering Report<sup>3</sup> for each allocation.

- the current use of the number allocation
- numbers in service as allocated to end users.
- numbers not in service with explanation.
- details of numbers set aside for planned growth, customer orders or other usage with explanations.

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<sup>2</sup>Block : A group of 10,000 contiguous telephone numbers in a range eg : 20000 - 30000

<sup>3</sup> Annual Numbering Report – Submission annually of “ALL NUMBERS” used by the provider.

- blocks of numbers allocated to any person for purposes other than the end users, and
- Details on numbers ported to another service provider at the request of end users.

The Annual Numbering Report can also include any other information as requested by the Office of the Regulator.

The above information should be provided electronically to the office of the Regulator within thirty days before the end of the calendar year.

## **5. ISSUES REQUIRES FURTHER CONSIDERATIONS**

### **5.1 Number Portability**

Number portability is considered as a factor for fair competition and to improve quality of service of cellular mobile Service. Mobile Number Portability (MNP) is the ability of a mobile subscriber to retain his/her subscriber number when changing network service providers within the country.

Given the market in Samoa, Number portability is not considered viable in Samoa at the moment. Adopting number portability will require analysis of the cost benefit of each type of number portability: number portability including portability between carriers and portability between fixed and mobile services. The Regulator will advise and amend plan based on the need and the capacity of the providers to action number portability when needed.

### **5.2 Misappropriation of Numbers**

The unauthorised use of a country's numbering resources is most commonly associated with the supply of premium-rate content services in another country. Examples of such premium-rate services include live or recorded information services, competitions and tele-voting, telephone sex services, and two-stage dialling access services. In the normal course of events, a service provider supplying premium rate content services (who may or may not also be the service providers of a telecommunications network) will advertise its services and the premium-rate telephone number that has been issued to it for that purpose. Calls to the number will typically be charged on the basis of duration but could also be charged either at a flat rate or a combination of the two. An international number is intended to

indicate both the intended destination country and the intended recipient of a call. However, over the years, the high accounting settlement rates that are often attached to the termination of internationally originated traffic has created an incentive to use international country codes as pseudo-premium rate services or revenue share numbers. Such use of country codes may occur with the authorisation of the relevant numbering administrator, or without the consent or even knowledge of the relevant numbering administrator. This is an issue for further consideration.

### **5.3 Fees for using Numbers**

Section 10 of the Telecommunications Act stipulated that fees are needed to be paid for the use of numbers. It is the view of the Office of the Regulator that numbers are an extremely valuable resource. After the analysis of the international practices and the present state of utilization of numbers, OOTR is of the view that charging a reasonable amount for each number allocated would encourage the service providers to be more efficient in the utilization of numbers assigned to them.

The Office of the Regulator will develop a Numbering Fees Regulations thus it will need to consult further with service providers before implementing any such fees.

## **6. IMPLEMENTATION PLAN**

After consultation on the Plan and approval, OOTR will produce the final documentation to be sent to the stakeholders who are using or intend to use the Numbers. It is expected that the implementation and management of this plan should be the responsibility of all parties involved.

## **7. LIST OF ANNEXES TO NATIONAL NUMBERING PLAN**

Annex 1. List of Acronyms.

Annex 2. List of Approved Short Codes - (Samoa).

Annex 3. Request form for Toll Free.

Annex 4. Request form for new numbers.

Annex 5. Request Form for new short code numbers.

Annex 6. Request form for new mobile numbers

Annex 7. Request form for new fixed landline numbers.

Annex 8. Reporting form for usage of numbers.

**ANNEX 1 – List of Acronyms**

CC	Country Code
CDMA	Code Division Multiple Access Technology
GSM	Global System for Mobile Communication
HSPA+	High Speed Packet Access Technology
IMSI	International Mobile Subscriber Identity
ISP	Internet Service Provider
ITU	International Telecommunication Union
ITU-T	International Telecommunication Union Standardisation Sector
LTE	Long Term Evolution Technology
MCC	Mobile Country Code
MCIT	Ministry of Communication and Information Technology
MNC	Mobile Network Code
MSIN	Mobile Subscriber Identification Number
NDC	National Destination Code
OOTR	Office of the Regulator
SN	Subscriber Number
TDMA	Time Division Multiple Access Technology
WLL	Wireless Local Loop
USSD	Unstructured Supplementary Service Data

## ANNEX 2 – List of Approved Short Codes (Samoa)

### Approved Short Codes for BLUESKY

<b>3 DIGITS</b>						
<b>100 Series</b>						
<b>From</b>	<b>To</b>	<b>Zone</b>	<b>Max length</b>	<b>Min Length</b>	<b>Total Assigned</b>	<b>Description</b>
100	0		3	3	1	Test tone
111	112		3	3	2	Redirect to 999
120	126	Fixed Service	3	3	7	Faults, Account, Services Enquiries.
130	139	Mobile	3	3	10	GSM short Codes
150	152	Fixed Service	3	3	3	Bluesky Card/NZ calling Card
180	181	Mobile	3	3	2	Reserved Broadband Support Centre.
<b>300 Series</b>						
300	309	Mobile	3	3	10	
<b>600 Series</b>						
608	0	Mobile	3	3	1	Adaway Publication Centre
<b>800 Series</b>						
867	0	Mobile	3	3	1	Bluesky Promotion
<b>900 Series</b>						
900	0	International Service provider	3	3	1	Bluesky International Service provider
901	0	Fix Line	3	3	1	Bluesky
902	0	Fix Line				Ipasefika ISP
903	0	Fix Line	3	3	1	Ipasefika ISP
904	0	Fix Line	3	3	1	LTS ISP
905	0	Fix Line	3	3	1	LTS ISP
906	0	Fix Line	3	3	1	LTS ISP
907	0	Fix Line	3	3	1	Ipasefika ISP
908	0	Fix Line	3	3	1	CSL ISP



910	0	Fix Line	3	3	1	Bluesky Local Switch
911	0	Fix Line	3	3	1	Proposed emergency number
929	0	Fix Line	3	3	1	HCD-USA
935	0	Fix Line/Mobile	3	3	1	Emergency Services – SWA Both Bluesky and Digicel
940	949	Fix Line	3	3	10	Divert call to 123
950	959	Fix Line	3	3	10	BBG-USA Short Codes
980	986	Fix Line	3	3	7	Close block for 2002 Directory
987	0	Fix Line	3	3	1	Call divert to 123
988	989	Fix Line	3	3	2	Close block for 2002 Directory
994	0	Emergency Services	3	3	1	Fire Service
995	0	Emergency Service	3	3	1	Police
996	0	Emergency Service	3	3	1	Ambulance
997	0	Emergency Service	3	3	1	DMO/NOEC
911	0		3	3	1	Proposed for single emergency number
<b>4 DIGITS</b>						
<b>3000 Series</b>						
3344	0	Mobile	4	4	1	Teuila Cash Text
3465	0	Mobile	4	4	1	Bluesky Promotion
<b>4000 Series</b>						
4365	0	Mobile	4	4	1	Bluesky Promotion
4444	0	Mobile	4	4	1	Bluesky Promotion
<b>5000 Series</b>						
5555	0	Mobile	4	4	1	Donation for Phillipines Typhoon
<b>6000 Series</b>						
6267	0	Mobile	4	4	1	NBS Account Balance
6268	0	Mobile	4	4	1	SRU World Cup Promotion
6477	0	Mobile	4	4	1	Promotion

<b>800 Series</b>						
8200	8209	Mobile	4	4	10	Service provider Work Station
8463	0	Mobile	4	4	1	Service provider Work Station
<b>900 Series</b>						
9685	0	Mobile	4	4	1	Incoming International Calls
9690	9695	Mobile	4	4	1	GSM Payphone
9722	0	Mobile	4	4	1	Wespac Bank Mobile Money SMS

Approved Short Codes for DIGICEL.

<b>3 DIGITS</b>						
<b>100 Series</b>						
<b>From</b>	<b>To</b>	<b>Zone</b>	<b>Max length</b>	<b>Min Length</b>	<b>Total Assigned</b>	<b>Description</b>
120	128	Mobile	3	3	9	GSM Shortcodes
133	0	Mobile	3	3	2	Digicel Text Promotion
177	0	Mobile	3	3	1	Text Promotion
<b>200 Series</b>						
200	205	Mobile	3	3	6	Digicel Text Promotions
210	0	Mobile	3	3	1	Digicel Text Promotions
220	0	Mobile	3	3	1	Digicel Text Promotions
230	0	Mobile	3	3	1	Digicel Text Promotions
247	0	Mobile	3	3	1	Digicel Credit me international
<b>300 Series</b>						
366	0	Mobile	3	3	1	Digicel Promotion
372	0	Mobile	3	3	1	EPC Cash Power/Digicel
383	0	Mobile	3	3	1	EPC Cash Power/Digicel
<b>400 Series</b>						
400	412	Mobile	3	3	13	Digicel Text Promotion
420	425	Mobile	3	3	6	Digicel Mobile Media

444	0	Mobile	3	3	1	Digicel Mobile Media
486	0	Mobile	3	3	1	Digicel Mobile Media
440	446	Mobile	3	3	7	Digicel Promotion
<b>500 Series</b>						
502	0	Mobile	3	3	1	Voice/SMS/Data
505	0	Mobile	3	3	1	Digicel Promotion
510	0	Mobile	3	3	1	Digicel Promotion
520	0	Mobile	3	3	1	Digicel Promotion
563	0	Mobile	3	3	1	Digicel Promotion
<b>600 Series</b>						
627	0	Mobile	3	3	1	NBS Text Promotion
673	0	Mobile	3	3	1	NPF Balance
<b>800 Series</b>						
885	0	Mobile	3	3	1	Mobile Media
887	0	Mobile	3	3	1	Digicel Mobile Money
888	0	Mobile	3	3	1	Digicel Mobile Money
889	0	Mobile	3	3	1	Digicel Mobile Money
<b>900 Series</b>						
935	0	Fix/Mobile	3	3	1	Emergency Services - SWA
961	0	Mobile	3	3	1	Mobile Media
981	0	Mobile	3	3	1	Mobile Media
<b>4 DIGITS</b>						
<b>1000 Series</b>						
1000	0	Mobile	4	4	1	ANZ Bank Call Centre
1001	0	Mobile	4	4	1	Voice Bundles
1005	0	Mobile	4	4	1	Voice Bundles
1009	0	Mobile	4	4	1	Voice Bundles
<b>2000 Series</b>						
2274	0	Mobile	4	4	1	Digicel Promotions
2277	0	Mobile	4	4	1	Digicel Promotions
2428	0	Mobile	4	4	1	Digicel Promotions
2688	0	Mobile	4	4	1	Digicel Promotions
2488	0	Mobile	4	4	1	Digicel Promotions

<b>3000 Series</b>						
3283	0	Mobile	4	4	1	Digicel Promotions
3444	0	Mobile	4	4	1	Digicel GSM Local Switch
3587	0	Mobile	4	4	1	Digicel Promotions
3777	0	Mobile	4	4	1	Digicel Promotions
3456	0	Mobile	4	4	1	SMS Games Promotions
3002	0	Mobile	4	4	1	International Voice Promotion
3005	0	Mobile	4	4	1	On net Minute Bundle
3009	0	Mobile	4	4	1	International Voice Promotion
3019	0	Mobile	4	4	1	International Voice Promotion
<b>4000 Series</b>						
4636	0	Mobile	4	4	1	Digicel Promotion
4868	0	Mobile	4	4	1	Digicel Promotion
4002	0	Mobile	4	4	1	Premium Data Bundle
4029	0	Mobile	4	4	1	Premium Data Bundle
4049	0	Mobile	4	4	1	Premium Data Bundle
4079	0	Mobile	4	4	1	Premium Data Bundle
<b>5000 Series</b>						
5151	0	Mobile	4	4	1	Digicel Promotion
5337	0	Mobile	4	4	1	Digicel Promotion
<b>6000 Series</b>						
6262	0	Mobile	4	4	1	Digicel Promotion
6268	0	Mobile	4	4	1	SRU World Cup Promotion
6966	0	Mobile	4	4	1	Digicel Promotion
<b>700 Series</b>						
7277	0	Mobile	4	4	1	Digicel Promotion
<b>800 Series</b>						
8901	8905	Mobile	4	4	5	Premium SMS
8463	0	Mobile	4	4	1	Service provider Work Station
<b>900 Series</b>						
9685	0	Mobile	4	4	1	Incoming International Calls
9690	9695	Mobile	4	4	1	GSM Payphone

### Propose List of Numbers by Functions

First Digit	Number Range From To...		Max_ Length	Type of Network	Usage of E.164 number	Service Provider
0				Non Geographic : International Access Prefix		
2	20000	29999	5	Fixed	Geographic	Bluesky
3	30000	39999	5	Fixed	Geographic	Bluesky
4	40000	47999	5	Fixed	Geographic	Bluesky
4	48000	49999	5	Unassigned		
5	50000	54499	5	Fixed	Geographic	Bluesky
5	54500	55999	5	Unassigned		
5	56000	56499	5	Fixed	Geographic	Bluesky
5	56500	57999	5	Unassigned		
5	58000	58999	5	Fixed	Geographic	Bluesky
5	590000	592999	6	Unassigned		
5	593000	594999	6	Fixed	Unassigned	
5	595000	595999	6	Unassigned		
5	596000	596999	6	Fixed	Unassigned	
5	597000	597999	6	Unassigned		
5	598000	598999	6	Fixed	Unassigned	
5	599000	599999	6	Unassigned		
6	600000	609999	6	Unassigned		
6	61000	69999	5	Fixed	Geographic	Bluesky
7	7000000	7199999	7	Unassigned		
7	7200000	7299999	7	Mobile	Non-Geographic	Digicel
7	7300000	7499999	7	Unassigned		
7	7500000	7699999	7	Mobile	Non-Geographic	Bluesky
7	7700000	7799999	7	Mobile	Non-Geographic	Digicel
7	7800000	7999999	7	Unassigned		
8	800000	800999	6	Toll Free Service Number		All Providers
8	8100000	8299999	7	Unassigned		
8	8300000	8799999	7	Mobile	Non-Geographic	Digicel
8	8800000	8899999	7	Unassigned		
8	8900000000	8900000300	10	Mobile	Non-Geographic	Government
8	8900000301	8999999999	10	Unassigned		
9	900	999	3	Special Services and Emergency		

### Proposed List of Short Codes by Functions

Short Codes	Functions	Description
100 Series	Directory Assistance	Subject to block approval by Regulator
200 Series	Promotions	Local on Net Promotions - Subject to block approval by Regulator
300 Series	Promotions	International on Net Promotions – Subject to approval by Regulator
400 Series	Calling Cards	International
500 Series	Information	Codes for public to text/dial when needed information eg 500 for faults, 501 for enquiries, 502 for accounts services
600 Series	Publications	Eg 600 for adaway publications
700 Series	Information	External Source eg 700 NPF for bal, 705 WESPAC for accbal
800 Series	Mobile Banking	
900 Series	Special service and Emergency Numbers	

**Annex 3. Request Form for Toll Free Numbers:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281  
 Email:  
 admin@regulator.gov.ws

**REQUEST FORM FOR TOLL FREE NUMBERS.**

Date:	____/____/____	Your Ref:	
<b>Organisation Information</b>		<b>Contact Detail</b>	
Name		Name	
Address		Title	
		Signature	
		Email Address	Phone

The Regulator or The Office of the Regulator approves the allocation of the Toll Free numbers. The Telecom provider is required to provide a brief description for the nature of service that the toll free number will be applied. The toll free number can also be treated as a special service number.

Toll Free Number	From	To	Max_Length	Start Date	End Date
800					

The first column is the first prefix of each number category.

Description
-------------

Note: The applicant shall manage the assigned numbers in accordance with the Telecom Act 2005 section 61 (6).



**Annex 4. Request Form for New Numbers:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281 Email:  
 admin@regulator.gov.ws

REQUEST FORM FOR NEW NUMBERS.			
Date:	____/____/____	Your Ref:	
<b>Organisation Information</b>		<b>Contact Detail</b>	
Name		Name	
Address		Title	
		Signature	
		Email Address	Phone

The Regulator or the Office of the Regulator approves the allocation of all new numbers. The Telecom provider shall provide a brief description for the nature of service provided by the requested numbers, also to indicate the preferred category required for landline systems.

Number Range				
Fixed (Landlines)	From	To	Zone	Max_Length
2				
3				
4				
5				
6				


The following tables are considered for mobile, fixed numbering systems and toll free numbers. The telecom provider shall indicate the numbers required for each zone.

Mobile	From	To	Max_Length
7			
8			

Fixed (Mobile)	From	To	Zone	Max_Length
6				
8				

Toll Free Number	From	To	Max_Length	Star Date	End Date
800					

Note: The applicant shall manage the assigned numbers in accordance with the Telecom Act 2005 section 61 (6).

**Annex 5. Request Form for New Short Code Numbers:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281  
 Email: admin@regulator.gov.ws

**REQUEST FORM FOR NEW SHORT CODE NUMBERS.**

Date:	____/____/____	Your Ref:	
<b>Organisation Information</b>		<b>Contact Detail</b>	
Name		Name	
Address		Title	
		Signature	
		Email Address	Phone

The Regulator or the Office of the Regulator approves the allocation of all new short code numbers. The Telecom provider shall provide a brief description for the nature of service provided by the requested short code, also to indicate the preferred category required for short code. The short code is not authorized for unstructured supplementary services number without the Regulators authorization.

<b>Number Range</b>					
Short Code	From	To	Max_Length	Start Date	End Date
1					
2					
3					
4					
5					

6					
7					
8					
9					

Description:

Note: The applicant shall manage the assigned numbers in accordance with the Telecom Act 2005 section 61 (6).

**Annex 6. Request Form for New Mobile Numbers:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281  
 Email: admin@regulator.gov.ws

**REQUEST FORM FOR NEW MOBILE NUMBERS**

Date:	_ / _ / _	Your Ref:	
-------	-----------	-----------	--

Organisation Information	Contact Detail	
Name	Name	
Address	Title	
	Signature	
	Email Address	Phone

The Regulator or the Office of the Regulator approves the allocation of all new mobile numbers. The Telecom provider shall provide a brief description for the nature of service provided by the requested mobile numbers. The telecom provider is required to indicate the category require for Mobile Phone System and Fixed Mobile System.

Mobile	From	To	Max_Length
70			
71			
72			
73			
74			
75			

76			
77			
78			
79			

The first column is the first prefix of each number category.

Description:

Fixed (Mobile)	From	To	Zone	Max_Length
5				
6				
8				

Note: The applicant shall manage the assigned mobile and fixed numbers in accordance with the Telecom Act 2005 section 61 (6).

**Annex 7. Request Form for New Fixed Landline Number:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281  
 Email: admin@regulator.gov.ws

**REQUEST FORM FOR NEW FIXED LANDLINE NUMBERS.**

Date:	<input type="text"/>	Your Ref:	<input type="text"/>
-------	----------------------	-----------	----------------------

Organisation Information	Contact Detail	
Name	Name	
<input type="text"/>	<input type="text"/>	
Address	Title	
<input type="text"/>	<input type="text"/>	
<input type="text"/>	Signature	
	Email Address	Phone
	<input type="text"/>	<input type="text"/>

The Regulator or the Office of the Regulator approves the allocation of all new fixed landline numbers. The Telecom provider shall provide a brief description for the nature of service provided by the requested landline numbers, also to indicate the preferred category required for landline systems.

<b>Number Range</b>				
Fixed (Landlines)	From	To	Zone	Max_Length
1				
2				
3				
4				
5				

6				
7				
8				
9				

The first column is the first prefix of each number category. Provider is required to indicate the range required for fixed line system.

Description:

Note: The applicant shall manage the assigned landline numbers in accordance with the Telecom Act 2005 section 61 (6).



**Annex 8. Reporting Form for Usage of Numbers:**



Private Bag, Apia, Samoa  
 Telephone: +068530282  
 Fax: +0685 30281  
 Email: admin@regulator.gov.ws

**REPORTING FORM FOR USAGE OF NUMBERS.**

Date:	____/____/____	Your Ref:	
-------	----------------	-----------	--

Organisation Information	Contact Detail	
Name	Name	
Address	Title	
	Signature	
	Email Address	Phone

The Regulator or the Office of the Regulator approves the allocation of all new numbers including the nature of service provided by the numbers. Therefore the Telecom provider shall provide a brief description for the nature of service provided by the requested of numbers, also to indicate the preferred category required for landline systems.

Number Range				
Fixed (Landlines)	From	To	Zone	Max_Length
2				
3				
4				
5				
6				

--	--	--	--	--

Description:

The Service provider is required to indicate the preferred category required for Mobile and Fixed mobile Services.

Mobile	From	To	Max_Length
7			
8			
9			

Fixed (Mobile)	From	To	Zone	Max_Length
6				
8				

Telecom provider needs to complete the following table for any special service numbers requiring a toll free number.

Toll Free Number	From	To	Max_Length
800			

Description:

Telecom provider shall provide in the table below any form of short code. The short code numbers will not be authorized for supplementary service number unless approval is granted from the Regulator.

Short Code	From	To	Max_Length
1			
2			
3			
4			
5			
6			
7			
8			
9			

Description:

