

TELECOMMUNICATIONS NUMBERING ADVISORY COMMITTEE

Allocation of “17X” Short Codes to Mobile Network Operators and Mobile Virtual Network Operators

Introduction

At present, 3-digit “17X” short codes are allocated to mobile network operators for provision of customer enquiry services, and hotlines or operator-assisted services. The “17X” codes are classified as Category 2 in the Hong Kong Numbering Plan that they can be passed across different networks and accessed by any customers of fixed or other mobile networks. This paper reviews the allocation of “17X” codes to mobile network operators (MNOs) and mobile virtual network operators (MVNOs).

TA’s Consideration

2. In order to facilitate the MVNOs to provide their mobile network services, the Telecommunications Authority considers that the “17” codes should be allocated to MVNOs.
3. At present, two “17” codes, namely “172” and “174” are unallocated. “172” and “174” were previously reserved for migration of internationally accessible information services. As the migration has been completed, these two codes can be relinquished to the TA for assignment.
4. To cope with their operational needs, each mobile network operator and MVNO will be assigned with one 5-digit “17” code for customer enquiry and operator assisted services. Under this arrangement, there will be 200 5-digit codes (i.e. “17200” to “17299” and “17400” to “17499”) available for these purposes. It is expected that the capacity would be sufficient to cater for future demand.

Amendment of the CoP

5. In order to cater for the allocation of “17XXX” codes, the following amendments to Appendix 3 of the CoP are required :

- a. allocation of 5-digit “17XXX” codes to MNOs; and
- b. to include suitable provisions for allocation of “17XXX” codes to MVNOs.

The draft amendment is attached in Annex.

Advice Sought

5. Members are invited to give their views and comments on this paper.

Office of the Telecommunications Authority
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Proposed Amendment to Appendix 3 of the CoP

Categories of Short Codes

2. The TA classifies the short codes into the following three categories:

<u>Category 2</u>	Codes which are universally accessible by customers and allocated to a single operator e.g. “10X”, “12X”, “15XX”, “16XX”, “17X” / “17XXX” and “20X” codes; and
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Short Code Allocation to FTNS, Mobile Network Operators and MVNOs

4. In order to utilise the short codes more efficiently and effectively, the TA will assign to every FTNS operator a “12X” code and every mobile network operator or mobile virtual network operator a “17XXX” code for their various customer enquiry, hotlines requirements and operator-assisted services. Depending on their own operational requirements, the FTNS, mobile network operators *and mobile virtual network operators* can be flexible with the application and the digit length of the allocated short codes provided that they do not exceed 7 digits in length. In addition, the use of these short codes should not duplicate those services which have already been catered for under a separate numbering range in the Numbering Plan. Except for the “18” level, all short codes and their sub-levels should not be assigned to customers under any circumstances. However, subject to compliance with the licence conditions concerning the prohibition of anti-competitive practices and abuse of dominant position, operators which simultaneously own and operate fixed networks, mobile networks *and mobile virtual networks* are allowed to implement and use the allocated “12X” and “17X” / “17XXX” codes in their fixed and mobile operations provided that they remain to comply with the above restrictions and requirements.