

GUIDELINES FOR ALLOCATION OF UAN

1. Introduction:

The purpose of these guidelines is to provide outline for allocation of UAN (111) numbers to individuals/ Licensees/Companies in accordance with the Act, relevant regulations and guidelines.

The requirements for the allocation shall be governed under section 5 2(k) of Pakistan Telecommunication (Reorganization) Act 1996 and Number Allocation and Administration Regulations 2005. The UAN is ideal for the organizations/individuals as well as licensees engaged in marketing of products or services. Some of organizations that can benefit from UAN are mentioned below:

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| • Airlines | • Newspapers |
| • Banks | • Shipping Lines |
| • Consumer Products Companies Courier Services | • Stock Brokers |
| • Credit Card Companies | • Trading Companies |
| • Fast Food Outlets | • Travel Agents |
| • Foreign Missions | • Utility Services |
| • Hotels | • Telecom services etc |
| • Insurance Companies | |

2. UAN Allocation Criteria

An organization/ firm/ company/individuals as well as telecom licensee is eligible to apply for allocation of UANs subject to the following conditions:

- a. NTN Certificate of the company;
- b. Copy of NIC of the authorized representative of the company;
- c. The applicant will provide three backend numbers of its each terminating location. If PRI is used as a back-end number, they will be allowed to split PRI numbers against different UAN as long as different UANs terminate at a different handling (operator) stations.
- d. Applicant seeking UAN numbers from Group-A, B and C shall be allocated UAN from the pool of numbers available in database on first come first serve basis. The price list is given at Annex-A. It shall also be the annual renewal fee for subsequent years. In addition to that

application-processing fee will be charged as per Numbering administration & Allocation regulations 2005.

- e. Applicant seeking UAN from Group-D, E & F shall be allocated UAN after going through the prescribed Numbering Auction Procedure.

Foreign Missions

In case of foreign missions the applicant shall forward their request through M/o Foreign Affairs. All sub-paras from 1(c) through 1(e) also apply.

Government Organizations

In case of government organizations, they will forward their request through their controlling ministries. In case if UAN is allocated to a provincial, district, city or tehsil, government department, the same number can be allocated to the similar government organizations in other provinces, districts, cities or tehsils of the country.

3. Allocation and Operational Procedures

A number will be allocated on a first come first serve basis from the available Non Auction Number Series (NANS) or Special Auction Pool Series (SAPS) by adopting the following procedures:

- i. The UAN shall be allocated on non-ownership basis.
- ii. UAN number will not require the appending of area code, when dialed long distance in addition to the UAN number.
- iii. In case the backend numbers are terminated on one or more PRI(s) then separate number ranges shall be allocated by the service provider such that the number ranges shall not be less than in multiple of 10 (DS0s).
- iv. No overlapping of backend numbers is allowed on more than one UAN or any other category of Numbers.
- v. Two or more UANs cannot share the same master number.
- iv. The caller may have to dial an access code depending on inter connection arrangements between the originating and terminating networks.
- v. Alternate routing arrangements can be made by the access provider to terminate the call at prescribed flat rates approved by the Authority from time to time.

- vi. The applicant shall forward their request alongwith documents as mentioned in Section 2, Application Processing Fee & annual fee to be paid through Cross cheque/ Pay Order/ Bank Draft in favour of PTA through nominated Bank branches.
- vii. The UAN will be allocated from the available pool of numbers after the applicant has fulfilled all the requirements. These numbers will be offered either from Group A, B and C (NANS) or through auctioning of the numbers belong to group D, E and F (SAPS). For details see Numbering Auctioning Procedure issued by the Authority.
- viii. Misuse or ineffective use of UAN by the organization, if any, shall lead to the withdrawal of the UAN.
- ix. The UAN shall be withdrawn if not utilized within a continuous period of six months from the date of allocation. The withdrawn UAN number shall be quarantined for a period of thirty days.
- x. The UAN shall be non-transferable. If the ownership of the business changes the UAN can be retained by the new business. However, all dues pending as of July 1, 2007 shall be payable as per the new applicable charges.
- xi. Once a UAN number has been returned to PTA it can be re-allocated after quarantining it for:
 - 1. 180 days if it had been in use or
 - 2. for 30 days if it had not been in use for last 180 days.

xii. Change of Location or Back-end Numbers:

The firm/company shall also be allowed UAN location changes or back-end number changes subject to approval of the Authority. The applicant shall submit their request online along with the following documents:

- a. Three telephone numbers in the name of the company for new location in order to prove changes.
- b. The applicant shall deposit application-processing fee in favor of PTA in nominated bank branches.
- c. Complete address of the changed location.
- d. Copy of the UAN paid bill issued by the concerned operator

Note: If the number was previously allocated by PTCL. The applicant shall fulfill all the requirements as specified in clause 2.

xii. Cancellation of UAN:

The firm/company shall apply to the Authority for cancellation of UAN number. The applicant shall submit their formal request to the Authority after clearing all its dues. However, a UAN number cancellation request will not require any application-processing fee.

4. Charges

- a. The applicant shall be allocated UAN numbers from the pool of numbers available in accordance with Para (2) (d), (2) (e) and (3) (vi) above.
- b. The first time charge shall be for a full one year period (365 days).
- c. For each UAN allocated to the applicant, the annual charges Payment shall be made by 31st July of each year without any late fees.
- d. In line with clause (18) (1) (c) of Numbering allocation and administration regulations 2005 the following shall also apply:
 - Payment of annual numbering fee for number allocation shall be made in advance at the time of application;
 - If a number has been allocated on or after January 1 of the year then despite that advance yearly charges are applicable at the time of allocation, charges for the period from January up to June of the year will be waived.
 - Provided further that annual charges shall be required for the subsequent years, based on the table given at Annex-A.
- e. The firm/ company shall be liable to pay penalty @ 10% of the amounts outstanding if the dues are not paid by 31st July each year.
- f. A notice will be issued by the Authority, in case the dues are not cleared within 90 days of default.
- g. In case the dues are not cleared within 120 days, the case for cancellation of the UAN will be processed for the approval of the Authority.
- h. The above rates and annual charges shall also be applicable on the firms / companies henceforth who have already been allocated UAN. In case the

charges are not paid within the period as specified in clauses above, the case for cancellation of UAN shall be processed for approval of the Authority.

Definition of Terms

a. Universal Access Number (UAN)

As per ITU-T recommendation Q.1112 UAN is a value added service that allows a subscriber with several terminating lines in any number of locations or zones to be reached with a unique directory number. The subscriber may specify which incoming calls are to be routed to which terminating lines, based upon the area the call originated. This service enables a service provider to publish a national number and have incoming calls routed to a number of different destinations based on the geographical location of the caller. A UAN number shall be dialable from the entire Pakistan, based on the applicant's proposed coverage without dialing the area code.

b. Annual Fee

The charges to be paid by the firm/ company on annual basis on the category mentioned at Annex 'B' or as modified by the Authority from time to time, by 31st July of each year. Depending on the category in which the UAN falls a fee is applicable at the time the number is being issued. For categories A , B and C the table at Annex-A is applicable. For numbers falling in category D, E & F the first year annual charges are applicable as defined in the PTA Number Auctioning Process while for subsequent years refer again to Annex-A.

c. Application Processing Fee

The applicant shall pay application processing fee of Rs.1000/- or as modified by the Authority from time to time.

d. Non Auction Number Series (NANS)

The number available in Groups A, B, and C.

e. Special Auction Pool Series (SAPS)

The numbers available in special number groups D, E, and F and shall be allocated through the auction process.

g. Bank

Designated bank and branch of PTA.

Annex "A"

S.No	Category of Numbers	Annual Number Charges
1	A	20,000
2	B	40,000
3	C	80,000
4	D	160,000
5	E	320,000
6	F	500,000