
Office of Utilities Regulation

LOCAL TOLL-FREE NUMBERING SCHEME

DETERMINATION NOTICE



OFFICE OF UTILITIES REGULATION

2016 April

UMENT TITLE AND APPROVAL PAGE

DOCUMENT NUMBER: 2016/TEL/003/DET.001

DOCUMENT TITLE: Local Toll-Free Numbering Scheme - **Determination Notice**

PURPOSE OF DOCUMENT

This document sets out the Office of Utilities Regulation's Determinations on a Local Toll-Free Numbering Scheme

ANTECEDENT DOCUMENTS

Document Number	Description	Date
2015/TEL/009/CON.002	Local Toll-Free Numbering Scheme Consultation Document	2015 October
2016/TEL/001/NPRM 001	Local Toll-Free Numbering Scheme Notice of Proposed Rulemaking	2016 January

APPROVAL

This document is approved by the Office of Utilities Regulation and the decisions therein become effective immediately.

On behalf of the Office:



.....
Joseph M. Matalon
Chairman

2016 April, 15
.....
Date

ABSTRACT

Toll-free numbers allow callers to reach individuals or organizations without being charged for the call; the charge for calling a toll-free number is paid by the called party—the toll-free subscriber. The importance and benefits of toll-free calling are well recognised and, therefore, service providers have called for a further 'levelling and opening up of the playing field' regarding access to toll-free numbers. Toll-free subscribers will also want to keep their toll-free numbers when they change from one service provider to another.

Accordingly, the Office of Utilities Regulation (the OUR/Office) published its consultations on a Local Toll-Free Numbering Scheme (LTFNS) and its proposed 'Toll-Free Number Assignment Guidelines' to guide the OUR, service providers and their customers, regarding the management, assignment, activation and use of the toll-free numbering resources. The LTFNS will replace the existing limited interim arrangement.

The proposed LTFNS will also allow and facilitate the porting of local toll-free numbers under the current standard number portability arrangements. Respondents to the consultations have mostly agreed with the OUR's proposals and made recommendations that may be considered with requisite changes in the relevant legislative framework.

Section 4 of this Determination Notice sets out the summary considerations that guided the OUR's final decisions on the LTFNS. The seven (7) determinations for the adoption of LTFNS are set out in section 5.

LIST OF ACRONYMS USED IN THIS DOCUMENT

CACU	Consumer Advisory Committee on Utilities
JSIC	Jamaican Service Identification Code
LRN	Location Routing Number
LTFN	Local Toll-Free Number
LTFNS	Local Toll-Free Numbering Scheme
NANP	North American Numbering Plan
NANPA	North American Numbering Plan Administration
NPA	Numbering Plan Area
NPRM	Notice of Proposed Rule Making
OCN	Operating Company Number
OUR	Office of Utilities Regulation
PLMN	Public Land Mobile Network
PSTN	Public Switch Telephone Network
SAC	Service Access Code
TFNAS	Toll-Free Numbering Administration System
TFNP	Toll-Free Numbering Plan

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1. INTRODUCTION & BACKGROUND

- 1.1 Section 8 (3) of the Telecommunications Act (the Act) provides that the Office, as Numbering Administrator, “*In carrying out its functions ... shall develop a plan for the numbering of telecommunications services and may make rules pursuant to that plan regarding the assignment and use of numbers by carriers and service providers*”. Accordingly, the Act grants the Office plenary jurisdiction over that portion of the North American Numbering Plan and other telecommunication numbering resources used in Jamaica and related regulatory numbering issues.
- 1.2 It is the duty of the Office, therefore, to encourage and ensure the efficient and judicious use of Jamaica's numbering resources. The Office must also ensure that sufficient and appropriate numbers are available for assignment to qualified carriers and service providers for their supply of services to consumers and businesses, and to thereby promote competition, innovation in service provision and consumer choice.
- 1.3 Toll-free numbers, which are the focus of this Determination Notice, allow callers to reach individuals or organizations without being charged for the call; the charge for calling a toll-free number is paid by the called party—the toll-free subscriber. The importance and benefits of toll-free calling are well recognised and, therefore, service providers have called for a further ‘levelling and opening up of the playing field’ regarding access to toll-free numbers. Toll-free subscribers will also want to keep their toll-free numbers when they change from one service provider to another service provider.
- 1.4 In order, therefore, to satisfy the requirement for competitive fairness and equity in the toll-free market and to provide for the porting of toll-free numbers, the Office took the decision to bring forward its plans to provide full access to toll-free numbering resources for all qualified facilities-based service providers. The existing provisional assignment scheme, which provides very limited access to the resources, is to be discontinued.
- 1.5 Accordingly, the Office published its consultation documents on a Local Toll-Free Numbering Scheme (LTFNS) to provide interested persons with an opportunity to comment on its proposed approaches for the administration and porting of toll-free numbers in Jamaica. The documents identified some of the underlying issues, and potential remedies, for the establishment of the LTFNS for the allocation, assignment and management of the numbering resources.
- 1.6 Importantly, the Office proposed the restructuring and re-designation of the existing local 888 toll-free numbering resource to ensure that its use is consistent with the Act and does not violate relevant North American Numbering Assignment Guidelines, and thus to allow for its continued use in Jamaica. Two optional approaches were proposed for the porting of toll-free numbers.

- 1.7 The summary objective of the LTFNS, is, therefore, to immediately streamline the process of assigning, reserving and releasing toll-free numbers along with call routing information, for public use. This streamlining will provide stakeholders in the local telecommunications market with fair and equitable access to a pooled and shared numbering resource for current and future toll-free numbering needs while facilitating the porting of those numbers.

2. THE OFFICE'S CONSULTATION & NOTICE OF PROPOSED RULEMAKING ON A LOCAL TOLL-FREE NUMBERING SCHEME

CONSULTATION ON THE PROPOSED LTFNS

- 2.1** On 2015 October 20, the Office published its first consultation document on the proposed LTFNS (the First Consultation Document¹). Sections 4.7 and 4.8 of the First Consultation Document set out the seven principal goals of the LTFNS.
- 2.2** In the First Consultation Document, the Office sought stakeholder comments on its proposed restructuring and re-designation of the 888 toll-free numbering resource to ensure that its use is consistent with the relevant provisions of the Act and the relevant North American Numbering Assignment Guidelines and thus to allow for its continued use in Jamaica. The Office discussed two optional approaches for the porting of toll-free numbers and sought responses to a specific set of questions which included a request for views on its proposal to adopt a particular porting method.

NOTICE OF PROPOSED RULEMAKING ON LOCAL TOLL-FREE NUMBER ASSIGNMENT GUIDELINES

- 2.3** On 2016 January 07 the Office published a second consultation document, in the form of a Notice of Proposed Rulemaking (NPRM)², and in which it proposed a formal set of guidelines—the Jamaican Local Toll-Free Number Assignment Guidelines (the Guidelines). The Guidelines is intended to guide the Office, Applicants for toll-free numbering resources, and Holders of the resources, as regards the management, assignment, activation and use of those resources.

¹ Local Toll-Free Numbering Scheme Consultation Document, Document No. 2015/TEL/009/CON.002 dated 2015 October

² Local Toll-Free Numbering Scheme Notice of Proposed Rulemaking, Document No. 2016/TEL/001/NPRM/001 dated 2016 January 06

3. SUMMARY OF COMMENTS AND THE OFFICE RESPONSES

- 3.1 The Office expresses thanks to FLOW³, Digicel⁴ and Consumer Advisory Committee on Utilities (the CACU) for their participation in the LTFN consultations and their contributions through appropriate consideration of the issues raised and questions posed by the Office. The Office has considered the comments made, and responds in the order in which they are summarized below.

CONSULTATION ON THE PROPOSED LTFNS

Comments by Respondents

- 3.2 FLOW and Digicel submitted written responses to the First Consultation Document, with both restricting their comments to the questions posed therein. Both operators expressed general agreement with the Office's proposals. However, on the question of the adoption of a particular porting method, Digicel agreed with the Office's proposed approach; FLOW has reserved its comments. The consultation questions and associated comments are tabulated below.

Digicel Comments

- 3.3 Digicel, in its response to the question as to whether it agreed with the proposed approach to resolving the identified regulatory anomaly, expressed agreement with the Office's solution to the identified 'regulatory anomaly' presented by the legacy implementation of a local toll-free service with NPA 888. Digicel noted, however, that *"...the solution is separate and apart from the implementation of local 10 digit dialling, henceforth the implementation of the LTFNS should not be delayed by the implementation of 10-digit dialling"*.

OUR Response

- 3.4 The tacit concern about a potential delay in the implementation of the LTFNS is understandable given the statement at paragraph 4.15 of the First Consultation Document that:

"Fortuitously, the problem of a 'clash' should go away on the introduction of 10-digit local dialling with the planned, implementation of a new geographic area for Jamaica. Dialling distinction could then be made between a local 888 toll-free

³ Cable & Wireless Jamaica Limited (LIME) and Columbus Communications Jamaica Limited (Flow) (together branded as FLOW: Flow's Response to OUR's Local Toll-Free Numbering Scheme Consultation Document dated 2015 November 03

⁴ Digicel Jamaica Limited: Digicel Submission to a Consultation Document on Local Toll Numbering Scheme dated 2015 November 04

number (with discontinued use of the '1+' prefix) and the NANP 888 toll-free number (with use of the '1+' prefix) for toll-free services”.

- 3.5 However, the Office emphasises that the “Clash Resolution/Avoidance” solution outlined in paragraphs 3.15 and 3.16 of the First Consultation Document will remain in place until the implementation of the new area code and mandatory 10-digit dialling for local calls, and at which time dialling the local 888 toll-free number with the 1+ prefix will cease. Therefore, the implementation of the LTFNS is not contingent upon the implementation of 10-digit local dialling.

NOTICE OF PROPOSED RULEMAKING ON LOCAL TOLL-FREE NUMBER ASSIGNMENT GUIDELINES

Comments by Respondents

- 3.6 Digicel⁵, FLOW⁶ and the CACU⁷ submitted written responses to the NPRM.

Digicel Comments

- 3.7 Digicel expressed “*full support of the proposed guidelines and accordingly does not propose any changes to the same*”. Digicel also “*supports the adoption of the existing Number Assignment Guidelines for the assignment of toll-free numbers*”, and “*is keen for this process to be completed and for the scheme to begin*”.

FLOW’s Comments

- 3.8 FLOW, too, expressed satisfaction with the Office’s proposals stating that “*We have found the proposed approach to be consistent with the existing Numbering Guidelines. We also note that other elements of the proposed scheme are in keeping with our response (dated November 3, 2015) to the previous toll free number consultation dated October 2015.*”
- 3.9 FLOW, however, asked “*that the Office explicitly include in the guidelines the provision that the letter and prescribed forms required to constitute “proper” and complete application, may be submitted to the OUR by hand, email or both*”. FLOW posited, as the basis for its proposition, that the “*inclusion of email will bring the process... into the 21st century where so many transactions are completed electronically*”.

CACU Comments

⁵ Digicel’s Submission in Response to a Notice of Proposed Rulemaking for the Local Toll-Free Numbering Scheme dated 2016 January 20

⁶ FLOW’s Response to the OUR’s Local Toll-Free Numbering Scheme Notice of Proposed Rulemaking (NPRM) dated 2016 January 20

⁷ CACU’s Response dated 2016 January 20

3.10 For its part, the CACU proposed “*a paradigm shift that is centred [on] the end-user for LTFNs [Local Toll-Free Numbers] rather than the operator, with the Office maintaining the role of assigning numbers. The main advantages of this shift are to increase the efficiency of the process and to provide a stream of revenue for the OUR. The operators will also benefit by not having that initial step of standing as a go-between for the approval of the end-user by the O.U.R...In addition it should be clear that LTFN also apply to the mobile network which does not currently enjoy the service free of charge*”

3.10 The full-texts of the Respondents’ comments are posted on the OUR’s website.

OUR Response

3.11 Regarding FLOW’s request that the Guidelines “*explicitly*” indicate that application letters and forms for the assignment of toll-free numbers “*may be submitted to the OUR by hand, email or both*”, the Office notes paragraph 6.4 of the Numbering Rules⁸.

3.12 Paragraph 6.4 of the Numbering Rules provide:

“All applications for primary assignment of numbering resources to be used for the provision telecommunication services within Jamaica shall be made to the Office and in accordance with the relevant Numbering Assignment Guidelines, other relevant standard specifications such as the International Telecommunications Union’s ITU-T Recommendations and as otherwise specified by the Office”.

3.13 All Number Assignment Guidelines (and specifically the application forms contained therein) provide the OUR’s Name & Street Address, Fax Number and Email address as the Numbering Administrator’s contact information for the submission of applications for numbering resources, and for other numbering related correspondences.

3.14 The long-standing practice of the Office has been to require that a cover letter on the Applicant’s official stationary (signed by an authorised person) accompany the application forms. The Office will only process applications that are submitted under this authorization which serves as a control measure for the protection of both the numbering resource Applicant and the Office.

3.15 The Office normally processes applications received via email and make assignment of the resources, and notifies Applicants on receipt of the original documents whether by post or the Applicants’ bearer. The Office may make reasonable exceptions at its discretion.

3.16 CACU proposed “*a paradigm shift*” in local assignment and deployment of toll-free numbers and a charging regime for the assignments. However, the CACU propositions, all of which have merit and obtain elsewhere, would require amendments to the existing

⁸ Numbering Rules Determination Notice (Document No. Tel 2009/01: Det/01)
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telecommunications legislation for their adoption. It should be noted that the government's current ICT Policy proposes a charging regime for the assignment of numbering resources (although, could also be argued that such costs would be included in the Regulatory fees based on section 16(2) of the Telecommunications Act). These propositions will, therefore, be marked for future industry consideration.

Responses to Consultation Questions

CONSULTATION QUESTIONS	DIGICEL COMMENTS	C&WJ (t/a FLOW) COMMENTS
<p>(1) Do you agree with the proposed LTFNS and goals identified? What additional goals do you propose?</p>	<p>YES, Digicel agrees with the goals and at this time, have no further additional goals to propose</p>	<p>FLOW considers the goals outlined to be relevant and appropriate and covering the primary areas to be considered. However, FLOW reserves its right to make additional comments at a later time.</p>
<p>(2) Do you agree with the proposed approach to resolving the identified 'regulatory anomaly'? If not, what alternative (with justification) do you propose?</p>	<p>We agree with the solution. Please note however that Digicel is of the opinion that the solution is separate and apart from the implementation of local 10 digit dialling, henceforth the implementation of the LTFNS should not be delayed by the implementation of 10-digit dialling.</p>	<p>FLOW does not object to the OUR's proposal. It does appear to allow customers to continue to benefit from the use of all their currently assigned toll free numbers, while ensuring that going forward, new assignments will not be disruptive to their operations. To the extent that the customer's experience is not unduly compromised or disrupted, this proposed approach is acceptable.</p>
<p>(3) What are your views on the two porting option? What treatment do you propose in relation to the questions regarding the "alternative approach"?</p>	<p>Option 1: Toll Free Number Centralized Database – Digicel is open to exploring this option as it proposes the implementation of a centralized non-partisan administrator for Toll Free porting.</p> <p>Option 2: Toll Free Number Database Housed by An operator– This option is not the most desirable option for Digicel. This option allows for the possibility of exploitation by the Operator hosting the database. The Operator will now have visibility to the traffic originating on a competitor's network and as such they will now have insight into the competitor's operations and can utilize this information to gain an unfair competitive advantage.</p> <p>Alternative Approach: We propose that this is the approach that should be undertaken. The reasons for suggesting this approach is the following:</p> <ol style="list-style-type: none"> 1. Shortest time to implement 2. Adequate solution 3. It can be implemented using what obtains for the current local number portability platform <p>We would propose that each toll free number returns the LRN for the host network. The host network will then be responsible for doing the necessary number translation. Therefore the operators can use their current Local Number Portability databases for the implementation of the LTFNS</p>	<p>(No comments received)</p>

Responses to Consultation Questions

CONSULTATION QUESTIONS	DIGICEL COMMENTS	C&WJ (t/a FLOW) COMMENTS
<p>(4) Do you agree with the proposals to immediately satisfy the need for full access to toll-free numbering resource? What additional or alternative steps do you propose?</p>	<p>Yes we agree with the proposal.</p>	<p>FLOW strongly agrees with and supports the OUR's proposal as set out in section 5.8. The procedures outlined in section 5.9 do appear reasonable, however FLOW reserves its right to make further comments at a later time.</p>
<p>(5) What measures, if any, would you recommend to ensure that toll-free numbers are efficiently used and that warehousing and hoarding of the resources are avoided?</p>	<p>Digicel recommends that regularized reporting needs to be implemented for the LTFNS. Digicel suggests that the OUR implement a reporting policy that shows:</p> <ol style="list-style-type: none"> 1. Number 2. Utilization of the number 	<p>FLOW agrees in principle that the OUR should not facilitate the warehousing and hoarding of numbers. FLOW continues to study the best approaches to prevent this happening and will make specific suggestions at a later time.</p>

4. SUMMARY DECISION CONSIDERATIONS

Having therefore considered the various facts presented in the consultations and the views articulated by the Respondents, the Office sets out in this section the summary considerations that guided its final decision.

- 4.1** As outlined in the First Consultation Document, the Office had established a provisional Toll-Free Numbering Administration System (TFNAS) called the "Toll-Free NXX Plan" (TFNP). This temporary arrangement, which was the expressed preference of service providers, was intended to provide operators with a supply of toll-free numbers to address their needs and was developed without prejudicing any future permanent solution.
- 4.2** Under the TFNP, toll-free numbers are assigned from the '888' NPA. Thousands-Blocks (888-NXX-X) are uniquely assigned to facilities-based service providers—one block to each at a time—who apply to participate in this arrangement. The NXX identifies the carrier to the rest of the networks for call routing. The TFNP, therefore, freezes (suspends assignments for new services from) all the NXXs containing legacy toll-free number assignments to C&WJ.
- 4.3** The TFNP recognized and gave effect to an underlying numbering rationale that is now no longer valid and now considered inimical to fair competition.
- 4.4** As stated in the Introduction of this Determination Notice, the summary objective of the proposed Local Toll-Free Numbering Scheme (LTFNS) is the immediate streamlining of the process for the administration of local toll-free numbering resources. This streamlining is expected to provide facilities-based service providers and other stakeholders in the local telecommunications market with fair and equitable access to all non-assigned domestic 888 toll-free numbers for local toll-free service needs.
- 4.5** The competitive telecommunications environment requires that a subscriber can change his service provider without changing his telephone/access number. Accordingly, the proposed LTFNS will also allow and facilitate the porting of local toll-free numbers under the existing standard number portability arrangements.
- 4.6** Also, sections 5.1 and 5.4 of the Numbering Rules provide that the Office may develop relevant Number Assignment Guidelines and Procedures for the general administration and assignment of the various types of numbers in Jamaica, and that such Number Assignment Guidelines shall be considered as appendices to the Numbering Rules—and shall therefore have the force and effect of law.

5. DETERMINATIONS

5.1 Consequent upon the foregoing discussions, analyses and conclusions, the Office makes the following determinations:

Determination 1.0

Establishment of the Local Toll-Free Numbering Scheme (LTFNS)

The Local Toll-Free Numbering Scheme (LTFNS) is established to supersede the provisional Toll-Free Numbering Administration System (TFNAS) called the “Toll-Free NXX Plan” (TFNP), for the administration of numbers for domestic toll-free services (Local Toll-Free Service) in Jamaica.

Under the LTFNS a toll-free number shall be designated “Local Toll-Free Number” (LTFN)

Service providers shall retain all 888 numbers assigned by them (to subscribers, and are currently in service) from NXX-X Thousands Blocks assigned to them by the OUR under the TFNAS. All unassigned numbers in the assigned NXX-Xs, and those held by C&WJ as “frozen numbers”, shall be returned to the OUR.

C&WJ shall retain all other local toll-free numbers currently assigned to their subscribers in the provision of local toll-free service.

Determination 2.0

Adoption of the Local Toll-Free Number (LTFN) Assignment Guidelines

The LTFN Assignment Guidelines (the Guidelines) are adopted to provide direction to the Numbering Administrator, LTFN Applicants and LTFN Holders with respect to applications for and the administration, assignment, activation, and use of LTFNs.

The Guidelines shall be appended to the Numbering Rules in accordance with section 5.4 of the Rules and have equal force and effect.

Determination 3.0

The toll-free numbering resource to be used in Jamaica for the local toll free service shall be structured and designated as tabulated immediately below and as specified in Determination 4.0, and employed as specified in Determination 5.0.

Structure of the Local Toll-Free Number (General)

DIGIT ID & SEQUENCE ▶	ABC	DEF	GHIJ
FORMAT ▶	888	XXX	XXXX
SEGMENT ▶	JSIC	No Designation	No Designation
		7-digit TF Number for Optional Mnemonics	

X = Any digit 0 through 9

Determination 4.0

Structure of the Local Toll-Free Numbering Resources (Specific)

The tri-segment format, ABC-DEF-GHIJ, of an E.164 North American Numbering Plan (NANP) number, shall be adopted to assist easy recognition and use of the local toll-free numbering resource.

The ABC digits of the first segment of the numbering resource shall be designated a Jamaican Service Identification Code (JSIC). These digits shall not be designated a Service Access Code (SAC) and shall not designate or identify a Numbering Plan Area (NPA) established under the North American Numbering Plan.

The JSIC for the local toll-free service shall be **888**.

The digit set in each of the second and third segments of the numbering resource shall have no functional designation and shall not fulfil any NANP-based carrier identification or network addressing requirements, and should be referred to as the 'DEF' and 'GHIJ' digits, respectively.

The DEF digits of the numbering resource shall be in the format **XXX**. With the "D" digit being any digit 0 through 9, the numbering arrangement is effectively rendered a non-E.164 NANP resource.

Determination 5.0

Employment of the Local Toll-Free Numbering Resources

The format and function of the LTFN are a proprietary arrangement under the Jamaican National Numbering Plan, and exclusively for use within Jamaica for the provision of local toll-free calling.

The LTFN resources shall be considered a public resource and are not owned by the assignees (i.e., the LTFN Holders or the LTFN Holders' customers). Consequently, the resources may not be sold, brokered, bartered or leased by the assignee for a fee or other consideration.

The LTFN shall not be used for network addressing and shall instead be deemed a service identification number. A single E.164 telephone number shall be associated with each LTFN for the purpose of call routing and termination.

Consequent upon the introduction of 10-digit local dialling in Jamaica, dialling distinction shall be made between a local 888 toll-free number under JSIC 888 (with discontinued use of the '1+' prefix) and the NANP 888 toll-free number (with continued use of the '1+' prefix) for toll-free services, as follows:

- Dialling format for calling a local toll-free number: 888.**XXX.XXXX**
- Dialling format for calling a NANP toll-free number: 1+888.**XXX.XXXX**

The local toll-free call will involve the translation of the dialled LTFN to a particular local ITU-T E.164 telephone number that identifies the point of termination for the call.

Determination 6.0

Porting of Local Toll-Free Numbers

The Office adopts the following solution for the porting of LFTNs:

- LTFNs shall be ported using the existing Number Portability Administration Service arrangements and in accordance with the Number Portability Rules and the Industry Number Portability Guidelines (*amended as necessary*).
- Carriers may use their existing internal number portability databases, as deemed necessary
- The standard Location Routing Number (LRN) shall be used for the routing of calls to ported local toll-free numbers.
- The recipient network shall translate the ported LTFN to obtain the associated terminating number for call termination.
- On the termination of services the Numbering Administrator shall be informed immediately and the ported LTFN returned to the Numbering Administrator immediately at the end of the aging period by the Recipient Service Provider.

Under the LTFNS, the returning of ported numbers, by a Recipient Service Provider, on the termination of service, shall be to the Numbering Administrator rather than the Donor Service Provider.

Determination 7.0

Numbering Administration Record for the LTFN

The Numbering Administration Record for the LTFN shall include:

- a. Local toll-free number (888-XXX-XXXX)
- b. Assignment status (assigned/reserved/available)
- c. Porting status (Y/N)
- d. Toll-free service subscriber
- e. LTFN holder
- f. Date of LTFN assignment
- g. LTFN activation date
- h. Number of times ported before service termination
- i. Date of last porting
- j. Terminating number (NPA-NXX-XXXX) for network address of toll-free service subscriber.

JAMAICAN
LOCAL TOLL-FREE NUMBER
ASSIGNMENT GUIDELINES

2016 APRIL

JAMAICAN LOCAL TOLL-FREE NUMBER ASSIGNMENT GUIDELINES

1. PURPOSE AND SCOPE

- 1.1 The Guidelines describe and specify procedures for the administration and assignment of numbers within the **888** Jamaican Service Identification Code (JSIC). The numbers are hereinafter referred to as “Local Toll-Free Numbers” (LTFN). The purpose of these Guidelines is to provide guidance to the Office of Utilities Regulation (the Office), LTFN Applicants and LTFN Holders with respect to the administration, assignment, activation, and use of LTFNs.
- 1.2 The LTFN was created and formatted exclusively for use within Jamaica for the provision of toll-free calling—a calling arrangement that allows telephone callers to reach businesses and/or individuals without being charged for the call. The charge for calling a toll-free number is paid by the called party (the toll-free subscriber) instead of the calling party.
- 1.3 The Guidelines apply only to the administration and assignment of LTFNs in Jamaica, subject to applicable laws and regulations.
- 1.4 These Guidelines do not have any bearing on the assignment of numbers within the North American Numbering Plan (NANP) **888** Service Access Code which has been allocated by the North American Numbering Plan Administration for toll-free service within the NANP area.

2. LTFN FORMAT AND FUNCTION

- 2.1 The format and function of the LTFN are a proprietary arrangement under the Jamaican National Numbering Plan.
- 2.2 An LTFN is composed of a 3-digit JSIC for local service application, followed by a 7-digit non-addressing subscriber number, giving a fixed 10-digit format. The tri-segment format of an E.164 NANP number is adopted to assist easy recognition and use of the LTFN.
- 2.3 The function of the JSIC designation is to identify the number range as a locally standardized resource for service access.
- 2.4 The LTFN provides a toll-free subscriber with a toll-free number that is reachable only from within Jamaica and relates to the specific type (i.e., toll-free) of service being provided rather than the network termination at which the call terminates. The toll-free call involves the translation of the dialled LTFN to a particular local ITU-T E.164 telephone number that identifies the point of termination for the call.

Structure of the LTFN

DIGIT ID & SEQUENCE ▶	ABC	DEF	GHIJ
FORMAT ▶	888	XXX	XXXX
SEGMENTS ▶	JSIC	No Designation	No Designation
		7-Digit Non-addressing Subscriber Number	
		X = any one of the decimal digits 0 through 9	

3. ASSUMPTIONS AND CONSTRAINTS

- 3.1** These Guidelines were established pursuant to local industry agreement that the unique number set in the format JSIC-XXX-XXXX is an acceptable solution for the expressed local industry needs for 10-digit local toll-free numbers.
- 3.2** The LTFN resources covered in these Guidelines are developed and administered by the Office and do not equate with the NANP resources that are developed in conformance with the International Telecommunication Union Telecommunications Standardization Sector (ITU-T) Recommendations, including ITU-T⁹ Recommendation E.164—the International Public Telecommunication Numbering Plan.
- 3.3** The LTFN resources are considered a public resource and are not owned by the assignees (i.e., the LTFN Holders or the LTFN Holders’ customers). Consequently, the resources may not be sold, brokered, bartered or leased by the assignee for a fee or other consideration. Where an LTFN is so disposed of, the LTFN shall be subject to reclamation by the Office.
- 3.4** The assignment (transfer, sale or disposal otherwise in any manner) of an LTFN Holder’s licence or any rights thereunder or the transfer of control of its operations, in accordance with section 17 of the Telecommunications Act, does not preclude the transfer of an LTFN to the acquiring party. However, the original LTFN Holder must advise the Office in writing of the transfer of the LTFN.
- 3.5** All LTFN Holders must use the LTFN in a manner consistent with these Guidelines.
- 3.6** These Guidelines should provide the greatest latitude in the provision of toll-free services whilst providing for effective management of a finite resource.
- 3.7** These Guidelines address only the assignment of LTFNs. Implementation of the technical changes in networks necessary to activate the LTFN assignments is beyond the scope of these Guidelines.

⁹ <http://www.itu.int/rec/T-REC-E.164/en>

3.8 Where it is determined that these Guidelines do not meet the needs of the market, or conserve the resources in a reasonable manner, the Office, after consultation with stakeholders, shall make the requisite changes to the Guidelines.

3.9 The assignment of an LTFN should remain in effect as long as the Holder is appropriately in compliance with these Guidelines.

4. ASSIGNMENT PRINCIPLES

4.1 All assignments shall be a 10-digit LTFN in the format 888-XXX-XXXX. Each LTFN shall be assigned to a single public telecommunications carrier for the purpose of providing a toll-free service.

4.2 Assignment and reservation of LTFNs will be made on a first-come, first-served basis. LTFNs will be assigned from the 'available' unassigned resources. The Office will attempt to match an LTFN assignment with an Applicant's specific number request.

4.3 LTFNs, although in the NANP 10-digit format, are not to be used to identify destination addresses in the public switched telephone network.

4.4 All Applicants requesting LTFNs, shall be required to provide the information specified in the appropriate LTFN Application, Change Request and Confirmation Forms in Section 12 of these Guidelines.

4.5 An LTFN assigned in accordance with these Guidelines should be activated, i.e., placed in service, and remain in service within the time limits specified herein. An LTFN which has been assigned but has not been activated in accordance with the Guidelines will be subject to the reclamation procedures outlined in Section 8.

4.6 Information submitted to the Office by LTFN Applicants and Holders, and considered confidential, shall be adequately safeguarded, with selected information made available publicly only for those fields (e.g., destination numbers) that must be provided to other entities for the proper routing of toll-free calls.

4.7 The LTFN shall be assigned in a fair, timely and impartial manner to any Applicant that meets the criteria for assignment in section 5. The Applicant's preference for a specific LTFN will be taken into consideration.

4.8 An Applicant who has been denied an LTFN assignment under these Guidelines has the right to appeal the Office's decision by way of the appeal process in Section 9 of these Guidelines.

4.9 The assignment of LTFNs should not prejudice number portability, so that toll-free subscribers will be able to change service providers while retaining their LTFNs.