



Application Procedures for Central Office (CO) Codes

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Central Office Code Application Procedure

1 Purpose of document

This document provides the application procedure and forms for the authorized provider to request CO codes from the Authority.

Trinidad and Tobago is a participating nation in the North American Numbering Plan (NANP) and as such observes the guidelines developed by the telecommunications industry in North America. The Central Office Code (NNX) *Assignment Guidelines* (COCAG) as published by the Alliance for Telecommunications Industry Solutions (ATIS) (ATIS Web Site 2015) has been modified to conform to the Telecommunications Act Chapter 47:31 and the local conditions.

2 Definition

In order to determine the quantity of available numbers for provision of services to customers in a CO code, the usage of numbers must be tracked.

The Authorized Providers who utilize number resources are required to submit utilization and forecast data by CO code for the numbers assigned to them by the Authority.

The following gives the definitions of the various categories to which numbers can be assigned.

Administrative Numbers ¹	Administrative numbers are numbers used by telecommunications carriers to perform internal administrative or operational functions necessary to maintain reasonable quality of service standards. Examples of administrative numbers are: Test numbers, employee/official numbers, Location Routing Numbers, Temporary Local Directory Numbers
Aging Numbers ¹	Aging numbers are disconnected numbers that are not available for assignment to another end user or customer for a specified period of

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	<p>time. Numbers previously assigned to fixed line residential and business customers may be aged for no less than six months from the date of termination of service.</p> <p>Numbers previously assigned to prepaid and postpaid mobile customers may be assigned to a new customer in no less than six months after the service has been terminated.</p>
Active Numbers	Active numbers are numbers assigned to customers that can make or receive calls on the fixed or mobile network.
Authorised provider	means a provider authorised pursuant to section 21 to operate public telecommunications networks or provide public telecommunications or broadcasting services, and may refer to all providers collectively or individually, as the context requires;
Available Numbers ¹	Available numbers are numbers that are available for assignment to subscribers to enable them to access telecommunications services. The quantity of Available numbers can be determined by the formula: Total quantity of numbers in the CO code or block inventory minus the sum of Active, Reserved, Aging and Administrative numbers
Initial Code Request	Initial code request is a request made by a new entrant who will need numbers to start up its business. No historical or current usage of numbers will be available but a reasonable data forecast for number usage must be included in the application so that an adequate quantity of CO codes may be assigned.
Growth Code Request	Growth codes are requested by an authorized provider for providing service to additional end users. This request must be supported by submission of adequate data showing that code exhaust is imminent

¹ These definitions are in keeping with the NANP numbering Resource Utilisation/Forecast (NRUF) reporting guidelines ATIS -0300068. The timeframes have been adjusted to the local conditions

	and reasonable forecasted data utilization for additional numbers.
Reserved Numbers	Reserved numbers are numbers that are held by authorized providers at the request of specific end users or customers for their future use. Numbers cannot be reserved for more than 60 working days.
Service Categories	The categories identify the various services which use Numbering resources e.g. Premium Services, Operator and Plant Test Codes, Short Codes and Subscriber Codes fall into this category. These have been defined in the CO code Assignment Guidelines.

3 Regulatory Framework

The Telecommunications Act 2001 Section 18 gives the Authority the legal mandate to manage and administer the Numbering resources in Trinidad & Tobago as follows:

Section 18(j) mandates the Authority to plan, administer, manage and assign telecommunications numbering for telecommunications services.

4 Assignment Principles

The assignment principles are as follows:

1. CO codes shall be assigned in an effective and efficient manner and in conformity with the current numbering plan.
2. All applicants for initial and growth CO codes shall use the prescribed form for their applications.
3. CO codes are assigned in a fair and impartial manner to holders of concessions for provision of public telephone services provided that the criteria for assignment are satisfied.
4. All information submitted by authorized providers for initial and growth CO codes shall be treated as confidential and kept secured by the Authority.
5. Failure to submit all relevant information or subsequently requested information can result in refusal by the Authority to assign further CO codes.

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6. Audits of the code holder or code applicant may be performed to determine the following:
 - Compliance with the principles of Number assignment
 - Whether the numbering resources are being efficiently and effectively used by code applicants or holders
7. Failure by authorized providers to cooperate with the audit of their number assignments and management of the numbering resources assigned may result in their applications for additional CO codes being denied.
8. Any authorized provider that is denied an assignment of one or more CO codes under these guidelines has the right to appeal that decision to the Authority in writing.
9. Numbering resources are considered a public resource and their assignment to authorized providers of public telephony services by the Authority does not imply ownership of these numbers by the authorized providers. However, CO codes may be transferred to another company when there are mergers and/or acquisitions.
10. Numbering resources shall be assigned in a manner that encourages efficient and effective use of said numbering resources so that premature exhaust of the numbers does not occur.
11. These procedures shall apply when number portability is permitted.
12. The North American Numbering Plan Administrator (NANPA) is advised of CO code usage in Trinidad & Tobago on an annual basis to allow NANP numbering exhaust to be accurately determined and preventative measures instituted should there be evidence of premature exhaust.

5 Criteria for the Assignment of Central Office Codes

The criteria for the assignment of CO codes will be different for new entrants as opposed to incumbents due to the fact that initially, new entrants will not have historical information on number assignments. There will be no information as to the rate of assignment of numbers in their network and exchange areas until after startup.

5.1 Initial code(s)

New entrants will not have Central Office codes in their possession to issue numbers to their end users. The Authority shall therefore issue an adequate quantity of CO codes to start off their business in accordance with the following principles:

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1. Initial CO codes shall be assigned only to new entrants who are authorized providers of public telephony services (hereafter called “the applicant”) and such application shall be submitted on the application form provided for the purpose – [Central Office Code Application Form \(COC-01\)](#).
2. The applicant shall certify the need for numbers and the area/service in which the numbers will be deployed (area applies only to fixed line services). The applicant must indicate on the form that this is an initial request.
3. The applicant shall submit the application for an initial code six months prior to the “in service” date and shall demonstrate to the Authority that the equipment installed is ready for the loading of numbers for testing
4. An applicant may request a CO code assignment to be used as an initial Location Routing Number (LRN) provided that the applicant has no inventory available for an LRN assignment

5.2 Growth CO Code(s)

Authorized providers, who are already providing public telecommunication services, shall request growth codes on the [Central Office Code Application Form \(COC-01\)](#). Failure to do so, shall result in the request being returned to the applicant for completion.

1. Applicants shall complete the form with true and realistic data in the following data fields:
 - a) Telephone numbers available for assignment
 - b) Growth history for the last six months
 - c) Projected demand for the next 12 months
2. Justification for projected demand must be submitted to support the request
3. CO codes shall be assigned on a first come first served basis provided that all the information to support that request is made available
4. CO codes shall be assigned in accordance with the current National Numbering plan
5. CO codes may be reserved, if in the Authority’s opinion, there is sufficient justification for such reservation. CO codes will not be held in reserve for a period exceeding 60 working days.

6. The application shall meet the following criteria:
 - a) Quantity of active numbers – mobile 75% of all allocated CO codes
– fixed 80% of all allocated CO codes
 - b) Exhaust of the current fixed and mobile stock of numbers is less than 6 months

6 Processing of applications

The Authority, as the CO Code Administrator in Trinidad & Tobago, shall process applications for initial and growth codes as follows:

1. Application forms shall be reviewed for completeness and accompanying justifications.
2. The submitted data shall be processed to determine whether the criteria for an initial code (new entrant) and for growth codes are satisfied as stipulated in the most current version of these procedures.
3. The applicant is advised within ninety days of the Authority of the approval / rejection of the application provided that all the information necessary to process the application has been submitted. Delays in authorized providers providing further information requested by the Authority will result in the processing time frame starting only after all information has been received by the Authority.
4. Whenever an application has been denied, the applicant shall be informed of the denial and the reasons for such in writing.
5. The Authority shall inform the ITU Operational Bulletin Board of the assignment of the CO code(s) within ten working days of the assignment provided that the code is to be accessible from overseas correspondents.
6. The Authority shall advise all local authorized providers within 10 working days of the notification of the authorized provider of the approved CO code(s).
7. The Authority shall update its website with the assignment within 10 working days of the notification of the authorized provider of the approved CO code(s).

7 Responsibilities of the CO code applicants

The following describes the responsibilities of the CO code applicant:

1. The CO code applicant shall be an authorized provider for the provision of public telecommunications services
2. When the request is for an initial code, the CO code applicant shall complete the [Central Office Code Application Form \(COC-01\)](#) supplying information on the projected growth in lines for the next 12 month period as there is no historical growth.
3. When growth code(s) is (are) requested, the following information shall be supplied:
 - a) Actual historical information for the immediate past six months
 - b) Forecast information for the next twelve (12) month period
 - c) Justification for the growth forecasted
4. Explanation of why historical information did not meet forecast for that period
5. The CO code application shall be made at least three months prior to the in-service date so that the relevant databases (locally and internationally) may be advised of that the new CO codes have been issued
6. While the Authority shall advise the ITU Operational Bulletin Board of the assignment of new CO codes, the authorized provider is advised that they should inform their direct correspondents of the new CO codes assignments.
7. The CO code applicant shall advise the Authority of the date that the CO code has been put into service using the [Central Office Code Notification Form \(NCOC-01\)](#)

8 Reclamation of CO codes

Central Office codes are issued to authorized providers for the provision of fixed line or mobile telephony services. They remain a public resource and are therefore not the property of the CO code assignee. CO codes may be reclaimed from CO code assignees under the following conditions:

1. The CO code is no longer required for the purpose for which it was requested
2. Initial CO code has not been put into service six(6) months after the roll out date of the network

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3. The CO code is not put into service within six (6) months of it being assigned to the code holder
4. The authorized provider has gone out of business
5. The CO code is not being used in conformance with these assignment guidelines
6. A new numbering plan has been adopted

Reclaimed codes shall be aged for one year from the date of reclamation to allow time for the codes to be removed from the various databases such as the LERG and the ITU Operational Bulletin Board.

8.1 Reclamation Procedure

The Authority may reclaim a CO code when one or more of the conditions listed in Section 8 are satisfied. The following procedure shall be used to reclaim the CO code

1. The authorized provider shall be advised by registered letter, sent to its registered address, that the CO code is being reclaimed and the reason for such action.
2. The authorized provider shall respond within five business (5) days of the receipt of the letter as to why the CO code should not be reclaimed
3. The CO code shall be reclaimed should there be no good reason provided by the authorized provider as to why it should not be and the authorized provider shall be so advised by registered letter to its registered address
4. The Authority shall advise the ITU Operational Bulletin Board and the LERG (iconectiv.com) of the withdrawal of the CO code from service.
5. The authorized provider shall be responsible for advising their correspondents of the withdrawal of the CO code from service

9 Frequency of the CO Code Utilization Report

In addition to using the CO code utilization report for requesting initial and growth CO codes, the Central Office Code Application Form (COC-01) shall be used to submit to the Authority twice annually on the following schedule by the authorized provider:

By the 31st March for the six month period July to December of the previous year and

By the 30th September for the six month period January to June of the current year.