



**REGULATIONS ON THE ASSIGNMENT, UTILIZATION AND MANAGEMENT OF
LIBERIA'S NATIONAL NUMBERING RESOURCES**

2021

PART I: INTRODUCTION

1.0. PREAMBLE

The Liberia Telecommunications Authority (LTA), established by an Act of National Legislature in 2007 as the independent regulatory body with the power and authority to regulate the telecommunications sector has herewith, and pursuant to Part III Section 11 (1) k, q and r of the Telecommunications Act 2007 (the Act) developed these Regulations.

2.0. PURPOSE OF THESE REGULATIONS

These Regulations provide a framework for the transparent assignment, efficient utilization and effective management of Liberia's National Numbering Resources to facilitate market competition, protect consumers, promote investment, and stimulate the economic growth of all sectors utilizing numbering resources in their service delivery.

3.0. SCOPE OF APPLICATION

These Regulations shall apply to all licensed Telecommunications Service Providers, governmental entities, financial institutions, and all other non-Telecommunications Service Providers using Assigned National Numbering Resources in the delivery and management of their services for commercial gains or other purposes such as the provision of security, emergency, and other public services.

4.0. OBJECTIVES OF THESE REGULATIONS

The objectives of these Regulations are to:

- A. Provide a framework for the efficient allocation, assignment, utilization, and management of all Liberia's numbering resources, including but not limited to, Premium Numbers, USSD Numbers, Emergency Numbers, Ordinary Numbers, Golden Numbers, etc.;
- B. Ensure that Allocations and Assignments of the National Numbering Resources are transparent, fair and non-discriminatory;
- C. Enhance competition and ensure protection for the consumers, institutions and investors;
- D. Provide guidelines on the processes and standards to be followed in applying for and using assigned National Numbering Resources and resolving disputes, and
- E. Enforce compliance with LTA's National Numbering Plan and the International Public Telecommunications Numbering Plan which is consistent with ITU-T Recommendation E.164.

PART II: THE NATIONAL NUMBERING PLAN AND DATABASE

5.0. Preparation, Publication and Management of the National Numbering Plan

5.1. The LTA shall prepare, publish and manage a National Numbering Plan. The National Numbering Plan shall establish the Number Codes, Number Lengths, Number Block Sizes and conditions of use of all the established numbers.

5.2. In preparing and managing the National Numbering Plan, the LTA shall have a due regard for the existing allocation of numbers.

5.3. The National Numbering Plan shall be consistent with the requirements of international agreements, conventions, regulations and recommendations to which Liberia has subscribed.

5.4. The LTA shall published the National Numbering Plan and the National Numbering database on its website or at any other place it deems appropriate to ensure greater public accessibility. The National Numbering Plan shall also be annexed to these Regulations.

5.4 In publishing the National Numbering Database, the LTA shall

- A. State the status of the Number or Number Blocks;
- B. If a Number or Number Block is assigned, the name of the assignee; and
- C. Any date on which a Number or Number Block would stop being assigned or reserved.

5.5. The status of a Number or Number Block in the National Numbering Database shall be described as:

- A. Assigned (If the Number or Number Block is assigned);
- B. Reserved (If the Number or Number Block is not available for use at the time)
- C. Free (If the Number or Number Block is available to be assigned for use)
- D. Unusable/Protected (If the Number or Number Block is being kept for future use or development)

6.0. Modification of the National Numbering Plan

6.1. The LTA may review and modify the National Numbering Plan by publishing a notice to Telecommunications Service Providers, customers and all other users of the National Numbering Resources at least ninety (90) calendar days prior to the date when the modification is to be effected.

6.2. Modification of the National Numbering Plan at any time shall take into consideration the following factors:

- A. Demand for both existing and unknown services in the short and long terms;
- B. Digit Analysis and Number Portability capabilities of Telecommunications Service Providers' networks;
- C. Telecommunications Service Providers' networks compatibility with agreements, standards and recommendations by the International Telecommunications Union and other relevant organizations;
- D. The expected benefits and costs of possible modifications to the National Numbering Plan; and
- E. The public and stakeholders' views expressed in response to consultation on the proposed modification.

6.3. Modification to the National Numbering Plan may result into changing:

- A. The conditions of use for numbering resources;
- B. The size of Numbers or Numbers Blocks;
- C. Unusable or protected categories of Numbers or Number Blocks; and
- D. The digits in numbers by replacing, inserting, or deleting digit(s).

6.4. If the modification to the National Numbering Plan involves changing digit(s) in numbers, the LTA shall:

- A. Inform all Telecommunications Service Providers, customers, and all other users of the National Numbering Resources at least twelve (12) months prior to the effective date of the modification;
- B. Ensure that there is adequate publicity to inform and make consumers understand the implications of the modification before it occurs;
- C. Inform the ITU and other relevant international organizations about the modification at least six (6) months prior to the effective date of the modification.

6.5. Every Telecommunications Service Providers and other users of the National Numbering Resources shall implement the modification at the time and in the manner established by the LTA through an Order.

6.6. In effecting the modification, Telecommunications Service Providers and other users of numbering resources shall ensure that the modification is effected at no cost to the consumers, and in a manner where there will be no major disruption in the provision of services to consumers and the general public.

7.0 Reviewing the Demand for Numbers or Number Blocks

7.1. Every Telecommunications Service Provider or other individuals and entities that have Numbers or Number Blocks assigned by the LTA, shall submit annually to the LTA information on the use of those Numbers or Number Blocks. The information to be provided shall include:

- A. The quantity of the assigned Numbers that have been supplied to subscribers or customers;
- B. The quantity of the assigned Numbers that have been sub-assigned to other Telecommunications Service Providers;
- C. The quantity of the assigned Numbers that have been Ported to other Telecommunications Service Providers;
- D. The quantity of assigned Numbers that remain unused; and
- E. Any other information that the Telecommunications Service Provider or Number User considers relevant.

7.2. Upon the submission of the information described in Section 7.1 of these regulations, the LTA and the supplier of the information shall collaborate to rectify any discrepancies identified between the submitted information and the National Numbering Database.

Part III: Assigning, Reserving, Returning, and Withdrawing Numbers or Number Blocks

8.0. Assigning or Reserving Numbers or Number Blocks

8.1. The LTA shall assign Numbers and Number Blocks to Telecommunications Service Providers, customers and other users of National Numbering Resources in accordance with the National Numbering Plan.

8.2. Numbers or Number Blocks being reserved shall be based on LTA's short and long term strategic plan. Care shall be taken in reserving Numbers or Number Blocks so that the provision and improvement in service delivery will not be affected negatively.

9.0. Procedure for Assigning Numbers or Number Blocks

9.1. A Telecommunications Service Provider, individual, or any other entity needing Numbers or Number Blocks shall make a formal request to the LTA. The request shall contain the following information:

- A. The name, address and contact information of the applicant;
- B. The service for which the Assignment is being requested;
- C. The quantity of Number or Number Blocks being requested;
- D. Any particular Number being requested;
- E. The geographic areas where the Number will be utilized to provide the service the Number is being requested for;
- F. The current utilization data for Numbers or Number Blocks already assigned to the applicant
- G. the service(s) for which the Number or Number Block is being requested;
- H. Any other information that the applicant considers necessary or appropriate to justify the application; and
- I. Any other information that the LTA may from time to time require to assess the application.

9.2. The LTA may grant or refuse to grant an application for Numbers or Number Blocks based on the following reasons:

- A. The quantity of numbers included in the Assignment being requested;
- B. The particular Number or Number Blocks included in the assignment;
- C. Earlier decisions reached by the LTA about the issuing of particular Numbers or Number Blocks;
- D. License terms and conditions regarding the applicant's eligibility to provide services or assign Numbers or Number Blocks;
- E. Whether the request is consistent with the National Numbering Plan;
- F. The likely utilization of the Numbers or Number Blocks in the short term;
- G. The current level of the utilization of Numbers or Number Blocks previously assigned to the applicant;
- H. Unfair obstruction to other Telecommunications Service Providers, individual or other entities as the result of granting the request;
- I. Charges or fees to be paid before the applications is granted; and
- J. Contravention of any law of Liberia including the Telecommunications Act, Regulations, Order, or Rules of the LTA.

9.2. All applications for Numbers or Number Blocks should be considered and treated on a first-come first-served basis.

9.3. The LTA shall communicate its decision on the granting of Number or Number Blocks to the applicant via writing, stating the reason (s) for such decision not later than five (5) working days following the day the decision was reached.

10.0. Usage of Numbers or Number Blocks

10.1. All Telecommunications Service Providers, individual, and other entities that are assigned Numbers or Number Blocks shall use the assigned Number or Number Blocks in accordance with the National Numbering Plan, these Regulations, and the purpose for which the Assignment was done.

10.2. Users of Numbers and Number Blocks shall work with the LTA to resolve any potential problems identified by the LTA in the usage of assigned Numbers or Number Blocks.

10.2. Any usage of assigned Numbers or Number Blocks that is inconsistent with the National Numbering Plan, these Regulations and the purpose for which the Assignment was authorized shall attract appropriate penalties stipulated in Section 21 of these Regulations and/or otherwise stated in the Authorization granting the Assignment.

11.0. Returning Number or Number Blocks

11.1. A Telecommunication Service Provider, individual or any other entity that has been assigned Numbers or Number Blocks may choose to return the assigned Numbers or Number Blocks to the LTA.

11.2. When returning Numbers or Number Blocks, the person or entity returning the Numbers or Number Blocks should do so in writing, stating the reason(s) for returning the Numbers or Number Blocks; and affirming that the Number being returned, or a Number in the Number Block being returned, is not being used to provide any service.

11.3. The LTA may refuse to grant an approval for the return of Numbers or Number Blocks based on the following reasons:

- A. The quantity of Numbers to be returned to the LTA; and
- B. The Particular Number Block(s) to be returned to the LTA.

11.4. The LTA shall communicate its decision and the reason(s) of its decision on the granting of approval for returning Numbers or Number Blocks via writing to the person or entity returning the Number or Number Block(s) not more than seven (7) working days following the decision.

12.0 Withdrawing Numbers or Number Blocks

12.1. The LTA may withdraw a Number or Number Block if:

- A. The status of the Number or Number Block is assigned but the Number or a Number in the Number Block has been into service within three (3) years of applying for the Assignment;
- B. The Number or Number Block is needed for advancing a clearly identified national interest;
- C. The usage of the Number or Number Block obstructs another authorized user unfairly;
- D. The time limit for which the Number or Number Block was assigned has been reached, or
- E. The LTA has established that the usage of the Number or Number Block is inconsistent with the National Numbering Plan, the purpose for which it was assigned, and the Assignee has failed to remedy the situation by taking corrective measures proposed by the LTA.

12.2. When withdrawing an assigned Number or Number Block, the LTA shall notify the Authorized User of the Number or Number Block the reason(s) for, and the date of the withdrawal at least three (3) months before the effective date of the withdrawal.

12.3. Once the LTA informs the user of a Number or Number Block about a possible withdrawal of assigned Number or Number Block, said user shall:

- A. Not supply to customers or sub-assign the Number or Number Block upon receipt of the notification pursuant to Section 12.2;
- B. Inform any affected consumers or Number Users about the reason(s) for, the date of the withdrawal and any possible replacement of the Number or Number Block. Replacement shall be done at least one (1) month before the effective withdrawal date.
- C. Stop the provision of service to all of the Numbers in the Number Block or individual Numbers at least one (1) month before the effective date of the withdrawal.

Part IV: Sub-Assigning and Transferring Numbers or Number Blocks

13.0. Sub-Assigning Number or Number Blocks

13.1. Numbers or Number Blocks assigned to a Telecommunications Service Provider or any other entity or user by the LTA may be sub-assigned by the Assignee. However, any sub-assignment of Numbers or Number Blocks must be approved by the LTA.

13.2. Number sub-assigned shall be used only in ways that satisfy their terms and conditions of use. Except allowed by the LTA, no Telecommunications Service Provider, individual or other entity shall have exclusive or perpetual rights over Numbers or Number Blocks assigned to them.

13.3. In the event where the LTA is not satisfied with the Sub-Assignment of Numbers or Number Blocks, the LTA shall reserve the right to withdraw such Numbers or Number Blocks, stating the reason(s) for which the sub-assignment is not allowed.

13.4. For the avoidance of doubt, Numbers or Number Block sub-assigned by a Telecommunications Service Provider, an individual or any other entity, remains the assigned Number or Number Blocks of the sub-assigning party, and shall form part of the relevant utilization report submitted by said Telecommunication Service Provider, individual or entity doing the Sub-Assignment.

14.0. Bringing Numbers into Service

14.1. A Telecommunications Service Provider may notify another Telecommunications Service Provider that traffic is to be routed to and from a Number only if:

- A. The LTA has assigned the Number to the Telecommunications Service Provider; or
- B. Another Telecommunications Service Provider, individual, or entity has sub-assigned the Number to the Telecommunications Service Provider.

14.2. Every Telecommunications Service Provider shall notify other Network Operators and any relevant foreign telecommunication operators that traffic is to be routed to or from a Number or Number Block at least one (1) month before the Number or Number in the Number Block to a consumer.

14.3. A Telecommunications Service Provider shall route traffic to or from a Number to which another Telecommunications Service Provider is providing service unless:

- A. The LTA has notified the Telecommunications Service Provider to the contrary; or
- B. The Number is in a Number Block that has usage condition(s) which clearly provide otherwise.

15.0. Barring Numbers

15.1. The LTA may require the barring of a number only if:

- A. The Number is used in a way that does not satisfy the condition(s) of use; or
- B. The status of the Blok containing the Number is not assigned.

16.0. Supplying Consumers with Numbers

16.1. A Telecommunications Service Provider may supply a Number to a consumer only if:

- A. The Telecommunications Service Provider notifies other Licensees that traffic is to be routed to and from the Number; and
- B. The Number is to be used in a way that satisfies its condition(s) of use.

17.0. Changing a Consumer's Number

17.1. A Telecommunications Service Provider shall change the Number supplied to a consumer only if:

- A. The Consumer has requested the change; or
- B. The LTA has withdrawn the Number or the Number Block that contains the consumer's Number.

18.0. Avoiding Nuisances with Number

18.1. A Telecommunications Service Provider shall make public information about a consumer supplied with a Number only if:

- A. The LTA has requested it;
- B. The Licensee has stated in the terms and conditions for the service that the information may be made available; or
- C. The consumer has not requested that the information be withheld.

18.2. A Telecommunications Service Provider shall change the information made public about a consumer supplied with a Number if the consumer has requested the change after noticing errors in the information.

18.3. Without the required legal authorization, a Telecommunications Service Provider shall not supply a Calling Line Identity for presentation if the Calling Consumer has requested its suppression.

18.4. A Telecommunications Service Provider shall not deactivate or reassign a previously supplied Number that is inactive until after six (6) months.

19.0. Stopping Provision of Services through Numbers

19.1. A Telecommunications Service Provider may stop providing a service to a consumer through a Number only if:

- A. The consumer has requested that service no longer be provided through the Number;
- B. The consumer has broken the contract with the Telecommunications Service Provider; or
- C. The LTA has required the Telecommunications Service Provider to bar the number in keeping with Section 15 of these Regulations.

Part V: Numbering Usage Fees, Violations and Penalties

20.0. Numbering Usage Fees

20.1. The LTA shall from time to time determine and publish a schedule of fees for the usage of assigned Numbers or Number Blocks. For transparency and openness, the LTA shall publish on its website schedule of fees for all assigned Numbers or Number Blocks.

20.2. In determining Numbering Usage Fees, the LTA shall consider some or all of the following factor:

- A. The administrative and operational costs incurred in developing, maintaining and managing the National Numbering Plan;
- B. The Numbering Usage conditions;
- C. Encouraging the efficient use of numbering resources in existing Assignments;
- D. Encouraging the use of Blocks that are no larger than necessary;
- E. Encouraging the use of Number Blocks that adjoin other Number Blocks that have 'Assigned' as their Allocation Status; and
- F. Encouraging the return of Number Blocks from existing Assignments.

20.3. Every Telecommunications Service Provider, individual and any other entity assigned Numbers or Number Blocks by the LTA shall pay Numbering Usage as per the fee schedule prepared by the LTA.

21.0. Violations and Penalties

21.1. The breach of any of the provisions of these Regulations by a Telecommunications Service Provider, any entity or a user of an assigned Number or Number Block shall constitute a violation of these Regulations.

Part VI: Amendment, Citation and Entry into Force

22.0. Amendment

22.1. The LTA may review or amend these Regulations or any part thereof at any time the LTA deems it necessary.

22.2. In conducting a review or amendment of these Regulations, the LTA may request and receive advice or comments from external advisory groups or consultants. However, the advice or comments shall not be binding on the LTA.

22.3. The LTA may issue additional rules, orders, or notices on any aspect of these Regulations. Such rules, orders or notices shall be of general application or specific to a Service Provider from time to time.

23.0. Citation and Entry into Force

23.1. These Regulations may be cited as the Numbering Regulations, 2021, and shall come into effect on the day it is published by the LTA.

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