

Press Release

10 Digit National Number Change

The Telecommunications Regulatory Commission of Sri Lanka wishes to announce the next major changes of the 10-Digit National Numbering Plan.

The implementation of 10-Digit National Numbering Plan commenced in June 2003 with changes in Ja-Ela, Katunayake, Mannar & Panadura numbers.

Subsequently Sri Lanka Telecom numbers starting with “2” have been changed in Galle, Gampaha, Hambantota, Kalutara, Kurunegala, Ratnapura & Kandy as the 2nd phase without any noticeable burden to the public.

The number changes to be carried out on 16th August are of significant importance involving nearly 350,000 SLT numbers in Colombo (01 Area) exchanges. All the SLT numbers starting with digits 3, 4, 5, 6, 7, 8 & 9 will be changed by adding the digit 2 in front of the existing numbers. (In fact all Colombo SLT numbers will have 7 digit telephone numbers and 9 digit national numbers from 16th August).

Apart from the above SLT Numbers in Trincomalee and Kalutara (Horana Exchange only) will also be changed on 9th and 16th August respectively. (Please refer the annexure) .

This will be followed by another important change of SUNTEL and LANKA BELL numbers. SUNTEL and LANKA BELL also will be absorbed in to the common 10 Digit National Numbering Scheme from 8th November. Unlike at present SUNTEL & LANKA BELL numbers will be getting geographic identity, by replacing the access code with the area codes. Subscriber numbers of SUNTEL and LANKA BELL will be 7 digits by adding digit 4 (in case of SUNTEL) and digit 5 (in case of LANKA BELL) to their present numbers.

Benefits

1. The length of all national numbers of all fixed services and mobile operators will be uniform with 10 digits.
2. The length of all the local numbers (Subscriber numbers) of fixed phones will be on 7 digits irrespective of the operator.
3. The length of all the area codes will be 3 digits
4. All fixed operators will have geographic numbers there by enabling dialing within a particular area as a local call among the incumbent service providers.
5. Provide a substantial ‘number’ resource at the disposal to meet the fast growing demand for fixed and mobile telephones and also for new services being made available, which will require more than one number for each connection.
- 6.Enable the introduction of new emerging services, including free phone service.
- 7.Provide standardized short codes for all operators for customers to access Emergency services or operator dependent services.

- ? For the Emergency services arrangements will be made for customers of any operator to access these services on the following short codes. Dates of implementation will be announced when arrangements are finalized in coordination with the Operators and the authorities concerned.

Emergency/Regional -112

Emergency/Centralized –119

Fire/Regionalized – 111

Ambulance/Regionalized -110

Thus the above codes will provide common access to all operators

- ? Uniform 4 digit short codes will be adopted for all operators to access services such as Billing Complaints, Directory inquiries, Faults etc.

Preventive Measures

Although, dialing of the old numbers after the change will be directed to Announcements, it is our endeavor to minimize such dialing through adequate public awareness. This will avoid unnecessary overloading of the telephone systems and thereby minimize or totally eliminate any possibility of congestion. The information has also been circulated worldwide through the ITU's Operational Bulletin.

In order to minimize any inconvenience that may be caused, we look forward to the cooperation of the public by drawing their attention to the following:

1. Change telephone numbers in letterheads and visiting cards on time. We recommend stamping on the existing letterheads indicating the 'new' telephone and facsimile numbers. For example:

Please note our new numbers from 16th August:

**+94 1 2XX XXXX (International)
(01) 2XX XXXX etc..(National)**

We recommend that new letterheads be printed after the change to 10 digits with the change of Colombo code to '011' on 18th October and Suntel and Lanka Bell numbers change on 08th November.

2. Change the numbers stored in the Fax machines so that the 'new' numbers will be printed in the Fax headers
3. Re-programme the numbers stored in Cellular Mobile hand phones so that the 'new' numbers are sent out after the 16th August.
4. Re-programme the numbers stored in PABX and other devices, which is usually done to facilitate calling of frequently called numbers.
5. Re-programme your Call Forwarding & Hot Line facility accordingly.

6. Change the numbers saved in your Computer to access the Internet or E-mail Service Provider wherever SLT numbers are used.
7. Inform overseas contacts on time
8. Visit TRCSL Website at <http://www.trc.gov.lk>- 10 digit Numbering Plan
9. Any clarifications may be obtained from the TRCSL's Call Centre at 655555, 655565, 074-519966, 075-512512