

Sri Lanka
Numbering
Plan

The 10 – digit
Open – Numbering System
for the Telecommunications
Sector in Sri Lanka

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NATIONAL NUMBERING PLAN

1. INTRODUCTION

- 1.1 Sri Lanka National Numbering Plan was reviewed in 2003. The plan covered basic as well as other services like cellular mobile, etc. Though the numbering plan could cater to the needs of existing and new services for another few years, yet it was felt to rationalize and review the existing National Numbering plan because of introduction of a large number of new telecom services and opening up of the entire telecom sector for private participation.
- 1.2 As Government and handful of private operators were mainly providing the telecom services, there was hardly any need for coordination of numbering scheme in the past.
- 1.3 During the last few years, we have seen tremendous growth all around and particularly in the field of cellular mobile services. These services have already exceeded the traditional copper wire line fixed services. The cellular mobile services have seen a huge growth during the last years.
- 1.4 The new National Numbering Plan will be able to meet the challenges of multi-operators, multi- service environment and will be flexible enough to allow for scalability for next three decade without any changes in its basic structure.

1.5 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 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 areas 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 service or operator dependant services.
 - For the Emergency service arrangements will be made for customers or any operator to access these services on the following short code. Dates of implementation will be announced when arrangements are finalized in coordination with the operators and the authorities concerned.

Emergency / Mobile customs	- 112
Public Security, Law & Order	- 118
Police emergency	- 119
Fire / Regionalized	- 115 (Reserved)
Ambulance / Regionalized	- 110

Thus the above codes will provide common access to all operators.

- Uniform 4 digits short codes for cross network access (1XXX) will be adopted for all operators to access services such as Directory inquiries, Faults, Complaints etc

1.6 The other objectives of the plan are –

- To plan in conformity with relevant and applicable ITU standards to as far as possible.
- To meet the challenges of the changing telecom environment.
- To reserve numbering capacity to meet the undefined future needs.
- To support effective competition by fair access to numbering resources.
- To meet subscriber needs for a meaningful and user-friendly scheme.
- To standardize number length wherever practical.
- To keep the changes in the existing system to a minimum.

1.7 Only the decimal characters set 0-9 has been used for all number allocations. Letters and other non-decimal characters shall not form part of the National Numbering scheme.

1.8 Dialing procedure as per ITU Recommendation E.164 has been followed.

1.9 Some of the salient features of the National Numbering Plan are as follows:

- 1.9.1 National Numbering scheme is 10- digits for both the basic as well as cellular mobile services.
- 1.9.2 The subscriber Number for basic services will be of 7 digits.
- 1.9.3 Basic services shall be accessed by cellular mobile using “0”.
- 1.9.4 There is no change in the cellular mobile Numbering scheme
- 1.9.5 All the service providers shall use 110,112,115,118 and 119 for Emergency and Rescue Service, Police Emergency Service (Through mobile terminals), Fire Service (Reserved), National Help Desk, and Police emergency Services respectively.
- 1.9.6 Trunk access codes are in the form of 0XX.
- 1.9.7 Certain levels except ‘11X’ codes are earmarked for all service providers to offer various subscriber related services, as per their choices, within their network.
- 1.9.8 Spare levels/ codes are reserved for future needs.

2. NATIONAL NUMBERING SCHEME

2.1 Level '0'

2.1.1 Sub Level '00' INTERNATIONAL PREFIX:

The prefix '00' shall be used for international dialing. It will be followed by country code and the N of the country to which that call is attempted. The format is as per ITU Recommendation E.164

Prefix	Country Code	Significant National Number
00	CC	N

2.1.2 Sub Level '0' NATIONAL PREFIX:

The prefix '0' shall be used for national long distance calls (cellular mobile as well as basic services), long distance calls of basic services, cellular mobile to basic services calls and calls from basic services to cellular mobile (depending upon point of interconnect). The format shall be in the following manner:

For basic services (PSTN) long distant calls:

Prefix	Area Code	Subscriber Number
0	2- digit	7-digits

For basic service to cellular mobile calls:

Prefix	Operator Code	Subscriber Number
0	2-digit e.g., 71,72,77,78	7-digits

For cellular mobile to cellular mobile calls:

Prefix	PLMN Access Code	Subscriber Number
0	2-digit e.g., 71,72,75,77,78	7-digits

For cellular mobile to basic service calls:

Prefix	Area Code	Subscriber Number
0	2 digit e.g. 11,81,91	7-digits

2.1.3 Sub Level ‘011’ to ‘091’GEOGRAPHICAL NUMBERING RANGE:

These codes are also called trunk codes and identify a specified geographical area where a call is to be terminated. The national telecom network in Sri Lanka has been divided for fixed line telephone network as:

- Local area
- Long distance area

There are at present 33 local areas.

Accordingly 33 local area codes required to identify the complete country based on local area linked numbering scheme. The length of the Trunk Code is 2 digits. Details regarding local area linked numbering scheme for PSTN, trunk codes (geographical) and the spare digits codes are given at Annex –1,11 and 111 respectively.

2.1.4 Sub Level ‘ 07’-SERVICE (PREFEX) CODES:

The level range 07 is to be used for cellular mobile services.

2.2 Level ‘1’- SPECIAL SREVICICES:

Level ‘1’ is used for accessing special services like emergency services. Some sub levels have been allocated for use by access providers (operators). These levels can be used for providing the services within their network. The detailed allocation of level ‘1’ number range is given at Annex 11

2.3 Level 2,4,5,7 – PSTN NUMBERS

The numbers 2,3,4,5 and 7 are allocated for SLTL,SLT (Citylink)CDMA Suntel, Lanka Bell and Dialog Broadband respectively. At present the PSTN numbers are 7 digits.

2.4 Level 3 & 6 PSTN NUMBERS of Spare codes for future use

Level 3 and 6 are reserved for future use.

2.5 Level ‘8’ –Non-Geographic Numbering Scheme for Special Service:

800	-	Freephone
810	-	Local Call Rate Services
820	-	Store & Forward Fax
830	-	Voice Mail

840	-	Auto Paging
850	-	Reserved
860	-	Value Added Services
870	-	Personal Numbering
880	-	Reserved
890	-	Premium Rate Services

Remarks: (i) The code 800 is reserved for free phone worldwide. Codes 700 & 900 are used for personal numbering and Premium Rate Services respectively in some countries. Hence the codes 800, 870 & 890 are reserved for these services.

9. Leading digit 9 - Reserved for Pay phone Services.

ANNEX-1

NUMBERING SCHEME FOR PSTN

AREA	CODE
Colombo	011
Jaffna	021
Mannar	023
Vavunia	024
Anuradapura	025
Trincomalee	026
Polonnaruwa	027
Negombo	031
Chilaw	032
Gampaha	033
Kaluthara	034
Kegalle	035
Avissawella	036
Kurunegala	037
Panadura	038
Matara	041
Ratnapura	045
Hambantota	047
Hatton	051
Nuwara Eliya	052
Nawalapitiya	054
Badulla	055
Bandarawela	057
Ampara	063
Batticola	065
Matale	066
Kalmuni	067
Kandy	081
Galle	091

- Area Code '012' is reserved for future expansion in Colombo.
- Satellite mobile networks will be allocated the code '017'
- Air Lanka and Private Networks are allocated the code '019'
- Temporary overlay networks are allocated the code '060'

NUMBERS FOR SPECIAL SERVICES

Number Prefix	Type of the Service	Structure	Remarks
(11X)			
110	Emergency and Rescue Service	3-digit	Free of Charge
112	Police emergency Service (Mobile)	3-digit	Free of Charge
115	Fire Service	3-digit	Reserved
116	Sri Lanka Air force	3-digit	Normal Call Charges
117	Disaster Management Centre	3-digit	Reserved
118	National Help Desk	3-digit	Free of Charge
119	Police Emergency Service	3-digit	Free of Charge

SHORT CODE ALOCATION

Number Prefix	Type of the Service	Structure	Remarks
(19xx)			
1900	TRCSL	4-digit	Normal Call Charges
1919	Information & communication Technology Agency of Sri Lanka	4-digit	Normal Call Charges
1920	Agricultural Services Center	4-digit	Normal Call Charges
1929	Child Help Line	4-digit	Toll Free Number
1939	National Water Supply & Drainage Board	4-digit	Normal Call Charges
1954	Bribery Commission	4-digit	Normal Call Charges
1973	Sri Lankan Air Lines Ltd (Special Service)	4-digit	Normal Call Charges
1987	Ceylon Electricity Board	4-digit	Normal Call Charges
1989	Sri Lanka Bureau of Foreign Employment	4-digit	Normal Call Charges
1991	Ministry of Environmental & Natural Resources	4- digit	Normal Call Charges