



REPUBLIC OF THE UNION OF MYANMAR
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
POSTS AND TELECOMMUNICATIONS DEPARTMENT

Code of Practice – Special Access Numbers, Short Codes and Short Numbers

This Code of Practice shall govern the allocation and management of special access numbers, short codes and short numbers in the Republic of the Union of Myanmar.

Special Access Numbers

Special access numbers are diallable numbers for services in the 1XY (3-digit) and 1XYZ (4-digit) range. As stipulated in Clause 14 (i) of the Numbering Rules, these numbers are part of the public numbering plan and are hence managed by Posts and Telecommunications Department ('PTD'). These numbers are categorised by the type of service for which they are used. There are three categories of special access numbers in line with Clause 14(i) of the Numbering Rules:

1. "Type A" access numbers – Common public services
 - a. These numbers are used by callers to reach commonly used services, such as emergency services
 - b. They shall be used by all service providers
 - c. They are designated individually by PTD for such services, and shall not be uniquely allocated to any particular service provider
 - d. Type A access numbers include:
 - 191 → Fire
 - 192 → Ambulance
 - 199 → Police
 - 112 → Single emergency number (reserved for future use)

[Telenor, Ooredoo, MPT and YTP can provide feedback on the proposed Type A special access services and their proposed numbers. Please use Annex A, attached to this document, as a template for this feedback]

2. "Type B" access numbers – Common service numbers
 - a. These numbers are used by callers to reach commonly used services, such as fault reporting and time reporting
 - b. Service providers are not required to provide access to these services, but if they do so then they must use the numbers designated by PTD and must not use these numbers for any other purpose



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- c. These numbers are 4 digits in length with the format 11XY – 18XY, excluding 112X
[Telenor, Ooredoo, MPT and YTP can provide inputs on the list of “Type B” special access numbers by using Annex B, attached with this document, as a template]
3. "Type C" access numbers – Other service numbers
- a. These are network-specific numbers that can be used for any authorised service
 - b. They are allocated by PTD and are unique to a particular service provider
 - c. In order to avoid customer confusion, service providers are encouraged to use similar numbers wherever possible
- [Telenor, Ooredoo, MPT and YTP can provide inputs on the list of “Type C” special access numbers by using Annex C, attached with this document, as a template]*

Short codes

Short codes are codes for SMS, MMS and USSD services in the 2AB(C)(D) to 9AB(C)(D) ranges. These codes are not part of the public numbering plan and hence will be under the administration of each service provider. No approval from PTD is required for the allocation and usage of these codes. However, service providers are required to submit an annual report to PTD as part of the Annual Numbering Return detailing the current and planned usage of these codes.

Short numbers

Short numbers are diallable numbers for services in the 2AB(C)(D) to 9AB(C)(D) ranges. These numbers are not part of the public numbering plan and hence will be under the administration of each service provider. No approval from PTD is required for the allocation and usage of these numbers. However, service providers are required to submit an annual report to PTD as part of the Annual Numbering Return detailing the current and planned usage of these numbers.

Review of code of practice

PTD expects that a review of this Code of Practice will be conducted in one year from now.



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Annex A – Suggested services for "Type A" access numbers

Service providers can provide feedback on the list of "Type A" services and their proposed numbers by using the template below:

S/N	Number	Service	Explanation
1	e.g., XYZ	e.g., proposed additional emergency service	Description of the proposed additional emergency service
2
3

Annex B – Suggested services for "Type B" access numbers

Service providers can provide input regarding the "Type B" access numbers by using the template below. PTD will then take the proposals from all service providers into account and develop the list of "Type B" access numbers and their corresponding services. Service providers then have the flexibility to decide if they wish to provide these services in their network. For PTD to know how important service providers find each proposed "Type B" access number, service providers are encouraged to assign points to each requested access number. In total, each operator can assign a total of 100 points, with higher points indicating a stronger preference for that proposed access number.

S/N	Number	Service	Explanation	Score	Backup
1	e.g., 1234	e.g., Time reporting	e.g., Access number to get current time	e.g., 75	e.g., 1345 (in the event 1234 is unavailable)
2
3
...					



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<i>Total</i>				100	
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Annex C – Initial Application for "Type C" access numbers

Service providers can provide input regarding the "Type C" access numbers by using the template below. PTD will then consolidate the applications from all service providers and allocate these access numbers in a fair and equitable manner. For PTD to know how important service providers find each proposed "Type C" access number, service providers are encouraged to assign points to each requested access number. In total, each operator can assign a total of 100 points, with higher points indicating a stronger preference for that proposed access number. In case a proposed number is the same as for a "Type B" access number, "Type B" access numbers will have priority over "Type C" access numbers.

S/N	Number	Service	Explanation	Score	S e c o n d c h o i c e n u m b e r
1	e.g., 1456	e.g., Voicemail	e.g., Access number for voice mail services	e.g., 75	e.g., 1567 (in the event 1456 is unavailable)
2
3
...					
<i>Total</i>				100	