



Lao People Democratic Republic
Peace Independence Democracy unity prosperity

Ministry of Post and Telecommunication

No. 023 / MPT

Vientiane Capital, Date: 08 Jan 2015

Decision
On Telephone Number Management

- Based on the Law on Telecommunications, amended version No. 09/NA, dated 21/12/2011
- Based on the Prime Minister Decree, No 303/PMO, dated 26/09/2011, on the organization and responsibility of Ministry of Post and Telecommunications.

The Minister of Post and Telecommunications

Here by issues the following decision:

Chapter 1
General Provisions

Article 1. Objectives

This Decision determines the principles, regulations and measures regarding the management, monitoring, inspection of operation of the use of Telephone number to ensure the efficiency and effectiveness and aimed to promote the efficiency use of telephone number according to regulations and to contribute to the national development.

Article 2. Telephone number

Telephone number is telecommunication resources, which needed to administrate, allocated and approve by Ministry of Post and Telecommunications prior to service.

Article 3. Definition of Terms

Terms that used in this decision are described as below:

1. **Telephone number** is the number that included country code, province, municipality and operator code, and user number;
2. **Special number** is number of 3 or 4 digits which is classified as special number that begins with number 1, which define in number allocated plan and regulations of Ministry of Post and Telecommunications;
3. **Operator code** means code number of telecommunication service providers who provider services such as home phone, Wireless phone, and Mobile;
4. **National number plan** means numbering blue print, database consist of existing number that has been allocated, and future numbering plan, including numbering structure, number allocation, and locations;
5. **Telecommunication service providers** mean the organization who has granted license to provide telecommunication services to public;
6. **Telephone number user** means individual, legal entities who registered to use and own number from service providers;
7. **Reserved Number** (numbering plan) means numbering allocation plan, which defines the number utilization to ensure sufficient for present and future use.

Article 4. Scope of Application

This Decision is applies to both Telecommunication service providers and Telephone Number users in Lao PDR.

Chapter 2

Management and Utilization of Telephone number

Article 5. Management of Telephone number

Ministry of Post and Telecommunications is responsible in allocate and approve telephone number to Telecommunication service providers in the Lao PDR.

Article 6. Telephone number approval for service providers

Telecommunication service providers wishing to provide telephone number services, shall submit letter of intent and summary report to Ministry of Post and Telecommunications, which included:

1. Annual summary report of all types of telephone number in services;
2. Statistic of all types of numbering which has been approved previously from Ministry of Post and Telecommunications;
3. Statistic of active numbers, numbers approved but has not been activated, and the system utilization capacity to facilitate numbering services;
4. Three years forecast of number for all types utilization of service providers.

Article 7. Telephone number approval

1. General number

Individual, legal entities or organization who wishes to use telephone number shall register at service point or representative branches of telecommunication service providers and obliged to related laws;

WHERE SIM Card registration Decision is stated in separate regulation under Ministry of Post and Telecommunication;

For the telecom service provider who wishes to return telephone numbers back to Ministry of Post and Telecommunications, can be done so by returning the whole lot of numbers.

2. Special Number

Individual, legal entities, or organization who wish to apply for special number shall seek approval from Ministry of Post and Telecommunication to consider in accordant to conditions and numbering plan for special number.

2.1 Scope of special number usage

Special number with 3 digits is allocated for emergency, government special tasks only in accordant to special numbering plan and allocation of Ministry of Post and Telecommunications.

Ministry of Post and Telecommunications assign the three digits or four digits special number to the similar user function, is to unify the special number usage and to efficiently utilize telecommunications resource (telephone number)

Special number with 4 digits is allocated for emergency, government special tasks, Charity services, disaster prevention and recovery services, promote national economic development activities of companies, and key activities that serve public in accordant to special numbering plan of Ministry of Post and Telecommunications.

Telecommunication service provider that uses 3 or 4 digits special number to service similar types of task within the company needs to use the same special numbers.

Article 8. Format of Telephone number

Format of telephone number in Lao PDR are based on National Numbering Plan of Ministry of Post and Telecommunications and in accordant to International Telecommunication Union's recommendation or ITU.

Chapter3

Reserved Resource and Numbering Plan

Article 9. Reserved telephone number

The numbering plan for reserved number is the planning of numbering to ensure sufficient resource for future expansion of telecommunication service providers and numbering users to use in future and to cover the whole country.

Article10. Numbering Plan and Numbering Utilization

Numbering plan and utilization plan of telecommunication resources (telephone number) is the responsibility of Ministry of Post and Telecommunications to allocate, assign, approve, and plan the number utilization in accordant to existing National Numbering Plan to support the growth of telecommunication network in each period.

Chapter 4

Right and Obligation of Telecommunication service providers and numbering User

Article 11. Right of Telecommunication Service Providers

Telecommunication service provider has the right as following:

1. Temporary or permanently Suspend the number in case that number is inactive for the last 6 months according to usage policy;
2. Suspend number permanently in case that number has not been registered correctly;
3. Has the right to distribute numbers in services that has been approved by Ministry of Post and Telecommunications.
 - 3.1 Suspended postpaid number, in case the number is over due for the last 3 months;
 - 3.2 Suspended the prepaid number, in case the number is inactive for the last 6 months;
 - 3.3 Suspended outgoing call for prepaid number and fixed-cordless phone, in case no payment/ service fees received for the last 3 months.
 - 3.4 Suspended fixed phone, in case no payment/service fees receive for the last 3 months.

Article 12. Obligation of Telecommunication Service Providers

Telephone number service providers are obligated as following:

1. Registered Telephone number correctly and sufficiently;
2. Effective and Efficient utilization of telephone number;
3. Monitoring the uses of number that has been activated;
4. Provides necessary information to the related agencies, in the case of incident that concerned the public and national security through Ministry of Post and Telecommunications;
5. To pay numbering and services fees according to the law before the end of fiscal year;
6. Summarize and report Number Utilization to Ministry of Post and Telecommunications, every 3months, 6 months and 1 years’;
7. Other obligation in accordance to related Laws.

Article 13. Right of telephone number user

Telephone number user rights are:

1. Right to choose and use telephone number from different telecom service providers;
2. Right to choose and use the services with high quality and fairness
3. Receive information related to telephone number.

Article 14. Obligation of numbering user

Telephone number users are obligated to:

1. Register number correctly and completely;
2. Responsible to pay rental and services fee regularly;
3. In the case the number is lost or damage, user is obligated to inform telecommunication service provider immediately;
4. Other obligations in accordance to related Laws.

Chapter 5

Restriction

Article 15. Restriction for Telephone Number Service Provider

Telephone number Service Provider is restricted to perform actions as following:

1. Enable numbering service prior to Ministry of Post and Telecommunication approval;
2. Enable numbering service which has not yet registered;
3. Sale its number in overseas;
4. Use hide number function, not to show caller ID.

Article 16. Restriction for Numbering User

The numbering user is restricted to perform actions as following:

1. Use its telephone number to cause unrest and impacting social stability;
2. Use its number to provide international telephony service without approval.

Chapter 6**Policies forward persons with outstanding achievement****And Measures against the violators****Article 17. Policies forward persons with outstanding achievement**

Individual, legal entities or organization that actively in implementing this Decision particularly on contribute license fees and numbering service fees on a regular basis, behaved according to the Law, contribute to reserve and efficiently use of numbering, which result in contribution to country social and economic development shall be rewarded appropriately.

Article 18. Measure Against Violator

Individual, legal entities, or organization that violate this Decision for instance, allocate and use telephone number without authorization from Ministry of Post and Telecommunication, will be asked to return the number and shall be educated, fines or penalized depending on the degree of violation according to the related Laws.

Chapter 7

Final Provisions

Article 19. Implementation

Department of Telecommunications, Ministry of Post and Telecommunications is responsible on the implementation of this Decision.

Article 20. Effectiveness

This Decision enters into force from the date of signing and fifteen days after publishing on the official gazette.

MINISTER

Sign and stamp

Hiem Phommachanh