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## **THE GIBRALTAR NUMBERING PLAN**

Section 35 of the Communications Act 2006 (the “Act”) sets out the establishment of a numbering, addressing and naming plan that is known as the Gibraltar Numbering Plan (the “Plan”). The Notice on Numbering Conventions is made up of a set of principles and rules relating to the use and management of numbers from the Plan.

Section 35(3) of the Act states that “*it shall be the function of the Authority ... to administer the Gibraltar Numbering Plan on behalf of the Government and as it may direct*”.

The GRA has been ensuring the proper management of the Plan by allocating numbers and number ranges for all publicly available electronic communications services to all persons who provide communications services in Gibraltar.

The Plan is structured as follows:

Part 1 sets out rules relating to numbers or codes within the public telephone network or other parts of the Plan and is divided-up as follows:

- A1: Structure of the Plan.
- A2: Standards and standard presentation.
- A3: Geographic numbering ranges.
- A4: Mobile services.
- A5: Special Rate services.
- A6: Access Codes and Short Codes.

A Glossary of Terms appears at the end of Part 1.

Part 2 sets out the Gibraltar Numbering Plan.

**PART 1 : RULES RELATING TO NUMBERS OR CODES WITHIN THE PUBLIC TELEPHONE NETWORK OR OTHER PARTS OF THE PLAN**

## A1. Structure of the Plan.

A1.1 The National Significant Number (NSN) is currently eight digits long, notated by the sequence 'PABCDEFG'. The lengths of all number ranges are clearly marked on the Gibraltar Numbering Plan in Part 2.

A1.2 The structure of the Plan is as follows (with the initial Plan ('P') digit identifying the range):

**00** The international prefix code, used to access international dialling.

**1** Type 'C' Access Codes.

**2** Geographic Numbering Range.

**3** Future Geographic Numbering Range

**4** Future use.

**5** Mobile Services.

**6** Mobile Number Range Withdrawn<sup>1</sup>.

**7** Future use.

**8** Special Rate Services.

**9** Future use.

A1.3 Since the numbering capacity associated with a range may exceed the potential demand for the usage identified in Convention A1.2 above, allocations will be made from particular A digits, leaving other values of A digit free for future allocation to the given usage or for alternative designation. Similarly, capacity will be conserved by care in the allocation of B and C digits to avoid large blocks of numbers being sterilised.

## A2. STANDARDS AND STANDARD PRESENTATION

A2.1 So far as it is practicable, the Plan will conform to the relevant international standards. In particular, attention is drawn to the following ITU-T Recommendations, or their functional successors:

'E.123' Standard notation for national and international telephone numbers (see Rule A2.3 to A2.8 below).

'E.161' Arrangements of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network.

'E.164' The international public telecommunication numbering plan.

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<sup>1</sup> "6" Mobile Number Range was withdrawn on 13<sup>th</sup> March 2020

'E.166/X.122' Numbering plan for inter-working the E.164 and X.121 number plans.

'X.121' International numbering plan for public data networks.

- A2.2 ITU-T Recommendations E.169.2 and E.169.3 describe the role of the ITU-T in introducing universal services. The allocation of numbers for such services is the responsibility of the ITU-T.

### **Country code**

- A2.3 The country code allocated by the ITU-T to Gibraltar is 350. This code follows the international dialling prefix on calls made from outside Gibraltar, and should be followed by the NSN of the destination within Gibraltar.

### **Maximum number of digits**

- A2.4 Particular attention is drawn to ITU-T Recommendation E.164 which states that the maximum number of digits that a national system is expected to handle on an outgoing international call is fifteen (15) (excluding the international dialling prefix).

### **Alphanumeric arrangements**

- A2.5 The Plan will use the decimal character set 0-9 for all number allocations. Letters and other non-decimal characters will not form any part of the Gibraltar's NSN. The use of alphanumeric keypads is recommended for telecommunication terminals to facilitate a harmonised means of transfer of information within those countries who are members of the European Conference of Posts and Telecommunications ('CEPT'). In the event that an alphanumeric arrangement is used which exceeds the number length of the range dialled, this confers no right to the longer sequence, nor any guarantee that it will work.

- A2.6 The use of the following set of keypad arrangement is strongly recommended, in line with ITU-T Recommendation E.161 Option A:

1	No letters
2	ABC
3	DEF
4	GHI
5	JKL
6	MNO
7	PQRS
8	TUV
9	WXYZ
0	No letters

### **Prefix '00'**

- A2.7 The international prefix '00' is used for international dialling from Gibraltar. The digits of the country code and the NSN will follow this prefix. This also applies to ISDN data calls.

*Consistency of format.*

A2.8 Numbers can be presented in whatever way applicants or users wish, so long as there is no intention to deceive or confuse. However, considerable benefit can be obtained from consistent forms of number presentation.

### **A3. GEOGRAPHIC NUMBERING RANGE**

A3.1 In the Plan, the 2 range has been designated as the Geographic Numbering Range ('GNR').

A3.2 The Gibraltar Regulatory Authority will endeavour to give at least six months notice of any code change.

A3.3 To ease the migration by end users to new codes and numbers, applicants shall ensure that the following measures are in place wherever possible:

- a) there must be adequate notification and publicity to end users prior to a change;
- b) there must be a period of parallel running when numbers to the old and new codes are available; and
- c) there is a changed number announcement after the completion of the change.

### **A4. MOBILE SERVICES**

A4.1 The 5 range has been designated for mobile services. These are services that enable end users to be contacted, whatever their location. Mobile services shall only use the respective 5 range designated below:

50	Mobile Services
51	Mobile Services
52	Mobile Services
53	Mobile Services
54	Mobile Services.
55	Mobile Services
56	Mobile Services.
57	Mobile Services.
58	Mobile Services.
59	Mobile Services

A4.2 The 6 range was withdrawn on 13 March 2020.

### **A5. SPECIAL RATE SERVICES (8)**

A5.1 The 8 range has been designated exclusively for Special Rate Services. These are services paid for through the telephone bill of a subscriber, and charged at special rates. The cost of the call to services from fixed lines in the 8 range shall be:

- a) paid by the called party (e.g., 80xx Freephone numbers);
- b) shared between the caller and the called party (e.g., 87xx local rate numbers); or

- c) the revenue for the call, which comprises the price of the telephone call plus the content, product or service, is shared between the applicant and the provider of the service whether directly or indirectly; (e.g. 88xx or 89xx premium rate numbers).
- A5.2 Premium Rate Content Services are those services which include a charge for the content of the call or other product or service delivered in the course of, or as a direct consequence of, the call, which charge is in addition to, or forms part of the overall charge for, the electronic communications service which delivers that content, product or service.

## **A6. ACCESS CODES AND SHORT CODES**

- A6.1 Access codes are short, generally memorable, three- or four-digit numbers, usually beginning with "1" or "8" which allow end users to access a wide range of telephony services. Lists of codes in use or designated for use are included in the access codes sections of the Plan.
- A6.2 Access codes are categorised by the type of service for which they are used. There are three types of access codes: Types A, B and C.

### **Type A access codes:**

- A6.3 Type A access codes will be in format up to 1XXXXX. These are used by callers to reach commonly used services, such as '100' (operator services) or '150' (speaking clock). These codes may be used throughout Gibraltar by all applicants offering equivalent services (and may not be used by any applicants for any other service). More recently, the use of Type A codes has been refined for particular services where there is a social imperative, sometimes backed up by regulatory force, such as '141' (suppress calling line identification or smart mask). Type A codes will be designated individually by the Gibraltar Regulatory Authority for such services, not allocated to a particular applicant or a service provider.

### **Type B access codes:**

- A6.4 Type B access codes will be in format 88XX or 1XXX. They have network-wide significance as they are used by the end users of one public electronic communications applicant to have selected calls connected by an applicant other than the one from whom they rent their telephone line (known as 'Indirect Access'). For example, callers might use Type B codes to select Indirect Access providers for long distance and/or international calls. Type B codes can also be used by callers to access services available from their own applicant's system or another public applicant's system. These codes are allocated by the Gibraltar Regulatory Authority.

### **Type C access codes:**

- A6.5 Type C access codes are set aside for independent use by public telecommunications applicants, either to provide particular services exclusively to their directly connected end users or for internal network operations. Applicants of different systems have the opportunity to choose corresponding codes where it is convenient and potentially beneficial to adopt a common approach, but are not obliged to do so. While the Gibraltar Regulatory Authority has designated a range, it does not allocate Type C codes but, based on information supplied by applicants, their use is recorded in the

Plan. These codes must not be used for Special Services, which are required to be open to competition and number portability.

### **Emergency numbers**

- A6.6 In order to minimise the risk of misdialling or incorrect routing on emergency calls, the use of digits '112', '190' and '199' in prominent positions in longer number strings should be avoided.

## ***Glossary***

### **Access Codes**

Short, generally memorable, codes, usually beginning with "1" and "8", which allow end users to access a wide range of telephony services.

### **Annual Numbering Return**

Information supplied by applicants to the Gibraltar Regulatory Authority, at the Gibraltar Regulatory Authority's request, in a manner prescribed, and usually within one month of the year's end.

### **Applicant**

The persons who are eligible to apply for number allocations and reservations, namely:

- (a) persons authorised to provide an electronic communications service;
- (b) persons authorised to provide an electronic communications network; and
- (c) such other person of a class or description as the Authority considers appropriate.

### **The Conventions**

The Numbering Conventions for Gibraltar. These are a set of rules adopted by the Authority and principles that govern the use, management and allocation of numbers from the Plan.

### **Country code (CC)\***

The combination of one, two or three digits that identifies a specific country or countries in an integrated numbering plan or a specific geographic area. The public telephone network CC for Gibraltar is 350. This code follows the international dialling prefix on calls made from outside the Gibraltar.

### **ITU Telecommunications Standardisation Sector (ITU-T)**

The ITU-T is a permanent organ of the International Telecommunication Union ('ITU'), the United Nation's specialised agency in the field of telecommunications. The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardising telecommunications on a world-wide basis.

### **Local rate**

An indication that the price for the call is equivalent to the rate for a geographic local call set by the relevant originating applicant, where such a rate exists.

### **Mobile service**

An electronic communications service consisting in the conveyance of messages by means of an electronic communications network, where every message that is conveyed thereby has been, or is to be, conveyed through the agency of radiocommunications to or from an electronic communications network which is designed or adapted to be capable of being used while in motion.

### **National Destination Code (NDC)\***

A nationally optional code field, within the international public telecommunications numbering plan as set out in the ITU-T Recommendation E.164 number plan, which, combined with the Subscriber Number, will constitute the National Significant Number.

### **National Significant Number (NSN)\***

This refers to that portion of the number that follows the country code for geographic areas. The National Significant Number consists of the National Destination Code followed by the Subscriber Number.

### **Number Portability**

This is a facility whereby subscribers who so request can retain their number on a fixed public telephone system and on the integrated services digital network ('ISDN'), independent of the person providing the service at the network termination point of a subscriber at a specific location, in the case of geographic portability, or at any location, in the case of non-geographic portability.

### **Number Range**

A set of contiguous numbers of a specified or unspecified size.

### **Premium Rate Services (PRS)**

Services that are paid for through the telephone bill of a subscriber, and charged at rates above those for Special Services. The revenue for a PRS call may be shared between the applicant and the provider of the service.

### **PSTN**

Public switched telephone network.

### **The Plan**

The Gibraltar Numbering Plan. The Plan indicates the number ranges that are designated for particular purposes or not designated.

### **Special Services**

Services that are paid for through the telephone bill of a subscriber, and charged at special rates, from free up to, and including, premium rate. Charges for these calls can be paid by the called party, shared between the caller and the called party, or paid wholly by the caller.

### **Subscriber Number (SN)\***

The number identifying a subscriber in a network or numbering area. In Gibraltar, the Subscriber Number is (8) digits and is part of the Plan.

\* - Indicates that this is based on an ITU-T Recommendation



## **PART 2: THE GIBRALTAR NUMBERING PLAN**

<b>Description</b>	<b>Code</b>	<b>Operator</b>
International Number code	350	All
Local number - fixed	200 xxxxx	Gibtelecom
	21x xxxxx	All
	22x xxxxx	All
Local number – mobile	50 xxxxxx	Others
	51 xxxxxx	Others
	52 xxxxxx	Others
	53 xxxxxx	Others
	54 xxxxxx	Gibtelecom
	55 xxxxxx	Others
	56 xxxxxx	Gibtelecom
	57 xxxxxx	Gibtelecom
	58 xxxxxx	Gibtelecom
	59 xxxxxx	Others
Freephone	80xx	All
Special Rate	81xx	All
	82xx	All
	83xx	All
	84xx	All
	85xx	All
	86xx	All
	89xx	All
Local Rate	87xx	All

**Table 2****Access codes in the ranges 1xx through 1xxxxx**

<b>Type A codes</b>			
<b>Code</b>	<b>Service Type</b>	<b>Tariff</b>	<b>Operator</b>
100	Operator assistance	Free	All
112	Emergency service	Free	All
116000	Hotline for missing children (Runs parallel to 112)	Free	All
116006	Helpline for victims of crime	Free	All
116111	Child Helpline (Runs parallel to 8008 – Childline)	Free	All
116112	Protected		
116117	Non-emergency medical on-call service	Free	All
116123	Gibraltar Samaritans	Free	All
150	The Speaking clock	Local rate	All
155	Community crime line	Free	All
190	Fire Brigade & Ambulance	Free	All
199	RGP Emergency line (Runs parallel to 112)	Free	All
141	Withhold Calling Line Identification (CLI)/Smart mask	Free	All
1470	Per Call Release of CLI/ Smart release	Free	All
1471	Call Return/Repeat last number	Free	All
1474	Ring back request	Free	All

<b>Type B codes</b>			
<b>Code</b>	<b>Service Type</b>	<b>Status</b>	<b>Operator</b>
840	Indirect Access		
841	Indirect Access		
842	Indirect Access		
880	Indirect Access	Protected	
881	Indirect Access		
882	Indirect Access		
883	Indirect Access		
884	Indirect Access	Allocated	Gibtelecom
885	Indirect Access	Protected	
888	Indirect Access	Protected	
889	Indirect Access		

<b>Type C codes</b>			
<b>Code</b>	<b>Service Type</b>	<b>Tariff</b>	<b>Operator</b>
11811	Local directory enquiries		Gibtelecom
11888	International directory enquiries		Gibtelecom
118xx	Directory enquiries	ND <sup>2</sup>	All
123	Voicemail	Free	Gibtelecom
151	Fault reporting access number for big business customers	Free	Gibtelecom
192	Fault reporting number for internet services	Free	Gibtelecom
193	Fault reporting number for fixed services	Free	Gibtelecom
194	Fault reporting number for mobile	Free	Gibtelecom
195	Technical support for TV services	Free	Gibtelecom
800	Reload (Pre-paid service) information & recharging number		Gibtelecom
888	Reload information & recharging number		Gibtelecom

**Table 3**

**Local Fixed Line Numbering Blocks**

<b>Code (PAB digits)</b>	<b>Block (C digit)</b>	<b>Block (DEFG digits)</b>	<b>Status</b>	<b>Operator</b>
200	0	0000 – 9999	Allocated	Gibtelecom
200	1	0000 – 9999	Allocated	Gibtelecom
200	2	0000 – 9999	Allocated	Gibtelecom
200	3	0000 – 9999	Allocated	Gibtelecom
200	4	0000 – 9999	Allocated	Gibtelecom
200	5	0000 – 9999	Allocated	Gibtelecom
200	6	0000 – 9999	Allocated	Gibtelecom
200	7	0000 – 9999	Allocated	Gibtelecom
200	8	0000 – 9999	Allocated	Gibtelecom
200	9	0000 – 9999	Allocated	Gibtelecom
216	0	0000 – 9999	Reserved	
216	1	0000 – 9999	Reserved	

<sup>2</sup> “ND” Not Designated

216	2	0000 – 9999	Protected <sup>3</sup>	Gibtelecom
216	3	0000 – 9999	Reserved	
216	4	0000 – 9999	Protected <sup>4</sup>	Gibtelecom
216	5	0000 – 9999	Protected <sup>5</sup>	Gibtelecom
216	6	0000 – 9999	Protected <sup>6</sup>	Gibtelecom
216	7	0000 – 9999	Protected <sup>7</sup>	Gibtelecom
216	8	0000 – 4999	Allocated	GibFibre
216	8	5000 – 9999	Reserved	
216	9	0000 – 4999	Allocated	GibFibre
216	9	5000 – 9999	Reserved	
222	0	0000 – 9999	Reserved	
222	1	0000 – 9999	Reserved	
222	2	0000 – 9999	Allocated	u-mee
222	3	0000 – 9999	Reserved	
222	4	0000 – 9999	Allocated	u-mee
222	5	0000 – 9999	Allocated	u-mee
222	6	0000 – 9999	Reserved	
222	7	0000 – 9999	Allocated	u-mee
222	8	0000 – 9999	Reserved	
222	9	0000 – 9999	Reserved	
225	0	0000 – 9999	Allocated	GibFibre
225	1	0000 – 4999	Allocated	GibFibre
225	1	5000 – 9999	Reserved	
225	2	0000 – 9999	Reserved	
225	3	0000 – 9999	Reserved	
225	4	0000 – 9999	Reserved	
225	5	0000 – 4999	Allocated	GibFibre
225	5	4999 – 9999	Reserved	
225	6	0000 – 9999	Reserved	
225	7	0000 – 9999	Reserved	
225	8	0000 – 9999	Reserved	
225	9	0000 – 9999	Reserved	

<sup>3</sup> Former CTS customers using numbers in this range. No additional numbers may be allocated in this range by Gibtelecom.

<sup>4</sup> ibid

<sup>5</sup> ibid

<sup>6</sup> ibid

<sup>7</sup> ibid

**Table 4****Local mobile Numbering Blocks**

<b>Code (P digit)</b>	<b>Block (ABCDEFGH)</b>	<b>Status</b>	<b>Operator</b>
5	1000000 – 1099999	Allocated	GibFibre
5	2200000 – 2299999	Reserved	
5	2500000 – 2509999	Allocated	GibFibre
5	2510000 – 2514999	Allocated	GibFibre
5	4000000 – 4999999	Allocated	Gibtelecom
5	5000000 – 5999999	Reserved	
5	6000000 – 6999999	Allocated	Gibtelecom
5	7000000 – 7999999	Allocated	Gibtelecom
5	8000000 – 8999999	Allocated	Gibtelecom
5	9000000 – 9999999	Reserved	
6	0600000 – 0699999	Withdrawn 1 <sup>st</sup> October 2013	
6	2900000 – 2999999	Withdrawn 13 <sup>th</sup> March 2020	

**Table 5****Standard Access Codes**

<b>Description</b>	<b>Code</b>	<b>Operator</b>
International access code	00	All