

Pursuant to Article 8, para. 1, item 1), Article 23, para 1 and Article 72, para. 2 and 3 of the Law on Electronic Communications (*Official Gazette of RS*, no. 44/10) and Article 12, para. 1, item 1) and Article 16, item 4) of the Statute of the Republic Agency for Electronic Communications (*Official Gazette of the RS* no. 59/10),

The Managing Board of the Republic Agency for Electronic Communications, adopted the

NUMBERING PLAN

(*Official Gazette of RS*, nos. 32/11, 35/12 and 64/13)

Consolidated text, including the Amendments to the Numbering Plan published in the *Official Gazette of RS* nos. 64/13, applied as of 1 August 2013

1. General provision

Under the Numbering Plan, the Republic Agency for Electronic Communications (hereinafter: Agency) stipulates the structure of numbers and addresses and sets out the manner of their usage in the territory of the Republic of Serbia.

The structure of numbers and addresses, as well as the way of their usage referred to in paragraph 1 herein was made in compliance with the Law on Electronic Communications (*Official Gazette of RS*, no. 44/10, hereinafter: Law) and the Recommendations of the International Telecommunication Union (hereinafter: ITU-T Recommendation).

2. Structure of numbers

The structure of the numbers which are subject of the Numbering Plan was stipulated according to the ITU-T Recommendations E. 164 and E. 212.

2.1. International number

An international number shall consist of the Country Code (CC – Country Code) followed by the National (Significant) Number (N(S)N), as shown in Figure 1 below.

| International number | |
|-----------------------------|--------------------------------------|
| Country Code | National (Significant) Number |
| CC | N(S)N |

Figure 1. International number structure

In accordance with the ITU-T Recommendation E.164, the maximum length of the international number shall be 15 digits.

The Country Code allocated to the Republic of Serbia shall be “381”.

For international calls from the territory of the Republic of Serbia, the international prefix “00” or “+” needs to be dialled first, followed by the Country Code of the country where

the call is terminated and the national number, in accordance with the numbering plan of the relevant country.

The international prefix shall not be a part of the international number.

2.2. National number

In the Republic of Serbia an open Numbering Plan for telecommunications networks (hereinafter: the Numbering Plan) shall be in use.

National number shall consist of the National Destination Code (NDC) followed by the Subscriber Number (SN), as shown in Figure 2 below.

| National number | |
|----------------------------------|--------------------------|
| National Destination Code | Subscriber Number |
| NDC | SN |

Figure 2. National number structure

Depending on the application, National Destination Code shall be a geographic or a non-geographic number.

For calls to another geographic area or another public mobile network or for calls to other non-geographic numbers, the national prefix “0” needs to be dialled first, followed by the National Destination Code and Subscriber Number.

For calls within the same geographic area (local call) only Subscriber Number needs to be dialled.

The national prefix shall not be a part of the national number.

2.2.1. National number for publically available telephone services at fixed location

National number for publically available telephone services at fixed location shall be a geographic number. In this case, the National Destination Code (NDC) shall determine a geographic area and shall be marked as Trunk Code (TC). The Trunk Code shall be followed by the Subscriber Number (SN) as shown in Figure 3 below.

| National number for publically available telephone services at fixed location | |
|--|--------------------------|
| Trunk Code | Subscriber Number |
| TC | SN |

Figure 3. Structure of the national number for publically available telephone services at fixed location

The maximum length of the national number for publically available telephone services at fixed location shall be 12 digits. The maximum length of the Trunk Code shall be two digits, exceptionally three digits. Digits “0” and “1” cannot be used as leading digits of the Subscriber Number. Exceptionally, during the one-year transitional period as of the entrance into force hereof, digit 1 may be used as leading digit of the Subscriber Number.

Pursuant to the Law, the Agency shall allocate the numbers for publically available telephone services at fixed location to the operators in blocks of 1 000, 10 000 and 100 000 consecutive numbers.

2.2.2. National number for public mobile communication network services

National number for public mobile communication network services is a non-geographic number and shall consist of the National Destination Code (NDC) and the Subscriber Number (SN). The National Destination Code shall alternatively be marked as Service or Destination Network code (SDN code), as shown in Figure 4 below.

| National number for public mobile communication network services | |
|---|--------------------------|
| Service or Destination Network code | Subscriber Number |
| SDN | SN |

Figure 4. Structure of the national number for public mobile communication network services

National Destination Code shall consist of minimum two digits, where the leading digit shall be “6”. The length of the Subscriber Number in public mobile communication network shall be six or seven digits. The length of other numbers in public mobile communication network that do not belong to the subscribers may be shorter.

For national calls made from a public mobile communication network, with the exception of calls to emergency services and assistance services, the procedure referred to in point 2.2. para. 4 herein shall be applied.

Pursuant to the Law, the Agency shall allocate Service or Destination Network codes to the operators for public mobile communication network services, and the entire permitted range of Subscriber Numbers which follow the allocated Service or Destination Network codes shall be allocated at the same time.

2.2.3. National number for other non-geographic services

National number for other non-geographic services shall consist of the National Destination Code (NDC) and the Subscriber Number (SN). The National Destination Code shall alternatively marked as Service or Destination Network code (SDN code) or as service identifier, as shown in Figure 5.

| National number for other non-geographic services | |
|--|--------------------------|
| Service or Destination Network code | Subscriber Number |
| SDN code | SN |

Figure 5. Structure of the national number for other non-geographic services

The maximum length of the National Destination Code for other non-geographic services shall be three digits, where the leading digits shall be “7”, “8” and “9”. The National Destination Code with the leading digit “7” shall be used for the universal access number service, service for communication between devices, nomadic telephone service, telecommunications-voting service and other services in accordance with the Numbering Plan.

The National Destination Code with the leading digit “8” shall be used for the freephone service, as well as for other services in accordance with the Numbering Plan. The National Destination Code with the leading digit “9” shall be used for Value Added Service. The maximum length of the Subscriber Number for other non-geographic services shall be 9 digits.

Pursuant to the Law, the Agency shall allocate the non-geographic numbers for publically available telephone services to the operators in blocks of 10, 100, 1 000 and 10 000 numbers.

2.3. Short codes

Short codes shall be used for access to emergency services and assistance services, services for the provision of the services of public interest, commercial services and the carrier selection services.

Short code is a non-geographic number and shall consist of the Service Identifier only, or, optionally, of the Service Identifier and Operator’s Code, as shown in Figure 6.

| Short Code | |
|---------------------------|------------------------|
| Service Identifier | Operator’s Code |

Figure 6. Short Code Structure

The minimum length of the short codes shall be three digits, and the maximum length shall be five digits, where the leading digit shall be “1”. Exceptionally, the maximum length of the short code may be six digits. During the transitional period, stipulated in terms of manner and time as referred to in point 6, para. 2 herein, the existing short codes with the leading digit “9” may also be used,

Access to emergency services and assistance services shall be provided from all public communication networks, by local dialling. For calls to other short codes the short code alone without prefix may be dialled.

Pursuant to the Law, the Agency shall allocate the short codes individually to the operators.

In case there is a single number defined for a service, short codes referred to in point 4. herein, which concern Emergency services and assistance services and Services of public interest (Tables 4 and 5), shall be assigned to operators on a non-exclusive basis, i.e. more than one operator may use the same short code.

3. Address structure

3.1. International Signalling Point Codes (ISPC)

International Signalling Point Code (ISPC) shall be used for identifying the international signalling points in the international signalling networks operating with ITU-T No.7 signalling system. The International Signalling Point Code structure shall be in compliance with the format of the International Signalling Point Code in the ITU-T Recommendation Q.708.

The length of the International Signalling Point Code shall be 14 bits and shall be divided into three parts of 3, 8 and 3 bit length, respectively, as show in the Figure 7 below. The first two parts shall define the Signalling Area Network Code (SANC) in the international

network, allocated by the ITU. The third part shall be the Signalling Point Identification, which shall be available for allocation in its full capacity comprising eight points.

| | | | | | | | | | | | | | |
|---|---|---|--------|---|---|---|---|---|---|---|------------------------------------|---|---|
| N | M | L | K | J | I | H | G | F | E | D | C | B | A |
| 3 bits | | | 8 bits | | | | | | | | 3 bits | | |
| Signalling Area Network Code SANC | | | | | | | | | | | Signalling Point Identification | | |
| International Signalling Point Code (ISPC) | | | | | | | | | | | | | |

Figure 7. Structure of the International Signalling Point Code

International Signalling Point Code shall normally be given as x-y-z: where “x” shall be the decimal numeric value of the first three bits (NML) which can be given a value from 0 to 7; “y” shall be the decimal numeric value of the following eight bits (KJIHGFED) which can be given a value from 0 to 255; and “z” shall be the decimal numeric value of the last three bits (CBA) which can be given a numeric value from 0 to 7.

3.2. National Signalling Point Code (NSPC)

National Signalling Point Code (NSPC) shall identify a signalling point in the national signalling network operating in compliance with the ITU-T No.7 signalling system. The National Signalling Point Code structure shall be in compliance with the format of International Signalling Point Code in the ITU-T Recommendation Q.704.

The length of the National Signalling Point Code shall be 14 bits and shall be divided into two parts of 7 bit each. The first part (A) shall be the number of the administrative area and the second part (B) shall be the number of the signalling point within the administrative area, as shown in Figure 8 below.

| | |
|------------|------------|
| A (7 bits) | B (7 bits) |
|------------|------------|

Figure 8. Structure of the National Signalling Point Code

In addition to format A-B, the National Signalling Point Code may be represented by a number which equals decimal numeric value of all 14 bits, i.e. it may have a numeric value from 0 to 16 383.

The allocation of the National Signalling Point Codes within the existing and new administrative areas shall be within the competence of the Agency, with the exception of the national signalling point codes already allocated to public telecommunications operators that shall continue to use them in accordance with the Numbering Plan.

3.3. Mobile Network Codes (MNC)

Mobile Network Code (MNC) shall be a part of the International Mobile Subscriber Identification (IMSI), whose structure, assignment criteria and usage are stipulated by the ITU-T Recommendation E.212 and the associated annexes thereof. In line with this Recommendation, MNC code may be assigned to an operator of a Public Land Mobile Network (PLMN), a Public Switched Telephone Network (PSTN) for applications such as SMS and TEXT messages, satellite networks, as well as for the purpose of Universal Personal Telecommunications (UPT) service provision.

IMSI number shall consist of three parts, as shown in Figure 9 below, where only digits from 0 to 9 shall be used, as follows:

- Mobile Country Code (MCC), 3 digits long, allocated by the International Telecommunication Union according to ITU-T Recommendation E.212. The Republic of Serbia has been allocated Mobile Country Code 220;
- Mobile Network Code (MNC), 2 digits long, which shall be allocated by the Agency and may be from “00” to “99”. MNC in combination with MCC shall specifically indicate an electronic communications network;
- Mobile Station Identification Number (MSIN), with a maximum length of 10 digits, within the authority of the operators which were assigned MNC. MSIN shall specifically identify a single subscriber within the electronic communication network operator.

| | | |
|---|----------|-------------------|
| MCC | MNC | MSIN |
| 3 digits | 2 digits | Maximum 10 digits |
| International Mobile Subscriber Identity (IMSI) Number | | |
| Maximum 15 digits | | |

Figure 9. Structure of International Mobile Subscriber Identity (IMSI) Number

4. List of the numbers and addresses for the numbering area of the Republic of Serbia

| Geographic area | Trunk Code (Geographic Code) |
|--------------------|---------------------------------|
| Pirot | 10 |
| Beograd | 11 |
| Požarevac | 12 |
| Pančevo | 13 |
| Valjevo | 14 |
| Šabac | 15 |
| Leskovac | 16 |
| Vranje | 17 |
| Niš | 18 |
| Zaječar | 19 |
| Novi Pazar | 20 |
| Novi Sad | 21 |
| Sremska Mitrovica | 22 |
| Zrenjanin | 23 |
| Kikinda | 230 |
| Subotica | 24 |
| Sombor | 25 |
| Smederevo | 26 |
| Prokuplje | 27 |
| Kosovska Mitrovica | 28 |
| Gnjilane | 280 |

| | |
|-----------------|-----|
| Prizren | 29 |
| Uroševac | 290 |
| Bor | 30 |
| Užice | 31 |
| Čačak | 32 |
| Prijepolje | 33 |
| Kragujevac (TC) | 34 |
| Jagodina | 35 |
| Kraljevo | 36 |
| Kruševac | 37 |
| Priština | 38 |
| Peć | 39 |
| Đakovica | 390 |

Table 1

| | |
|--|--|
| Public mobile communication network services | National Destination Code - NDC (Access code) |
| Licensed public mobile communication network operators | 6a a=0,1...9 and a≠7 |
| Other operators | 67a a=0,1...9 |

Table 2

| | |
|--|---|
| Other non-geographic services | National Destination Code - NDC (Service code) |
| Universal access number service | 70a (a = 0,1...9) |
| Service for communication between devices (M2M, dial-up) | 72 |
| Nomadic service | 76 |
| Tele-voting service | 78a (a = 0,1...9) |
| Freephone services | 800 |
| Prepaid telephone card service | 808 |
| Value added service | |
| - marketing | 900 |
| - entertainment | 901 |
| - children content | 904 |
| - humanitarian aid | 905 |
| - adult content | 906 |
| - lottery | 909 |

Table 3

| | |
|---|-------------------|
| Emergency services and assistance services | Short Code |
| Emergency service | 112 |
| Police | 192 |
| Fire department | 193 |
| Ambulance | 194 |
| Military hospital ambulance | 1976 |
| Alert and information service | 1985 |
| Security Intelligence Agency | 19191 |
| Military police | 19860 |
| Hotline for missing children | 116000 |

| | |
|---------------------------------------|--------|
| Helpline for victims of crime | 116006 |
| Child helpline | 116111 |
| Non-emergency medical on-call service | 116117 |
| Emotional support helpline | 116123 |

Table 4

| Services of public interest | Short Code |
|---------------------------------------|-------------------------------|
| Speaking clock service | 195 |
| Telegrams | 196a (a = 0,1...9) |
| General directory | 1180 |
| Subscriber telephone directory | 118ab (a,b = 0,1...9 and a≠0) |
| Operator-assisted international calls | 1901a (a = 0,1...9) |
| Report a fault | 197ab (a=5,7 ;b = 0,1...9) |
| Road and traffic assistance | 1987 |

Table 5

| Commercial services | Short Code |
|---|--|
| Services of general interest provided on a commercial basis | 189ab (a,b = 0,1...9) 197ab (a,b = 0,1...9 and a≠5,6,7) 198ab (a,b = 0,1...9 and a≠5,6,7) 199ab (a,b = 0,1...9) |

Table 6

| Carrier selection | Short Code |
|--------------------------|----------------------|
| Carrier selection | 10ab (a,b = 0,1...9) |

Table 7

| Signalling Area Network Code (SANC) |
|---|
| The Republic of Serbia uses: - four SANC 2-040 (2-040-0, 2-040-1, 2-040-3 and 2-040-6), - four SANC 3-241 (3-241-0, 3-241-1, 3-241-2 and 3-241-3), - eight SANC 4-248 (4-248-0, 4-248-1, 4-248-2, 4-248-3, 4-248-4, 4-248-5, 4-248-6 and 4-248-7) and - eight SANC 7-227 (7-227-0, 7-227-1, 7-227-2, 7-227-3, 7-227-4, 7-227-5, 7-227-6 and 7-227-7), which enables the identification of the total of 24 International Signalling Points. |

Table 8

5. List of allocated numbers and addresses for the numbering area of the Republic of Serbia

The information on the allocated numbers and addresses for the numbering area of the Republic of Serbia shall be part of the data base on the usage of the numbering and shall be published and updated on the Agency website with enabled search option.

The data base referred to in the previous paragraph herein shall include the following elements: allocated numbering (numbers and addresses), allocation and usage conditions, geographic area of the usage thereof, along with the information on the operators that have been allocated the numbering.

6. Transitional provisions

During the one-year transitional period as of the entrance into force hereof, the leading digit of the Subscriber Number within the national number for publically available telephone services at fixed location, with geographic value, may also be digit "1".

The transitional period for short codes stipulated under point 4. herein, during which parallel dialling of the existing short codes with the leading digit "9" and short codes with the leading digit "1", shall last until 31 December 2012.

The operators shall be required to put into operation and enable the dialling of short codes with the leading digit "1", no later than 60 days following the entry into force of the amendments.

During the transitional period referred to in para. 1 herein, service codes for low-priority services and high-priority services set out under Numbering Plan of the Republic of Serbia for Telecommunications Networks (*Official Gazette of RS*, nos. 57/08, 77/08, 105/08, 107/08-corr, 85/09, 43/10 and 47/10) shall be aligned with points 2.2.3. and 4. herein.

7. Final provisions

The day the Numbering Plan enters into force, the Numbering Plan of the Republic of Serbia for telecommunications networks (*Official Gazette of the Republic of Serbia*, Nos. 57/08, 77/08, 105/08, 107/08-corr., 85/09, 43/10 and 47/10) shall cease to be valid.

The Numbering Plan enters into force on the eight day following the day of its publication in the *Official Gazette of the Republic of Serbia*.

**Chairman of the
Managing Board**

Prof. Dr. Jovan Radunović