

ITU-T

E.169

TELECOMMUNICATION STANDARDIZATION SECTOR OF ITU (02/96)

TELEPHONE NETWORK AND ISDN OPERATION, NUMBERING, ROUTING AND MOBILE SERVICE

APPLICATION OF RECOMMENDATION E.164 NUMBERING PLAN FOR UNIVERSAL INTERNATIONAL FREEPHONE NUMBERS FOR INTERNATIONAL FREEPHONE SERVICE

ITU-T Recommendation E.169

Superseded by a more recent version

(Previously "CCITT Recommendation")

FOREWORD

The ITU-T (Telecommunication Standardization Sector) is a permanent organ of the International Telecommunication Union (ITU). The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

ITU-T Recommendation E.169 was prepared by ITU-T Study Group 2 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 19th of February 1996.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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INTRODUCTION

The Universal International Freephone Number (UIFN) enables an IFS customer to be allocated a unique freephone number(s) that is the same throughout the world. Calls to this number may be routed to different destinations depending on the features selected by the IFS customer, and offered by the IFS service provider.

Recommendation E.169

APPLICATION OF RECOMMENDATION E.164 NUMBERING PLAN FOR UNIVERSAL INTERNATIONAL FREEPHONE NUMBERS FOR INTERNATIONAL FREEPHONE SERVICE

(Geneva, 1996)

1 Scope

This Recommendation details the application of the Recommendation E.164 Numbering Plan for Universal International Freephone Numbers (UIFN) in the provisioning of International Freephone Service (IFS) as defined in Recommendation E.152.

2 References

The following Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision: all users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published.

- CCITT Recommendation E.164 (1991), Numbering plan for the ISDN era.
- CCITT Recommendation E.152 (1988), *International freephone service*.

3 Definitions

For the purposes of this Recommendation, the following definitions apply:

- **3.1 ageing period**: A six-month period of time when a previously assigned UIFN remains idle before being reassigned.
- **3.2 applicant**: The service provider, an ROA, as defined in the Annex of the ITU Constitution (Geneva 1992) that submits an application for a Global Subscriber Number (GSN) of the UIFN on behalf of the IFS customer in accordance with this Recommendation and Recommendation E.152. National Administrations may, as a national matter, choose to coordinate applications from their ROAs, or to be the Applicant on behalf of their ROAs.
- **3.3 freephone subscriber number (FSN)**: Freephone subscriber number is the subscriber number portion of the national E.164 freephone number as shown in Figure 1. The subscriber number length is in accordance with the national number plan and does not include prefixes, suffixes, access codes, or any additional digits used in promoting the number. This is the entire and only portion of a national freephone number that qualifies for priority when embedded in a UIFN.

NDC		SN	
	ļ	<>	Freephone Subscriber Number
<		>	National Freephone Number, including the freephone indicator

FIGURE 1/E.169

1

NOTE – The freephone indicator may be a prefix, according to national agreements.

- **3.4 IFS caller**: The person who places a call to a UIFN.
- **3.5 IFS service provider**: The ROA which provides the IFS.
- **3.6 number embedding**: A method by which an IFS customer's existing national FSN is integrated as part of the GSN portion of the new UIFN.
- **3.7 registrar**: The entity responsible for processing registration requests, and assignment of the GSN portion of the UIFN in accordance with this Recommendation and Recommendation E.152.
- **3.8 IFS customer**: The individual or entity that obtains a UIFN from an IFS service provider.
- **3.9 universal international freephone number**: The Universal International Freephone Number (UIFN) enables an IFS customer to be allocated a unique freephone number(s) that is the same throughout the world. A UIFN is composed of a 3-digit CC for a global service application, 800 and an 8-digit GSN.

4 Abbreviations

For the purposes of this Recommendation, the following abbreviations are used:

CC Country Code

FSN Freephone Subscriber Number

GSN Global Subscriber Number

IFS International Freephone Service

NDC National Destination Code

ROA Recognized Operating Agency

SN Subscriber Number

TSB Telecommunication Standardization Bureau

UIFN Universal International Freephone Number

5 UIFN principles and format

5.1 UIFN principles

2

The following principles were used in the development of the UIFN format and assignment procedures, and should be considered with the use of UIFNs.

- a) To ensure full IFS customer flexibility, the UIFN should be portable, giving the IFS customers the ability to retain their assigned UIFNs and change their service providers. The GSN portion of the UIFN does not contain any identification of country (origin or destination), administrative code or service provider code.
- b) The structure of UIFN should offer IFS customers freedom in choosing the digits to form a particular UIFN that suits their purposes.
- c) The format of the UIFN should facilitate proper and efficient routing of individual calls by service providers.
- d) To ensure fair and unbiased treatment of all UIFNs related activities, among nations, IFS service providers and IFS customers.

5.2 UIFN format

A UIFN is composed of a 3-digit CC for a global service application, 800 and an 8-digit Global Subscriber Number (GSN), resulting in an 11-digit fixed format¹⁾ (see Figure 2):



FIGURE 2/E.169

As an example, an IFS customer's UIFN could be 800 12345678, where 12345678 is the IFS customer's GSN.

An IFS caller must dial an international prefix prior to the UIFN.

6 Number assignment principles

- a) All assigned UIFNs must be used in conformance with this Recommendation.
- b) Applications for UIFNs will only be considered when a valid [see c) and d) below], and complete UIFN Request Form has been received from an eligible Applicant by the Registrar.
- c) UIFNs will be assigned to IFS customers who will use the IFS service between two or more countries, i.e. IFS customers offering a service that is only accessed from within a single national, or integrated numbering plan, will not be considered eligible.
- d) UIFNs can only be assigned to IFS customers committed to implement the UIFN within 90 days of the date of reservation.
- e) UIFNs may not be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. Any such transfer shall be notified to the Registrar.
- f) The assignment of a UIFN by the Registrar does not create an ownership interest, right or claim to the UIFN on the part of the IFS customer or IFS service provider. Its use shall be subject to the terms set forth herein.
- g) UIFNs are classified as reserved until the Applicant notifies the Registrar that the UIFN is implemented (90 day maximum).
- h) The UIFN shall be unique to an IFS customer.
- j) Any violation of these principles by the IFS customer or IFS service provider of a UIFN will result in the Registrar reclaiming the assigned number.

¹⁾ The network operator should be aware that more than eleven digits may be dialled for commercial reasons. These calls should not be blocked for that reason.

7 Applicant procedures

- a) The Applicant has the responsibility of processing all applications received on behalf of their IFS customers and is the sole interface with the IFS customer.
- b) Submit valid requests for a UIFN in accordance with this Recommendation, using the particular UIFN format as described in clause 5. Invalid requests will be returned by the Registrar.
- c) Send a UIFN request form, Part A, on behalf of the IFS customer, by facsimile to the Registrar. Submit only one form per number request, but allow an IFS customer to list acceptable alternative numbers. However, the IFS customer may have no preference for a specific number, in this case any number may be assigned from the available unassigned numbers. The UIFN Request Form should be accompanied by evidence of payment of the registration application fee for the reservation and assignment of the UIFN by the Registrar. The ITU will notify Administrations of the amount of the registration application fee in the current Operational Bulletin of the ITU. Payment can be made either by:
 - accompanying each UIFN Request Form with payment of the registration application fee; or
 - a registration application fee can be paid by each Applicant based on the number of projected applications expected. The Registrar debits each Applicant's account for each UIFN request form received and requests additional funds for the account when the balance approaches depletion.
- d) Ensure that all requested UIFNs are numeric; alpha characters will NOT be accepted.
- e) Specify up to 10 UIFNs which are acceptable to their IFS customer in order of priority, to limit interaction with the Registrar if their early choices are unavailable.
- f) Consult with the IFS customer for additional choices if the UIFNs are either assigned, reserved, in six-month ageing period, or pending conflict resolution.
- g) Accept UIFN Request Form, Part B, as the UIFN reservation confirmation from the Registrar, and notify the IFS customer.
- h) Ensure that the UIFN is implemented within 90 days and notify the Registrar via the UIFN Status Notification Form, Part A.
- j) Upon advice from the Registrar of non-conforming use with this Recommendation, the Applicant will be afforded 90 days to either bring the UIFN into conformance or explain why the current use is conforming. If conformance is not achieved by 90 days, the UIFN will be reclaimed by the Registrar. The UIFN will immediately be disconnected and enter the ageing period. The IFS service provider(s) will withdraw the IFS customer's service.
- k) Notify the Registrar of changes in information associated with UIFNs, e.g. change of name, address, using the UIFN Request Form, Part A.
- 1) The Applicant will notify the Registrar via the UIFN Request Form, Part A, of a disconnection of a UIFN.
- m) Receive advice from the Registrar of confirmation of number assignment via the UIFN, Status Notification Form, Part B, as confirmation of number assignment, and forward a copy of this form to their IFS customer.

8 Registrar procedures

The function of the Registrar will be performed under the auspices of the ITU. The Registrar has the responsibility for the processing, and associated administrative functions, of registration requests from Applicants. The processing of registration requests will be performed in close cooperation and consultation with national Administrations, as required by national Administrations. This Recommendation does not include the legal responsibilities of the Registrar. The Registrar will:

- a) Assign all UIFNs in a fair and unbiased manner.
- b) Validate the request for a UIFN in accordance with this Recommendation, and the particular UIFN format as described in clause 5. Return request to the Applicant if the application is not valid.

- c) Administer a single pool of UIFNs in a single database. The database requirements include:
 - An entry for each UIFN.
 - The IFS customer name.
 - The Applicant.
 - The status of the UIFN (available, reserved, ageing with maturity date).
 - Historical information.
 - Allow for administering change information.
 - Allow an online view only capability of number status to Applicants.
- d) Receive all application requests by the Applicant on behalf of the IFS customer by facsimile with a UIFN Request Form, Part A. Inclusive payment of the registration application fee.
- e) Reserve UIFNs on a "first come first served" basis. This means that the UIFN application forms received via facsimile by the Registrar, will be processed in order of receipt, based on the local time stamp of the Registrar's facsimile.
- f) Register all applications when received with details of the time and date using the standard time of the Registrar.
- g) Determine whether the requested UIFN is available for assignment. If the UIFN requested is unavailable for assignment, see if an alternate UIFN was specified, if not, return to the Applicant for another choice.
- h) Accept no verbal requests or inquiries, for available UIFNs.
- j) Accept only one IFS customer per UIFN Request Form.
- k) Respond with a reservation to the Applicant, within 2 working days of receipt of request, via facsimile, with a UIFN Request Form, Part B, to acknowledge the reservation confirmation. Where a request for a specific number is refused or delayed, the Applicant should be informed of the reason, e.g. assigned, reserved, in six-month ageing period, or pending conflict resolution.
- Accept confirmation of service implementation via the UIFN Status Notification Form, Part A, from the Applicant.
- m) If the UIFN Status Notification Form, Part A, is not received within 90 days, the UIFN is no longer reserved. The UIFN will immediately go back into the pool of numbers available for assignment and no ageing period is required.
- n) Respond to confirmation of service implementation via the UIFN Status Notification Form, Part B, and assign the UIFN accordingly.
- o) Update the UIFN database.
- p) Provide information to Applicants on the application process.
- q) Recognising a non-conforming use, the Registrar will inform the Applicant of the alleged misuse. The Applicant will be afforded 90 days to either bring the UIFN into conformance or explain why the current use is conforming. If conformance is not achieved by 90 days, the UIFN will be reclaimed by the Registrar. The UIFN will immediately be disconnected and enter the ageing period.
- r) Accept notice of disconnection from the Applicant via the UIFN Request Form, Part A.
- s) When an existing UIFN is completely disconnected, the UIFN can be assigned to another IFS customer only after a six-month ageing period.
- t) The Registrar will send confirmation of the disconnection of the UIFN to the Applicant, via the UIFN Status Notification Form, Part B.
- u) Accept changes of information associated with UIFNs (e.g. change of name, address), via the UIFN Request Form, Part A.

- v) Periodically confirm that assigned UIFNs are in use and exercise authority to take appropriate action regarding inactive UIFNs.
- w) Monitor and audit the status of the UIFN resource and produce reports to the appropriate Study Group. Including actual quantity of numbers assigned and growth statistics associated with those assignments.
- x) Publish a list of assigned numbers using an agreed method.
- y) If a UIFN is inadvertently assigned to multiple IFS customers, the Applicant with the earliest dated application will be the Applicant of record.

9 Duplicate requests procedures

9.1 **Duplicate requests**

The purpose of these procedures is to resolve UIFN conflicts, e.g. when more than one Applicant applies for the same UIFN at the same time.

- a) The Registrar should advise only the involved Applicants, and Administrations if so required by those Administrations, when problems are identified, and provide advice to them and cooperate in problem resolution.
- b) The Registrar shall give priority to the Applicants embedding their IFS customer's existing entire national FSN, this is known as priority assignment. The service provider which provides the national freephone service may be different than the Applicant that is embedding the IFS customer's FSN in the UIFN.

9.2 The specific procedures are:

a) The Applicant can only request and receive priority assignment based on the intent to embed the entire existing FSN. The embedding can only be requested by adding trailing or leading filler digits to the entire existing FSN, in the manner illustrated below.

For example

6

```
    IFS customer A's 7-digit FSN is 234 5678:
    embedding by adding leading filler digit: UIFN requested: 800 X2345678;
    embedding by adding trailing filler digit: UIFN requested: 800 2345678X;
```

- IFS customer B's 6-digit FSN is 654 321:

```
embedding by adding leading filler digits: UIFN requested: 800 XX654321; embedding by adding trailing filler digits: UIFN requested: 800 654321XX; embedding by adding one leading and one trailing digit: UIFN requested: 800 X654321X; where X=0-9.
```

Similar principles apply for IFS customers with fewer than 6-digit FSNs.

- b) When two or more Applicants request the same UIFN, and only one of the Applicants request a priority assignment, the Registrar will assign the UIFN to the Applicant which requested priority assignment. The Registrar will then assign the stated alternative choices, or solicit alternative choices, to the other Applicants.
- c) When two or more Applicants request the same UIFN based on embedding their entire national FSN, and if only one of the Applicants national FSN was in service prior to 1 December 1994, and request priority assignment, the Registrar will assign the UIFN to that Applicant. The Registrar will then assign the stated alternative choices, or solicit alternative choices, to the other Applicants.

- d) When two or more Applicants requesting the same UIFN based on their entire national FSN and two or more of the Applicant's national FSN's was in service prior to 1 December 1994, and request priority assignment, the Registrar will communicate with the Applicants and notify them of the duplicate request and attempt to resolve the duplicate request by having the Applicant(s) change their filler digits to eliminate the duplication. During this procedure, the Registrar will inform the Applicants that they are in contention for their selected UIFN. Identities of other Applicants involved in the contention will only be divulged with the consent of all the involved Applicants, for the purpose of resolving the contention.
- e) When two or more Applicants requesting the same UIFN based on their entire national FSN, request priority assignment, the Registrar will communicate with the Applicants and notify them of the duplicate request and attempt to resolve the duplicate request by having the Applicant(s) change their filler digits to eliminate the duplication. During this procedure, the Registrar will inform the Applicants that they are in contention for their selected UIFN. Identities of other Applicants involved in the contention will only be divulged with the consent of all the involved Applicants, for the purpose of resolving the contention.
- f) When two or more Applicants requested the same UIFN, and none have requested priority assignment, the Registrar will communicate with the Applicants and notify them of the duplicate request and attempt to resolve the duplicate request by having the Applicant(s) choose an alternate UIFN if applicable. During this procedure, the Registrar will inform the Applicants that they are in contention for their selected UIFN. Identities of other Applicants involved in the contention will only be divulged with the consent of all the involved Applicants, for the purpose of resolving the contention.
- g) In the absence of an agreement to resolve the duplicate request with the Applicants, the Registrar will, after 15 days, perform a random selection to resolve the duplicate request. The Applicants not receiving the UIFN will be assigned one of their alternate choices or the Registrar will solicit another choice, if not provided.

10 Preparation of Universal International Freephone Number Forms

10.1 Preparation of Universal International Freephone Number Request Form, Part A

The form in Annex B, Part A, the Universal International Freephone Number Request Form is completed by the Applicant. The fields are as follows:

- a) Transmittal date: date the form was sent.
- b) Company name (Applicant): as defined in clause 3 Applicant.
- c) Contact name and address: the contact name and address of the Applicant.
- d) Telephone and fax numbers: the telephone and fax numbers of the Applicant.
- e) Request type:
 - New: a new service involving a new UIFN is established, or an additional service provider will be providing IFS service with the existing number to the IFS customer.
 - **Change**: an existing service requires modification (i.e. change of name, or address).
 - Disconnect: an existing service is completely disconnected. The number can be assigned to another IFS customer only after a six-month ageing period.
 - Cancel: the service does not exist yet, and the IFS customer decides not to use this number, the number automatically goes into the pool of available numbers for immediate assignment.
- f) Reason for change: indicate the type of change.
- g) Universal International Freephone Number: indicate either:
 - 1) IFS customer requests one of the numbers listed below (in order of preference); or
 - 2) IFS customer requests any available number with no specific preference.
- h) IFS customer name: name of IFS customer.

- j) Expected due date: service will be expected to officially commence on this date.
- k) Is IFS customer embedding entire existing national FSN?
- 1) Existing national FSN that is being embedded and the CC under which this FSN is in use.
- m) Was existing national FSN implemented prior to 1 December, 1994?
- n) Coordination (reference) number: a reference number assigned by the service provider to identify the number request. This number should be used as a cross-reference on the Universal International Freephone Number Request Form, and the Universal International Freephone Number Status Notification Form.
- o) Payment of the registration application fee: the amount paid for the registration application fee and the method of payment used.

10.2 Preparation of Universal International Freephone Number Request Form, Part B

The form in Annex B, Part B, the Universal International Freephone Number Request Form is completed by the Registrar to confirm UIFN reservation. The fields are as follows:

- a) Transmittal date: date the form was sent.
- b) Universal International Freephone Number: the number reserved, based on its priority and availability, subject to the payment of the registration application fee.
- c) Reason for number denial: when a request for a specific number is refused, the Applicant should be informed of the reason for each number listed in Part A of the UIFN Request Form, e.g.:
 - 1) assigned;
 - 2) reserved;
 - 3) in a six-month ageing period;
 - 4) pending conflict resolution.

10.3 Preparation of Universal International Freephone Number Status Notification Form, Part A

The form in Annex C, Part A, the Universal International Freephone Number Status Notification Form is completed by the Applicant to change the reserved UIFN to assigned. The fields are as follows:

- a) Transmittal date: date the form was sent.
- b) Company name (Applicant): as defined in clause 3 Applicant.
- c) Contact name and address: the contact name and address of the Applicant.
- d) Telephone and fax numbers: the telephone and fax numbers of the Applicant.
- e) Universal International Freephone Number: the number reserved, that has been activated in Administration B.
- f) Date of activation: the date that the first Administration B activated the number in their network.
- g) Coordination (reference) number: a reference number assigned by the service provider to identify the number request. This number should be used as a cross reference on the Universal International Freephone Number Request Form, and the Universal International Freephone Number Status Notification Form
- h) IFS customer name: name of IFS customer.

10.4 Preparation of Universal International Freephone Number Status Notification Form, Part B

The form in Annex C, Part B, the Universal International Freephone Number Status Notification Form is completed by the Registrar to confirm the freephone assignment to Applicant. The fields are as follows:

- a) Transmittal date: date the form was sent.
- b) Universal International Freephone Number: the UIFN which the Registrar has changed from reserved, to assigned, from assigned to disconnected, or updated change information.

11 Recommendation history

First published in 1996.

Annex A

Registrar procedure

(This annex forms an integral part of this Recommendation)

A.1 Registrar procedures

The purpose of the Registrar start-up procedures is to start the assignment of numbers out of the UIFN resource pool in an efficient and fair manner. The administration of UIFNs is divided into two phases. The start-up phase, receipt and validation of applications. The ongoing phase is the administration of the UIFN assignment process after the start-up phase.

A.1.1 Start-up phase

The purpose of the start-up phase is to outline the procedures for receipt and validation of UIFN applications.

The following are the procedures to be adhered to during the start-up phase:

- a) (T1) 90 days prior to the Registrar acceptance of applications, the Registrar will announce UIFN availability.
- b) (T2) 30 days prior to the reservation of UIFNs by the Registrar, receipt and validation of UIFN applications will be accomplished. All valid requests received during this time period are considered to be received at the same time to assure that all Applicants can be treated equally.
- c) (T3) There will be an additional three days after the 30 days acceptance of applications (T2), for the Registrar to amend invalid requests with the Applicants.
- d) (T4) At expiration of T3, the Registrar will make UIFN assignments and resolve conflict resolutions received during the start-up period.

T1	T2	Т3	T4	
Advertising notification	Collection of applications	3-day period to amend invalid requests	Conflict resolution and assigning UIFNs to Applicants received in T1-T3	

First come first served period

----->
Validation period

A.1.2 Ongoing phase

The ongoing phase of UIFN administration is detailed in clauses 7 and 8. Applications during the ongoing period will be accepted from the first day of T3. However, number reservations will not be made until ALL conflict resolutions are complete, see clause 9 for details and time-related activities for conflict resolution.

Annex B

Universal International Freephone Number Request Form

(one form per number request)

(This annex forms an integral part of this Recommendation)

Part A filled out by the Applicant	Transmittal date:
(Applicant) Company name Contact name Address Telephone number Fax number	International Telecommunication Union Telecommunication Standardization Bureau CH – 1211 GENEVA 20, Switzerland
Request type (mark with an X): New	Change Disconnect Cancel
Reason for change: Universal International Freephone Number Requests, acce 1) +800	ptable alternatives in order of priority: 6) +800 7) +800 8) +800 9) +800 10) +800
Is IFS customer embedding entire existing national FSN?	Yes ☐ No ☐
Existing national FSN that is being embedded: CCExisting national FSN implemented prior to 1 December, Coordination (reference) number:	
Payment of the registration application fee: Specify the method of payment use: by bank transfer to ITU account No. C8-108.400.1 Swing deduction from the Applicant's prepaid account	Swiss francs
Part B filled out by the Registrar to be returned to App This UIFN is reserved for 90 days: +800 The UIFN(s) listed above in Part A, were denied reservation 1) 2) 3) 4) 5)	Transmittal date: on, with reason: 6)7)8)9)
Remarks:	

Annex C

Universal International Freephone Number Status Notification Form

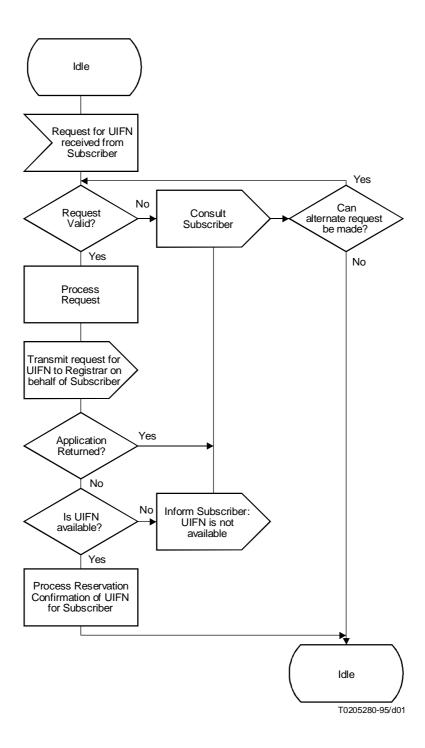
(This annex forms an integral part of this Recommendation)

Part A filled out by the Ap	plicant	Transmittal date:				
(Applicant)		Send to:				
Company name		UIFN Registrar				
Contact name				International Telecommunication Union		
Address				Telecommunication Standardization Bureau		
Telephone number			CH – 1211 GENEVA 20, Switzerland			
Fax number		Fax: TBD				
The following UIFN was in	nplemented:					
	•		_			
The date of activation is:						
The date of activation is.	Day	Month —	Year	-		
Coordination (reference) nu	mber:					
IFS customer name:						
	_					
Part B filled out by the Re	gistrar to be re	eturned to Appli	cant			
2 u 2 2 1110 u 0 u 0 %	gravitat to acti					
The below UIFN was assign	ned:			Transmittal date:		
	4	+800		_		
The below UIFN was discor	nnected or o					
	+	+800		_		
Remarks:						
			Signature:			

Appendix I

Applicant procedure

(This appendix does not form an integral part of this Recommendation)

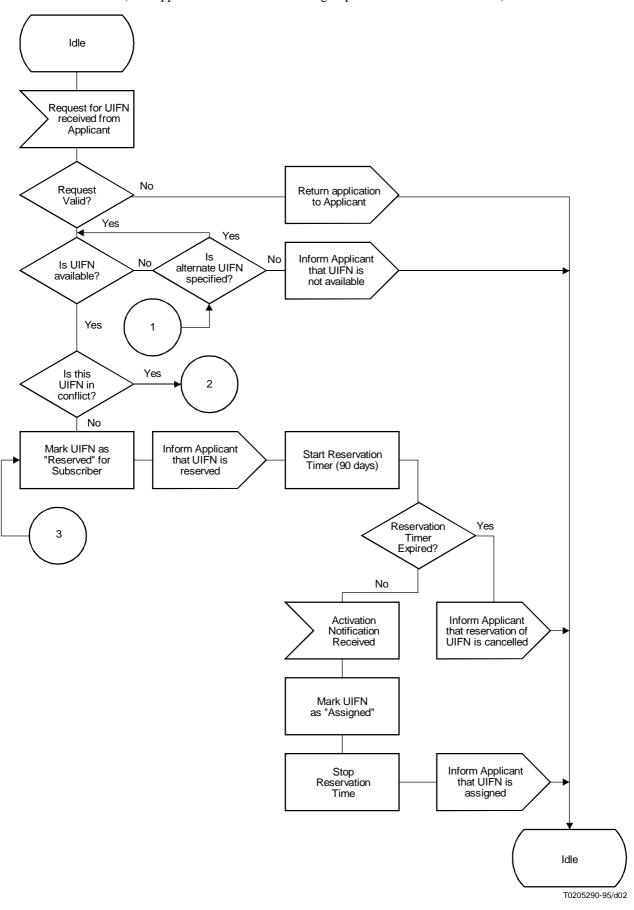


The text within Recommendation E.169 will take precedence over the flow diagrams in Appendices I, II and III, if any discrepancies are identified.

Appendix II

Registrar procedure

(This appendix does not form an integral part of this Recommendation)



Appendix III

Duplicate request procedure

(This appendix does not form an integral part of this Recommendation)

