

CROATIAN REGULATORY AUTHORITY FOR NETWORK INDUSTRIES

Pursuant to Article 12, paragraph 1, item 9 and Article 69, paragraph 3 of the Electronic Communications Act (Official Gazette No. 73/08, 90/11, 133/12,80/13 and 71/14), the Council of the Croatian regulatory authority for network industries adopted the following

NUMBERING PLAN

– *unofficial consolidated text* –

I. STRUCTURE OF NUMBERS

1. International number

International number shall consist of a Country Code followed by a National (Significant) Number (N(S)N), as shown in Figure 1. In accordance with ITU-T Recommendation E.164, the international number can have a maximum of 15 digits. The maximum length of an international number in the Republic of Croatia is thirteen digits. International numbers consisting of more than thirteen digits may be used solely with previous consent from the Croatian Post and Electronic Communications Agency (hereinafter: HAKOM). International access code for the Republic of Croatia is „385”.

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

Figure 1. International number structure

2. National number

The Republic of Croatia uses the open Numbering Plan. National numbers consist of the National Destination Code (NDC) followed by a Subscriber number, as shown in Figure 2. Depending on the area of use, the National Destination Code may specify:

- Geographic numbering area (county) or
- Non-geographic numbering area.

National numbers in the Republic of Croatia may consist of a maximum of ten digits. In exceptional cases national number may consist of more than ten digits, which requires obtaining a prior approval from HAKOM. When calling a subscriber from a different geographical numbering area (county) or a mobile electronic communications network, or

when using other services for which short codes are not used, the national prefix "0" must be dialled first, followed by a National Destination Code and a Subscriber Number. The national prefix is not a part of the national number.

National Significant Number (N(S)N)	
National Destination Code	Subscriber Number
NDC	SN

Figure 2. National number structure

2.1. Geographic numbers

2.1.1. National number in a fixed electronic communications network

A national number in a fixed electronic communications network consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code may consist of one or two digits. A Subscriber Number has seven digits in areas with a single-digit National Destination Code or six digits in the areas with the two-digit National Destination Code, except in case of provision of universal services. The first digit of a Subscriber Number may not be "0", "1" and "9". A subscriber from the same county (a local call) is called only by dialling his Subscriber Number without the National Destination Code.

2.2. Non-geographic number

2.2.1. National number in a mobile electronic communications network

The national number in a mobile electronic communications network consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code in mobile electronic communications networks consists of two to four digits. Subscriber Numbers in mobile electronic communications networks have five to seven digits National Subscriber Number consists of six or seven digits if a two-digit National Destination Code is used, six digits with a three-digit National Destination Code and five digits in case of a four-digit National Destination Code.

2.2.2. National number for premium rate services

The national number for premium rate services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code consists of two or three digits. When assigning numbers for premium rate services, HAKOM must pay special attention to avoid the overlapping of digits of Subscriber Numbers.

2.2.3. National number for Universal Access Number services

The national number for universal access number services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. National Destination Code consists of two digits.

2.2.4. National number for Freephone Services

The national number for Freephone Services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code consists of three digits. When assigning numbers for Freephone services, HAKOM must avoid the overlapping of digits of Subscriber Numbers.

2.2.5. National number for Internet Access Services

The national number for internet access services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code consists of two digits. In case of internet access services, the first digit of a Subscriber Number is the Tariff Identifier (TI) and the second and third digits of a Subscriber Number are Operator Identifiers.

2.2.6. National number for Personal Number Services

The national number for personal number services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code consists of two digits. In accordance with ITU-T Recommendations E.168, E.168.1 and F.850, the Personal Number uniquely identifies the user and is used by a calling party to access the user of a Personal Number. Personal number services refer to services where a user connects his or her terminal equipment to any network termination point and initiates/receives calls/messages by using the same number.

2.2.7. National number for M2M services

Machine-to-machine (M2M) communication is wireless or wired automated exchange of information between technical equipment, such as automated devices, machines, vehicles or measuring devices (e.g. for measuring the consumption of electricity, gas and water) mutually or with a central data processing system. Remote monitoring, remote control and remote maintenance of machines, equipment and systems, which are traditionally referred to as telemetrics, may be part of M2M communication. M2M technology connects information and communication technologies.

The national number for M2M services consists of a National Destination Code and a Subscriber Number, as shown in Figure 2. The National Destination Code consists of four digits. The Subscriber Number consists of six digits.

The national number for M2M services may be used for services in fixed and mobile electronic communications networks. In addition to the national number for M2M services as specified in Table 1, operators providing M2M services may also use allocated national numbers in fixed and mobile electronic communications network.

3. Short codes

3.1. Short codes for emergency services

Short codes for voice services are used for access to emergency services, as laid down in Table 2.

3.2. Short codes for voice services

Short codes for voice services are used for access to premium rate and standard rate services. Premium rate services are subject to all obligations under the Electronic Communications Act and the relevant ordinances. The assignment of short codes for voice services is laid down in more detail in Table 2.

Access to short codes must be ensured from all public electronic communications networks.

Short codes, which are assigned on the basis of the formula: 1ABCD, where: A=2,4,5,6,7,8 and B,C,D=0,...,9, and in case were A=2, then B=0-8; C and D=0--9, may be used for the provision of the following services: weather forecast, exact time and alarm clock services, directory inquiry services, traffic information, general information, information about public transportation, taxi services and medical consultation services. The length of this type of short codes for voice services is three to five digits.

Operators of a publicly available telephone services may use short codes from a pre-determined range without a prior decision of a competent regulatory authority (Table 2 codes 13xxx) provided that the codes are used only in their own network for services available only to users of that particular operator (customer support services) and that they are used in compliance with this Plan.

3.3. Short codes for carrier pre-selection

When using the carrier pre-selection service, users must dial the service code, the operator code and the desired national or international number (e.g. 1021 023 XX XX XX). The service code and the operator code are not part of the national or international number.

3.4. Short codes for payment services

Short codes, which are assigned on the basis of the formula: 129AB where: A and B=0-9, allow for the provision of voice payment services (e.g. sending of telegrams).

3.5. Short codes for SMS/MMS services

They are used for premium rate services and for customer support services, that is, for the activation of additional services provided by operators of a publicly available telephone service.

Premium rate services are assigned six-digit codes where the second digit designates the type of the service in accordance with this Plan.

Operators of a publicly available telephone service may use short codes from a pre-determined range without a prior decision by a competent regulatory authority provided that the codes are used only in their own network for services available only to users of that particular operator (customer support services and activation of additional services) and that they are used in compliance with this Plan.

II. LIST OF NATIONAL NUMBERS AND SHORT CODES

Table 1. National numbers

National numbers				
(1)	(2)		(3)	(4)
NDC	Length of NSN Number*		Purpose (E.164)	Additional information
	Max.	Min.		
1	8	8	Geographic number	Zagreb County and the City of Zagreb
20	9	8	Geographic number	Dubrovnik-Neretva County
21	9	8	Geographic number	Split-Dalmatia County
22	9	8	Geographic number	Šibenik-Knin County
23	9	8	Geographic number	Zadar County
2x	-	-	Reserved	x = 4-9
31	9	8	Geographic number	Osijek-Baranja County
32	9	8	Geographic number	Vukovar-Srijem County
33	9	8	Geographic number	Virovitica-Podravina County
34	9	8	Geographic number	Požega-Slavonia County
35	9	8	Geographic number	Brod-Posavina County
3x	-	-	Reserved	x = 0, 6-9
40	9	8	Geographic number	Međimurje County
42	9	8	Geographic number	Varaždin County
43	9	8	Geographic number	Bjelovar-Bilogora County
44	9	8	Geographic number	Sisak-Moslavina County
47	9	8	Geographic number	Karlovac County
48	9	8	Geographic number	Koprivnica-Križevci County
49	9	8	Geographic number	Krapina-Zagorje County
4x	-	-	Reserved	x = 1, 5-6
51	9	8	Geographic number	Primorsko-goranska County
52	9	8	Geographic number	Istria County
53	9	8	Geographic number	Lika-Senj County
5x	-	-	Reserved	x = 0, 4-9
60	8	6	Non-geographic number - premium rate	General services
609**	8	6	Non-geographic number - premium rate	Humanitarian services
61	8	6	Non-geographic number - premium rate	Televoting services
62	8	8	Non-geographic number	Common access code services (until the entry into force of this Plan)
64	8	8	Non-geographic number - premium rate	Adult Services
65	8	8	Non-geographic number - premium rate	Games of Fortune Services

69	8	8	Non-geographic number - premium rate	Services for Children
6x	-	-	Reserved	x = 3, 6-8
72	8	8	Non-geographic number	Universal access number services
74	8	8	Non-geographic number	Personal number services
75	8	8	Non-geographic number	Personal number services
76	8	8	Non-geographic number	Internet access services
77	8	8	Non-geographic number	Internet access services
7x	-	-	Reserved	x = 0, 1, 3, 8, 9
800	9	7	Non-geographic number – Freephone service	-
801	9	7	Non-geographic number – Freephone service	Calling card services
89xy	10	10	Non-geographic number -M2M services	Available x, y = 0-9
8x	-	-	Reserved	x = 1-8
901	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
90x	9	9	Non-geographic number – services in mobile electronic communications network	Available x = 2-9
91	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
92	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
93	9	9	Non-geographic number – services in mobile electronic communications network	Available
94	9	9	Non-geographic	Available

			number – services in mobile electronic communications network	
95	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
96	9	9	Non-geographic number – services in mobile electronic communications network	Available
970	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
9751	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
975x	9	9	Non-geographic number – services in mobile electronic communications network	Available x = 2-9
976	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
977	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
979	9	9	Non-geographic number – services in mobile electronic communications network	Assigned
97x	9	9	Non-geographic number – services in mobile electronic communications network	Available x = 1-4, 8

98	9	8	Non-geographic number – services in mobile electronic communications network	Assigned
99	9	9	Non-geographic number – services in mobile electronic communications network	Assigned

*Length of NSN number also includes NDC digits

** In accordance with the Humanitarian Aid Act

Table 2. Short codes for voice services

Short codes for voice services				
(1)	(2)		(3)	(4)
Range/Short code	Length of short code*		Purpose	Additional information
	Max.	Min.		
10	4	4	Carrier Pre-selection	-
112	3	3	Harmonized European Short Code	Single European emergency call number
116	6	6	Harmonized European Short Code	Reserved
116000	6	6	Harmonized European Short Code	Hotline for missing children
116006	6	6	Harmonized European Short Code	Hotline for victims of crime
116111	6	6	Harmonized European Short Code	Child Helpline
116117	6	6	Harmonized European Short Code	Non-Emergency Medical Services
116123	6	6	Harmonized European Short Code	Emotional Support Helpline
118	5	5	Standard rate /premium rate	Directory Enquiry Services
129AB	5	4	Payment Services	e.g. access to telegram services A and B=0-9
133	5	5	Services of activation of the SMS service	-
13ABC	5	5	Customer Support Short Code	Range for operators of a publicly available telephone service A = 0,1,2,4,5,6,7,8,9 and B,C = 0,...,9
192	3	3	Emergency services	Police
193	3	3	Emergency services	Firefighters
194	3	3	Emergency services	Emergency assistance
195	3	3	Emergency services	National Centre for Search and Rescue at Sea
1987	4	4	Emergency services	Road assistance
1ABCD	5	3	Standard rate /premium rate	A = 4, 5, 6, 7, 8; B, C and D=0-9; and in case where A=2 then B=0-8; C and D=0—9
2	-	-	Reserved	-
3	-	-	Reserved	-

4	-	-	Reserved	-
5	-	-	Reserved	-
6	-	-	Reserved	-
7	-	-	Reserved	-
8	-	-	Reserved	-
9	-	-	Reserved	-

*Length of short code includes digits from the range

Table 3. Short codes for SMS and MMS services

Short codes for SMS and MMS services				
(1)	(2)		(3)	(4)
Range/Short code	Length of short code*		Purpose	Additional information
	Max.	Min.		
118	5	5	Premium rate services	Directory enquiry service
13ABC	5	5	Customer Support and Activation of Additional Services	Range for operators of a publicly available telephone service A = 0,1,2,4,5,6,7,8,9 and B,C = 0,...,9
1x	-	-	Reserved	x = 2, 4-9
2	-	-	Reserved	-
3	-	-	Reserved	-
4	-	-	Reserved	-
5	-	-	Reserved	-
60**	5	5	Premium rate services	Games of fortune
61	6	6	Premium rate services	Repair services
64	6	6	Premium rate services	Adult-content Services
65**	6	6	Premium rate services	Games of fortune
66	6	6	Premium rate services	Entertainment Services
6x	6	6	Reserved	x = 2, 3, 7-9
70	6	6	Payment Services	-
71	6	6	Payment Services	-
7x	6	6	Reserved	x = 2-9
800	6	6	SMS/MMS free services	-
818283	6	6	INFO service	Short code for providing information about operator of premium rate services

81	6	6	Premium rate services	Repair services
84	6	6	Premium rate services	Adult-content Services
85	6	6	Premium rate services	Chat services
86	6	6	Premium rate services	Entertainment Services
88	6	6	Premium rate services	Adult Chat Services
8x	6	6	Reserved	x = 2, 3, 7, 9
9x	-	-	Reserved	-

* Length of short code includes digits from the range

**Assignment in compliance with the Ordinance on the organization of games of fortune

Termination of validity

The Numbering Plan („Official Gazette“ No. 154/09 and 41/12) shall cease to be valid after the entry into force of this Ordinance.

Entry into force of the Numbering Plan

This Plan shall enter into force on the eight (8) day following its publication in the „Official Gazette“.

By way of derogation, the deadline for operators to switch to non-geographic numbers starting with 72 for universal access number services and to stop using non-geographic numbers starting with 62 shall be 30 June 2014. With the entry into force of this Plan, HAKOM shall stop assigning 62 non-geographic numbers. By way of derogation, after switching to the non-geographic numbers starting with 72 for universal access number services, all operators of public communications services may inform callers of the former 62 numbers about the switchover by means of a free voice message in their own networks until 31 December 2015. Within six months from the entry into force of this Plan, operators who have been assigned numbers (Subscriber Number) within the National Destination Code 62 shall be entitled to identical numbers (Subscriber Number) within the National Destination Code 72.

The assignment of short codes for SMS/MMS services (Table 3) shall start on 1 September 2013, while the existing codes for SMS/MMS services may be used until 30 March 2014. Within three months from the start of assignment of short codes for SMS/MMS services, operators with activated five-digit short codes for SMS/MMS services shall be entitled to the assignment of six-digit short codes for SMS/MMS services with the identical order of digits as the existing five-digit codes and increased by one digit representing the type of service. Operators of a public telephone service in mobile electronic communications networks shall be obliged to replace short codes for their SMS/MMS services with short codes laid down in this Plan by 30 December 2014.

Operators that have been previously assigned numbers (subscriber numbers) in the range shorter than the range laid down in the Numbering Plan shall replace these numbers with new ones in accordance with the valid Numbering Plan by 31 December 2014.

Operators of public voice services in the fixed and mobile electronic communications network shall be obliged to replace short codes for voice services with short codes laid down in this Plan at the latest by 31 December 2015.

Operators of premium rate services using short codes for services not provided for in this Plan shall be obliged to migrate those numbers to 6x numbering by 31 December 2013.

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PRESIDENT OF COUNCIL

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