



T-144 Numbering Review

Applying the National Telephone Numbering Plan in Jersey – Call for Information seeking views on potential exemptions

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1 Overview and summary

- 1.1 Telephone numbers are structured identifiers that enable telecoms networks to route calls and messages to the correct destination. The communications regulator Ofcom oversees the allocation and management of UK telephone numbers, including those used by local telecoms licensed providers. Historic arrangements between Ofcom and the Jersey Competition Regulatory Authority (the **JCRA**) established responsibilities for both parties in relation to telephone numbers.
- 1.2 In 2024, amendments to Jersey's telecoms law confirmed Ofcom's legal powers to allocate telephone numbers in Jersey in accordance with the National Telephone Numbering Plan (the **NTNP**). Ofcom also received legal powers to manage numbers and withdraw them from local licensed providers. In light of this, the JCRA is reviewing its regulatory framework relating to telephone numbers to make changes necessary to accommodate the new legislation along with any additional changes that may be needed to improve the general approach.
- 1.3 The JCRA has formulated a programme of linked activities and projects to identify and implement any potential changes. This includes reviewing existing numbering licence conditions to identify and potentially incorporate changes that take account of the new legislation. The JCRA also believes there is a broader necessity to ensure sufficient controls exist to prevent the potential misuse of telephone numbers for fraudulent or other purposes.
- 1.4 This document is a first step in this overall numbering review process. It is a Call for Information seeking views on whether to exempt any provisions of the NTNP in Jersey. Among these are specific restrictions on the adoption and use of numbers, restrictions on sharing revenue obtained from calls to certain numbers and maximum applicable prices in some cases.
- 1.5 Specifically, this Call for Information seeks consideration and views on the following questions:

Question 1: Do you have any comments on the current situation with numbering or the JCRA's plans to accommodate Ofcom's new legal powers?

Question 2: Do you have any concerns about applying **Part B1 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B1 would affect you, and any changes you believe should be considered.

Question 3: Do you have any concerns about applying **Part B2 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B2 would affect you, and any changes you believe should be considered.

Question 4: Do you have any concerns about applying **Part B3 (B3.1.1-B3.1.10) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.1.1-B3.1.10) would affect you, and any changes you believe should be considered.

Question 5: Do you have any concerns about applying **Part B3 (B3.2.1-B3.4A.1) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.2.1-B3.4A.1) would affect you, and any changes you believe should be considered.

Question 6: Do you have any concerns about applying **Part B3 (B3.5.1-B3.5.3) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.5.1-B3.5.3) would affect you, and any changes you believe should be considered.

Question 7: Do you have any concerns about applying **Part B3 (B3.6.1-B3.7.1) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.6.1-B3.7.1) would affect you, and any changes you believe should be considered.

Question 8: Do you have any concerns about applying **Part B4 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B4 would affect you, and any changes you believe should be considered.

Question 9: Do you have any other comments relating to this Call for Information not already covered by previous responses?

- 1.6 The consultation remains open until 10 July 2026, after which the JCRA will consider responses received before taking further steps to review and develop the local regulatory framework relating to the use of telephone numbers. Section 4 of this document explains how to respond to the consultation.

2 Introduction and background

- 2.1 This document is a Call for Information issued to invite consideration and views on certain matters relating to Jersey adopting all or parts of the UK's National Telephone Numbering Plan (the **NTNP**).¹ This has become necessary following a recent amendment to the Telecommunications (Jersey) Law 2022 (the **Jersey Law**)² confirming arrangements through which UK communications regulator Ofcom is able to allocate, manage and withdraw local telephone numbers.
- 2.2 This section explains reasons for issuing the Call for Information, its intended purpose and the associated framework of regulatory activities and projects being carried out by the JCRA in connection with numbering. It further sets out next steps and the planned timetable of activities and projects. Its subsections include:
- Background
 - Planned approach to accommodating new legal powers
 - This consultation: Applying the NTNP in Jersey - Call for Information
 - Legal and regulatory context
 - Next steps and timetable

Background

About telephone numbers

- 2.3 Telephone numbers are globally standardised identifiers that let telecommunications networks reliably route calls and messages. Despite considerable advances in technology, they remain widely used as a means of providing universal reachability for people and devices and a stable method to authenticate users. Even as communications move to IP-based apps, telephone numbers remain the core link between traditional telecoms and modern digital platforms.
- 2.4 In recent years, telephone numbers have also been increasingly used in connection with fraudulent activities that can lead to financial loss and emotional distress. A common tactic is for scammers to manipulate numbers to make people believe that a call or message is coming from a legitimate organisation. For this reason, controlling access to telephone numbers and their sub-allocation to third parties has increased in importance.
- 2.5 Under longstanding convention, Jersey's telephone numbers (and those of the other Crown Dependencies) are part of the UK's National Number Scheme, which is a structured system for allocating numbers using a three to five digit National Destination Code (such as 01534) and a subscriber number (such as 859958). It further includes mobile numbers (such as 07700, which

¹ Ofcom: The National Telephone Numbering Plan – see [here](#) for further information.

² States of Jersey: Telecommunications (Jersey) Law 2002 – see [here](#) for further information.

is Sure's mobile dialling code), non-geographic numbers (such as freephone lines starting 0800) and certain short numbers or codes (such as those used for carrier pre-selection services).

- 2.6 Under the UK Communications Act (2003), Ofcom has legal responsibility for administering the UK National Number Scheme which includes a duty to publish the NTNP, which encompasses numbers associated with Jersey or the other Crown Dependencies. The NTNP sets out the telephone numbers available for allocation and states any restrictions on how they may be adopted or used.³

Legal powers to administer Jersey numbers

- 2.7 In 2024, Ofcom discovered there was no legal basis for it to issue and manage Jersey telephone numbers. As a result, it decided to not issue any further numbers to local telecoms providers. In response, the Government of Jersey took steps to rectify this situation by legally allowing Ofcom to allocate telephone numbers to Jersey licensed providers. This was achieved through an amendment to the Jersey Law⁴.

- 2.8 Among the powers conferred by the amended Jersey Law, Ofcom may:

Allocate telephone numbers in Jersey in accordance with the National Telephone Numbering Plan.

- 2.9 The amended Jersey Law further compels the JCRA and OFCOM to jointly *determine procedures relating to telephone numbers in Jersey*, which includes their allocation, management and withdrawal.

(See Annex A for the numbering additions to the Jersey Law)

Actions needed in response to legal changes

- 2.10 The amendment to the Jersey Law both creates a requirement and presents an opportunity for the JCRA to reassess how it licenses and oversees the use of local telephone numbers. By formally embedding the long-standing arrangement under which Ofcom previously issued Jersey telephone numbers, the amendments trigger the need to review associated licence conditions and related regulatory provisions. At the same time, the widespread and persistent misuse of telephone numbers for fraudulent or criminal activity highlights the importance of strengthening safeguards to reduce the risk of Jersey telephone numbers being exploited.

- 2.11 As a result, the JCRA is planning a programme of linked activities and projects to identify and implement any potential changes. This programme is explained in the next subsection.

Planned approach to accommodating Ofcom's new legal powers

³ Ofcom: The National Telephone Numbering Plan – see [here](#) for further information.

⁴ States of Jersey: Telecommunications (Jersey) Law 2002, Article 46B Allocation of telephone numbers by Ofcom – see [here](#) for more information.

2.12 Starting from the Amendments to the Jersey Law, the JCRA’s planned programme of linked numbering activities and projects is summarised in Figure 1 (below) and more fully described in the following Paragraph 2.1.3.

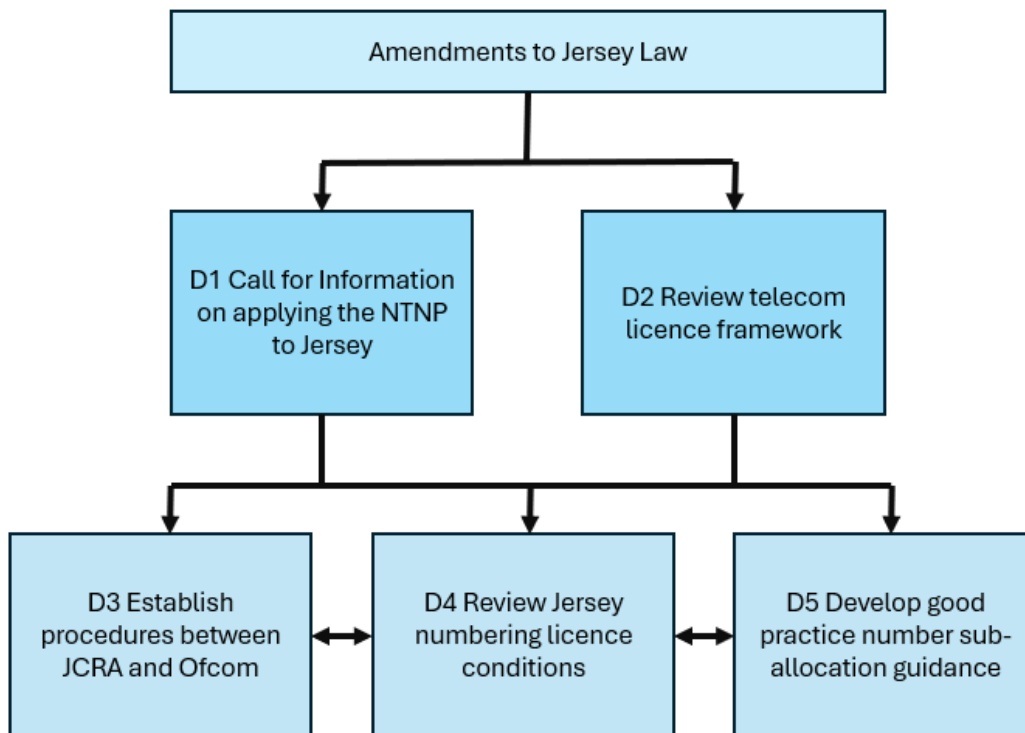


Figure 1: JCRA framework approach to accommodating amended Jersey Law

2.13 More detailed explanations of these planned activities and projects are:

<p>Amendments to the Jersey Law</p>	<p><i>Complete: create Ofcom’s legal powers to allocate telephone numbers in Jersey in accordance with the NTNP, and manage and withdraw them.</i></p>
<p>D1 Call for Information on applying the NTNP to Jersey</p>	<p><i>This consultation:</i> carried out to explain JCRA plans for accommodating the amendments to the Jersey Law, and to establish whether it may be necessary to exempt any parts of the NTNP in view of local circumstances.</p>
<p>D2 Review telecoms licence framework</p>	<p><i>A review of the JCRA’s present approach to telephone numbering licences to consider whether adjustments are needed in view of the amendments to the Jersey Law, the development of numbering procedures with Ofcom and potential modifications to numbering licence conditions.</i></p>

D3 Establish procedures between the JCRA and Ofcom

In line with amendments to the Jersey Law and taking D1 and D2 (above) into account, develop, sign and publish a Memorandum of Understanding (MoU) setting out the agreed ways of working between the parties. It includes procedures covering the allocation, management and withdrawal of numbers in Jersey and explain roles and responsibilities of the parties.

D4 Review Jersey numbering licence conditions

Drawing on the outcomes of D1 and D2, and taking into account the procedures to be established between the JCRA and Ofcom (D3) as well as the development of guidance on the sub-allocation of numbers (D5), this activity will review existing local numbering-related licence conditions, and will then propose and implement potential changes.

In recognition of the legislation granting Ofcom powers to allocate, manage and withdraw telephone numbers in Jersey, the JCRA’s provisional approach to licensing numbers is to align local licence conditions with those found in Ofcom’s General Conditions⁵ where believed appropriate and proportionate.

This statutory activity will involve a Draft Decision, Initial Notice and Final Decision to bring any new or modified conditions into effect.

D5 Develop good practice sub-allocation numbering guidance

Create guidance to support new or modified licence conditions through providing supplementary information on the processes that should be used by licensed providers when sub-allocating their numbers to third parties.

This consultation: Applying the NTNP in Jersey - Call for Information

2.14 This Call for Information is one of the first projects in the JCRA’s planned programme of linked numbering activities and projects: D1 Call for Information on applying the NTNP to Jersey.

2.15 Under Article 46B(1)(a) of the amended Jersey Law, the NTNP has been applied to any numbers allocated to Jersey licensed providers. Alongside setting out telephone numbers available for adoption, the NTNP includes several restrictions and requirements on the use of telephone numbers, which include:

⁵ Ofcom: General Conditions of Entitlement — see [here](#) for more information.

- Out of area use of Geographic numbers.
- Restrictions on revenue sharing — for example: on Geographic Numbers and Personal Numbers.
- Conditions associated with using 116XXX numbers — for example: providing a helpline for victims of crime.
- Restrictions on the creation of Global Titles — limited to allocated number range holders.
- Rates for calling certain numbers — Geographic Numbers, for example, and Non-Geographic Numbers.
- Telephone numbers not available for allocation — short codes such as 112 and 999.

2.16 Article 46B(2) of the amended Jersey Law requires the JCRA and Ofcom to jointly determine procedures relating to telephone numbers in Jersey. By agreement, the JCRA can request that Ofcom exclude parts of the NTNP from applying to Jersey if this is in the Island’s interest.

2.17 The purpose of this Call for Information is to gain views on whether any part of the NTNP should not apply and understand any justifiable reasons for therefore creating any exemptions.

Legal and regulatory context

2.18 Article 7(1) of the Jersey Law places a duty on the JCRA to perform its legal functions in such manner as it considers is best calculated to ensure that telecommunications services are provided to satisfy all current and prospective demands for them. The JCRA considers that ensuring Jersey licensed providers can continue to access telephone numbers is a relevant function under the Jersey Law.

2.19 Article 7(2)(a) of the Jersey Law places a further duty on the JCRA to perform its legal functions in such manner as it considers is best calculated to protect and further the short-term and long-term interests of users within Jersey of telecommunications services and apparatus. The JCRA considers taking steps to raise protection for Islanders from fraudulent calls and messages is a relevant function under the Jersey Law.

2.20 While this Call for Information is non-statutory — i.e. its outcome will not create any additional legal duties or obligations on either the JCRA or licensed providers — it will help inform subsequent statutory activities, including potentially amending local numbering licence conditions.

Question 1: Do you have any comments on the current situation with numbering or the JCRA’s plans to accommodate Ofcom’s new legal powers?

Next steps and timetable

2.21 After issuing the Call for Information in May 2026, it will remain open for eight weeks. Simultaneously, the JCRA plans to review the existing telecoms licence framework. The outcome of these two initial deliverables will inform subsequent activities and projects in the numbering programme. The outcome of both will be summarised in (D4) Review Jersey numbering licence conditions – Draft Decision.

2.22 The timetable for the programme of linked numbering activities and projects — which is subject to change — is shown in Table 1 (below):

Date	Activity / project
May 2026	Issue Call for Information
Jul 2026	Close Call for Information and consider responses
Q2/Q3 2026	Review telecoms licence framework
Q3 2026	Issue a Draft Decision on planned additions or modifications to telecoms licence conditions relating to telephone numbers. This will incorporate the outcome of the (D1) Call for Information on applying the NTNP to Jersey and (D2) Review telecoms licence framework Issue draft Good Practice Numbering Sub-Allocation Guidance for consultation.
Q4 2026 / Q1 2027	Issue a Final Decision / Initial Notice / Final Notice adding to or modifying licence conditions relating to telephone numbers. Issue final Good Practice Numbering Sub-Allocation Guidance.

Table 1: planned approach and timetable

3 Call for information

3.1 This section of the document describes parts of the NTNP that will apply to telephone numbers allocated to Jersey licensed providers unless they are justifiably excluded by agreement of the JCRA and Ofcom. Its subsections include:

- Call for Information focus
- Call for Information on applying Part B of the NTNP
- Call for Information outcome

Call for Information focus

3.2 The amended Jersey Law provides powers for Ofcom to allocate telephone numbers in Jersey in accordance with the NTNP, with Part B of the latter containing a list of restrictions and requirements in relation to telephone numbers. These comprise:

- A1: Public Communications Network Numbers
- A2: Telex Service Numbers (up to 10-digits long)
- A3: Network Codes — number portability codes, signalling point codes, mobile network codes and other network codes
- A4: Administrative codes

3.3 These restrictions and requirements place conditions on any Jersey licensed provider applying for and receiving allocations of numbers. These include both geographic numbers specifically linked to the Island — i.e. 01534 — and non-geographic numbers such as those used for Freephone services and personal number services.

3.4 The amended Jersey Law allows the JCRA and OFCOM to determine procedures relating to telephone numbers in Jersey, including but not limited to the allocation, management and withdrawal of telephone numbers. This presents an opportunity to exempt certain NTNP restrictions and requirements from applying to Jersey, providing there are appropriate and justifiable reasons.

3.5 An example of an exemption is Part B3.8, which relates to Global Titles (**GTs**).⁶ In this case, the JCRA has introduced specific licence conditions restricting the sub-leasing of GTs due to concerns over the potential for their illicit use.⁷ On this basis, the procedures agreed between the JCRA and Ofcom will exempt Part B3.8 from applying to Jersey licensed providers.

⁶ Wikipedia: Global Titles (GTs) are special network addresses used in telecoms signalling—mainly within the SS7/SCCP system—to route messages like SMS, roaming updates, and call-related queries across national and international networks. They function much like phone numbers for network nodes rather than people, ensuring that messages reach the correct databases and services – see [here](#) for more information.

⁷ JCRA: T-076 Global Titles – see [here](#) for more information.

3.6 This consultation seeks views on the remaining restrictions and requirements contained in Part B of the NTNP — detailed below. The JCRA may take these views into account when developing procedures with Ofcom covering the allocation, management and withdrawal of telephone numbers in Jersey, and may introduce or modify licence conditions relating to numbering to accommodate any subsequent exemptions.

Call for Information on applying Part B of the NTNP

3.7 The JCRA is seeking views on the contents of the NTNP Part B: Restrictions and requirements in relation to Telephone Numbers in Part A, version with effect from 22 April 2025 — see [here](#) for a copy.

B1: General restriction on the Adoption and use of Telephone Numbers in Part A

B1 Those to whom Ofcom has Allocated any Telephone Number listed in Part A of the Plan shall not Adopt or otherwise use it, except in accordance with the applicable designation given in Part A for that number range.

Question 2: Do you have any concerns about applying **Part B1 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B1 would affect you, and any changes you believe should be considered.

B2: General restrictions on the Adoption and use of Telephone Numbers in Part A1

B2.1 Public Communications Network Numbers in Part A1 shall comprise ten (10) digits (excluding the national prefix code '0') unless otherwise indicated in that Part or in the National Numbering Scheme.

B2.2 The digit structure for Public Communications Network Numbers (other than Access Codes) is referred to in the National Numbering Scheme as follows: 'SABCDEFGHI' where 'S' equates to the first digit after the '0' (for example S is 1 or 2 for Geographic Numbers).

Question 3: Do you have any concerns about applying **Part B2 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B2 would affect you, and any changes you believe should be considered.

B3: Specific Restrictions on the Adoption and use of Telephone Numbers

B3.1 Geographic Numbers

Out of Area use of Geographic Numbers

- B3.1.1 A Geographic Number shall be assigned only to a Subscriber whose Network Termination Point is physically located within the geographic area associated with that number (having regard to the relevant Geographic Area Code), unless:
- a. the Subscriber has requested a Geographic Number that includes the relevant Geographic Area Code; and
 - b. charges for calls to that Geographic Number remain consistent with charges for calls to other Geographic Numbers that include the same Geographic Area Code.

Local Dialling

- B3.1.2 Local Dialling shall not be provided from Geographic Numbers with a Geographic Area Code listed in the table below, with effect from the date specified.

Geographic Area Code	Geographic Area	Effective Date
01202	Bournemouth	1 November 2012
01224	Aberdeen	1 October 2014
01273	Brighton	1 October 2014
01274	Bradford	1 October 2014
01642	Middlesbrough	1 October 2014
01908	Milton Keynes	1 October 2014

Numbering Reorganisations

- B3.1.3 Where a numbering reorganisation makes provision for a replacement Allocation of Telephone Numbers pursuant to Section 62(3) of the Act, the person to whom a replacement Telephone Number is Allocated shall ensure that there is:
- a. an adequate period of advance notification and publicity to End-Users prior to the replacement Telephone Number being Adopted or otherwise used;
 - b. upon Adoption of the replacement Telephone Number, a period of Parallel Running when dialling to the original and replacement Telephone Numbers is available wherever technically possible; and

- c. immediately following the period of Parallel Running and for a further period of time specified by Ofcom, a changed number announcement played to a Calling Party who dials the original Telephone Number.

'National-Dialling-Only' Numbers

B3.1.4 A National-Dialling-Only Number shall not be Adopted or otherwise used, except:

- a. as a full Geographic Number (including its Geographic Area Code); and
- b. in circumstances where that number will not be visible to, or capable of dialling by, End-Users.

B3.1.5 Where a National-Dialling-Only Number is Adopted or used for outgoing call services a presentation number that is either a Non-Geographic Number or that permits Local Dialling shall appear to the Called Party for Calling Line Identification purposes. In the event of a code change to eight-digit numbering in a geographic area, those who have Adopted or used National-Dialling-Only Numbers shall migrate to the appropriate new range by the end of Parallel Running.

Standard Areas

B3.1.6 Geographic Numbers that relate to a Standard Area are Allocated in blocks of 10,000 but shall be treated as ten (10) units of 1,000 for the purposes of assigning numbers to Subscribers. Where a Communications Provider has assigned a number from a particular 1,000 number unit to a Subscriber, it may not assign a number from a different unit until all numbers in the first unit have been assigned.

Conservation Areas

B3.1.7 Subject to paragraph 3.1.8, Geographic Numbers that relate to a Conservation Area shall only be Adopted in units of 1,000 numbers at a time.

B3.1.8 Where a block of 10,000 Geographic Numbers has been Allocated in relation to a Standard Area, but the area has subsequently been designated as a Conservation Area, then:

- a. paragraph 3.1.7 does not apply in relation to that particular number block; but
- b. paragraph 3.1.6 shall continue to apply in relation to that particular number block.

100-Number Block Areas

B3.1.9 One hundred blocks of 100 numbers in each 100-Number Block Area have been specified in the National Numbering Scheme. These blocks shall only be Adopted in units of 100 numbers at a time.

Restriction on revenue sharing

B3.1.10 Those who Adopt or otherwise use Geographic Numbers shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a service on those numbers.

Question 4: Do you have any concerns about applying **Part B3 (B3.1.1-B3.1.10) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.1.1-B3.1.10) would affect you, and any changes you believe should be considered.

B3.2 Non-Geographic Numbers

B3.2.1 Those who Adopt or otherwise use Non-Geographic Numbers starting 03 shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a service on those numbers.

B3.2.2 Those who are Allocated Non-Geographic Numbers starting 030 shall assign those numbers only to Subscribers that are public sector bodies or not-for-profit bodies.

B3.2.3 Those Communications Providers who Adopt or otherwise use Non-Geographic Numbers starting 034 or 037 shall only do so for the purpose of providing a service to a Customer who is migrating from a Non-Geographic Number starting 084 or 087 which is exactly identical to the 034 or 037 number except for the second digit (a “matching 084 or 087 number”). A Non-Geographic Number starting 034 or 037 shall not be Adopted or otherwise used by a Communications Provider where no matching 084 or 087 number is in use by a Customer.

B3.2.4 Without prejudice to B3.2.5, those who Adopt or otherwise use Non-Geographic Numbers starting 084 or 087 shall not directly or indirectly share with any Calling Party any revenue obtained from providing a service on those numbers.

B3.2.5 Nothing in B3.2.4 prevents the provision of a service on Non-Geographic Numbers starting 084 or 087 to a Calling Party, save where the service comprises, whether alone or in conjunction with another service, the transfer to the Calling Party of money, money’s worth (including in the form of digital content) or goods.

B3.2A Corporate Numbers

B.3.2A.1 Those who Adopt or otherwise use Corporate Numbers shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a service on those numbers.

B3.3 Location Independent Electronic Communications Services

B3.3.1 Those who Adopt or otherwise use Non-Geographic Numbers starting 056 shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a service on those numbers.

B3.4 Personal Numbers

B3.4.1 Those who Adopt or otherwise use Personal Numbers shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a Personal Numbering Service.

B3.4A Radiopaging Services

B3.4A.1 Those who Adopt or otherwise use Non-Geographic Numbers starting 076 (except 07624) shall not directly or indirectly share with any End-User or any Calling Party any revenue obtained from providing a service on those numbers.

Question 5: Do you have any concerns about applying **Part B3 (B3.2.1-B3.4A.1) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.2.1-B3.4A.1) would affect you, and any changes you believe should be considered.

B3.5 Harmonised numbers for harmonised services of social value (116XXX numbers)

B3.5.1 The following general conditions are attached to the right of use of 116XXX numbers:

- a. the service provides information, or assistance, or a reporting tool to citizens, or any combination thereof;
- b. the service is open to all citizens without any requirement of prior registration;
- c. the service is not time-limited;
- d. there is no payment, or payment commitment as a pre-requisite to use the service; and
- e. the following activities are excluded during a call: advertisement; entertainment; marketing and selling; using the call for the future selling of commercial services.

B3.5.2 The following specific conditions are attached to the right of use of individual 116XXX numbers:

Number	Service for which this number is reserved	Specific conditions attached to the right of use for this number
116000	<p><i>Name of service:</i> Hotline for missing children</p> <p><i>Description:</i></p> <p>The service (a) takes calls reporting missing children and passes them on to the Police; (b) offers guidance to and supports the persons responsible for the missing child; (c) supports the investigation.</p>	<p>Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).</p>
116006	<p><i>Name of service:</i> Helpline for victims of crime</p> <p><i>Description:</i></p> <p>The service enables victims of crime to get emotional support in such circumstances, to be informed about their rights and about ways to claim their rights, and to be referred to the relevant organisation. In particular, it provides information about (a) local police and criminal justice proceedings, (b) possibilities of compensation and insurance matters. It also provides support in finding other sources of help relevant to the victims of crimes.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>
116111	<p><i>Name of service:</i> Child helplines</p> <p><i>Description:</i></p> <p>The service helps children in need of care and protection and links them to services and resources; it</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about</p>

	<p>provides children with an opportunity to express their concerns, talk about issues directly affecting them and contact someone in an emergency situation.</p>	<p>availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>
116117	<p><i>Name of service:</i> Non-emergency medical on-call service</p> <p><i>Description:</i></p> <p>The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>
116123	<p><i>Name of service:</i> Emotional support helplines</p> <p><i>Description:</i></p> <p>The service enables the caller to benefit from a genuine human relationship based on non-judgmental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.</p>	<p>Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.</p>

- B3.5.3 The person to whom a 116XXX number has been Allocated shall only use that number in conjunction with the sub-allocatee(s) named in the National Numbering Scheme. A 116XXX number shall not be sub-allocated without prior agreement from Ofcom.

Question 6: Do you have any concerns about applying **Part B3 (B3.5.1-B3.5.3) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.5.1-B3.5.3) would affect you, and any changes you believe should be considered.

B3.6 Telex Service Numbers

- B3.6.1 Telex Service Numbers shall not be Adopted or otherwise used other than as full national numbers, i.e. including the Geographic Area Code and, where relevant, an Adoptees' identifying digit.

B3.7 Number Portability Codes

- B3.7.1 In addition to the general restriction at B1, Number Portability Codes shall only be Adopted or otherwise used in accordance with the applicable designation given for that number range in Part A. For the avoidance of doubt, the Portability of Telephone Numbers need not be enabled by the use of Number Portability Codes.

Question 7: Do you have any concerns about applying **Part B3 (B3.6.1-B3.7.1) of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B3 (B3.6.1-B3.7.1) would affect you, and any changes you believe should be considered.

B4: Requirements in relation to the tariff principles and maximum prices applicable to Telephone Numbers in Part A1

- B4.1 Subject to paragraph B4.2, where a Consumer makes a call to a Non-Geographic Number, the Communications Provider shall comply with the tariff principles and maximum prices (if any) set out or referred to in Part A1, in the column headed "Applicable tariff principles and maximum prices".
- B4.2 The tariff principles and maximum prices set out or referred to in Part A1 in the column headed "Applicable tariff principles and maximum prices" do not apply to Payphone Service Providers in respect of calls to Unbundled Tariff Numbers.

Question 8: Do you have any concerns about applying **Part B4 of the NTNP** to Jersey? If so, please describe what those concerns are, how the application of Part B4 would affect you, and any changes you believe should be considered.

Call for Information outcome

- 3.8 The JCRA will review the Call for Information responses once it is closed and determine whether there is a requirement to incorporate select NTNP exemptions in the procedures agreed between the JCRA and Ofcom and whether it is necessary to add or amend licence conditions as a result.
- 3.9 The outcome of the Call for Information will be included in the (D4) Review Jersey numbering licence conditions – Draft Decision, planned for issue in Q2 2026 and will influence its contents.

Question 9: Do you have any other comments relating to this Call for Information not already covered by previous responses?

4 How to respond to this consultation

- 4.1 The JCRA invites written views and comments on the issues and questions raised in this Call for Information document. All responses should be submitted in writing, clearly marked '**T-141 Numbering Review — Applying the National Telephone Numbering Plan in Jersey – Call for Information seeking views on potential exemptions**', and received by the JCRA before 5.00 pm on 10 July 2026. Submissions can be sent by email to info@jcra.je or alternatively in writing to:

Jersey Competition Regulatory Authority
2nd Floor Salisbury House
1-9 Union Street
St Helier
Jersey
JE2 3RF

- 4.2 It would be helpful if any response includes direct answers to the questions asked in this document. It would also help if respondents can explain why they hold their views and how the JCRA's proposals would impact on them, supported by any quantitative or qualitative evidence that they possess.
- 4.3 Under JCRA policy, non-confidential responses to the Call for Information may be made available on its website (www.jcra.je) unless the respondent indicates otherwise.

Annex A: Telecommunications (Jersey) Law 2002 – extract of articles relating to numbers

46A Interpretation and operation of this Part

(1) In this Part-

“Communications Act” means the Communications Act 2003 of the United Kingdom;

“National Telephone Numbering Plan” has the meaning given in section 56 of the Communications Act;

“telephone number” has the meaning given in section 56(5) of the Communications Act.

(2) This Part gives functions to OFCOM in relation to telephone numbers in Jersey in accordance with section 1(2) of the Communications Act.

46B Allocation of telephone numbers by OFCOM

(1) OFCOM may –

(a) allocate telephone numbers in Jersey in accordance with the National Telephone Numbering Plan;

(b) take the steps it considers necessary or expedient to manage telephone numbers in Jersey; and

(c) withdraw the allocation of telephone numbers in Jersey.

(2) The Authority and OFCOM must together determine procedures relating to telephone numbers in Jersey, including but not limited to the allocation, management and withdrawal of telephone numbers.

(3) The Authority and OFCOM must submit the procedures determined under paragraph (2) to the Minister for approval.

(4) The Authority and OFCOM must –

(a) publish the procedures approved by the Minister; and

(b) exercise their functions in relation to telephone numbers in Jersey in accordance with the published procedures.