

Administrative Order 50/2020 (Official Gazette 8/2020 of 6 May 2020) in the version amended by Administrative Order No 65/2022 (Official Gazette 15/2022 of 10 August 2022) and applicable as from 11 August 2022.

Numbering plan for directory enquiry numbers

1. Legal basis

Directory enquiry numbers are numbers as defined in section 3 para 34 of the Telecommunications Act (TKG) of 23 June 2021 (Federal Law Gazette I page 1858), as last amended by Article 9 of the Act of 20 July 2022 (Federal Law Gazette I page 1166).

This administrative order defines the structure and configuration of the number range for directory enquiry numbers in accordance with section 108(1) sentence 2 TKG and section 1 in conjunction with section 3(1) of the Telecommunications Numbering Ordinance (TNV) of 5 February 2008 (Federal Law Gazette I, page 141), as amended by Article 121 of the Act of 10 August 2021 (Federal Law Gazette I, page 3436).

The application procedure is published separately as a communication (see Communication No 148/2022, Official Gazette 15/2022 of 10 August 2022).

2. Number format and subdivision of the number range

The German numbering space for public telecommunications is defined by Recommendation E.164 of the International Telecommunication Union (ITU). This numbering space includes subranges defined by area codes and the (0)32 numbering range for national numbers, from which the individual numbers for access to the public telephone network are assigned to end-users. Subranges starting 118 are provided for directory enquiry numbers. These subranges form the numbering range 118 for directory enquiry numbers.

An end-user under section 3 para 13 TKG is a user neither operating public telecommunications networks nor providing publicly available telecommunications services.

The numbers generally have five digits (directory enquiry numbers); numbers starting 1180 have six digits.

The numbers hence have the following structure:

Number (5 or 6 digits)	
Digit string	Provider identifier xy where x = 1, ..., 9 and y = 0, ..., 9
118	Provider identifier 0xy where x, y = 0, ..., 9

The remaining numbers structured 1180xy constitute reserves and will be available only after publication to this effect.

Note 1: Regarding the provision of short code numbers in mobile networks starting 118, the Bundesnetzagentur reserves the right to make arrangements in a separate numbering plan.

Note 2: Administrative Order No 52/2008 of 8 October 2008 published in Bundesnetzagentur Official Gazette 19/2008 stipulated that the subrange (0)1989 in the national numbering space can be used to route numbers structured 118xy.

3. Purpose of use

3.1 Basic definition

Directory enquiry numbers may be used solely for the operation of a directory enquiry service within the meaning of section 3 para 5 TKG.

Directory enquiry services are services accessible by telephone at any time, across the country, whose sole purpose is to pass on, in an impartial manner, the telephone number, name, address and additional information on end-users. Onward connection to the requested end-user or service may be part of the directory enquiry service.

3.2 Requestable end-user data; required distinction between a provider's services

A directory enquiry number can be used to provide a national directory enquiry service, an international directory enquiry service, or a national and international directory enquiry service.

If a directory enquiry number is used to provide a national directory enquiry service, information on all end-user data is to be given, subject to the requirements of section 17 of the Telecommunications Telemedia Data Protection Act (TTDSG) of 23 June 2021 (Federal Law Gazette I page 1982; 2022 I page 1045), as last amended by Article 4 of the Act of 12 August 2021 (Federal Law Gazette I page 3544).

If a provider has more than one directory enquiry number, there must be a clear distinction between the processes for providing information. Examples are a separate service for national and international directory enquiries, a separate directory enquiry service in a particular foreign language, or a computer-assisted directory enquiry service.

3.3 Impartial provision of information and permissibility of call connection by directory enquiry services

Directory enquiry services must act in an impartial manner when providing information and connecting calls. To ensure that services are provided in a non-discriminatory manner, preference may not be given to particular market players when answering generally-worded enquiries. Directory enquiry services must focus on the information set out in section 3.1. Further information, by contrast, constitutes a value added service.

Onward call connection is permitted only when the destination can also be dialled direct from the public telephone network, on a separate number. Connecting calls to destinations for which the caller cannot be given a separate number is not permitted.

Onward call connection is permitted only when other directory enquiry services can also connect calls to the particular destination.

3.4 Announcement of the number before call connection

The requested number must be announced before onward call connection by a directory enquiry service, except when the caller explicitly states or implies that this is not necessary.

4. Type of assignment and requirements for assignment

Numbers are assigned upon application as direct assignments within the meaning of section 4(2) para 1 TNV.

Applicants must submit an implementation plan demonstrating the intended use (for further details, see the application procedure for directory enquiry numbers, Communication No 148/2022 Official Gazette 15/2022 of 10 August 2022).

Number assignment gives the assignee the right to use the subscriber numbers within the meaning of section 2.

5. Maximum numbers assignable

An applicant/undertaking can be assigned a maximum of five directory enquiry numbers and a group of undertakings can be assigned a maximum of seven directory enquiry numbers in total. Under section 3 para 69 TKG, a group of undertakings includes affiliated or merged undertakings within the meaning of the German Competition Act (GWB).

6. Other conditions of use

6.1 Deadline for beginning of use

Numbers within the meaning of section 2 must be brought into use within 90 days of receipt of allocation.

Assignees are responsible for bringing numbers within the meaning of section 2 into proper functional use within the specified period. Assignees are responsible for ensuring use within this period. Technical, contractual or economic hindrances or fault on the part of the assignee play no part.

Assignees must notify the Bundesnetzagentur in writing of the date on which use begins no later than 14 days after the number is first used. Assignees must also state the networks in which the number is activated.

6.2 Return of numbers

If a number within the meaning of section 2 is not used within a period of 90 days as required in section 6.1 or if there are no plans to use the number for 90 days beginning from the time of assignment or the last time the number was used, the number must be returned to the Bundesnetzagentur without delay, by written declaration, as provided for by section 9(1) in conjunction with subsection (4) TNV.

Any undertaking obtaining more than five directory enquiry numbers or any group of undertakings obtaining more than seven directory enquiry numbers must return the surplus to the Bundesnetzagentur, without delay, by written declaration (see section 6 para 3 TNV).

6.3 Notification of changes of name or address

Assignees must inform the Bundesnetzagentur immediately, in writing and on their own initiative, of any change in their name or address.

The address given must always be one in Germany at which summons can be served. If any changes are made to an entry in the commercial register or equivalent of another country, up-to-date extracts must be submitted to the Bundesnetzagentur immediately.

Assignees based outside Germany must inform the Bundesnetzagentur immediately, in writing and on their own initiative, of any change in person or address of the party they have designated as authorised to accept service in Germany.

6.4 Notification of number activation changes

Assignees must inform the Bundesnetzagentur immediately, in writing and on their own initiative, of any change in the activation of their number. Assignees must state the networks in which the number is currently activated.

7. Entry into force

This administrative order replaces Administrative Order No 50/2014 of 3 September 2014 (Official Gazette 16/2014) and entered into force upon its publication in the Official Gazette on 6 May 2020.

Rights of appeal

An appeal against this administrative order may be filed within one month of its publication. Appeals must be filed with the Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen, Tulpenfeld 4, 53113 Bonn or any other Bundesnetzagentur office.

Appeals and lawsuits do not have suspensory effect (section 217(1) TKG).