**Paraguay (country code +595)**

Communications of 17.VIII.2021:

The *Comisión Nacional de Telecomunicaciones (CONATEL)*, Asunción, announces the following updates to the national ITU-T E.164 numbering plan for Paraguay (in accordance with Recommendation ITU-T E.129).

**Presentation of ITU-T E.164 National Numbering Plan (NNP) for country code +595**

a) Overview

Minimum number length (excluding the country code): **3** digits

Maximum number length (excluding the country code): **9** digits

b) Detailed description of the numbering plan:

| *NDC  (national destination code) or leading digits of N(S)N [national (significant) number]* | *N(S)N number length* | | *Usage of  ITU-T E.164 number* | *Additional information* |
| --- | --- | --- | --- | --- |
| *Maximum length* | *Minimum length* |
| 21 X Y Z M C D U | 9 digits | 9 digits | National number (basic telephone service) | Where:  21 = NDC ;  XYZMCDU = SN ;  X ≠ 0 y 1 ;  Assigned to COPACO S.A. |
| 9 X Y Z W M C D U | 9 digits | 9 digits | Mobile telephone service number | Where:  9 = NDC ;  XYZWMCDU = SN;  X ≠ 0 y 1;  Procedure for access to service  0 + NDC + SN ;  Assigned to TELECEL S.A.E., NÚCLEO S.A., AMX PARAGUAY S.A., HOLA PARAGUAY S.A., COPACO S.A. |
| 8 W X Y Z M C D U | 9 digits | 9 digits | IP telephone service | Where: W ≠ 0 ;  Procedure for access to Service:  8 + WXYZMCDU |
| 600 ABC | 6 digits | 6 digits | Non-geographic services (access to Internet) | Where:  600 = NDC y ABC = SN ;  Procedure for access to Service:  0 + 600 + ABC |
| 800 A B C D E F | 9 digits | 9 digits | Non-geographic services (collect calls) | Where:  800 = NDC ;  SN = ABCDEF ;  Procedure for access to service:  0 + 800 + ABCDEF |
| 9 0 A B C D E | 7 digits | 7 digits | Non-geographic services (audiotext voice) | Procedure for access to service:  0 + 90A + BCDE |
| A B C D  or  A B C D E | 5 digits | 4 digits | Non-geographic services (audiotext messages) | Procedure for access to service:  ABCD or ABCDE |
| A B C | 3 digits | 3 digits | Non-geographic services  Unstructured supplementary service data (USSD) | The following numbers will be held in reserve. There will be one assignment for all telephone networks:  0BC, 21C, 25C, 27C, 28C, 29C, 31C, 33C, 34C, 35C, 37C, 38C, 39C, 41C, 42C, 47C, 48C, 49C, 51C, 52C, 53C, 54C, 56C, 57C, 58C, 59C, 60C, 62C, 63C, 66C, 67C, 68C, 69C, 70C, 71C, 74C, 75C, 76C, 79C, 80C, 81C, 82C, 83C, 84C, 85C, 87C, 89C, 90C, 91C, 92C, 93C, 94C, 95C, 96C, 97C, 98C ;  B and C = 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 ;  The following 260 numbers are assigned for use at the discretion of telephone providers. The assignment may be different for each telephone network:  11C, 12C, 13C, 14C, 20C, 22C, 23C, 24C, 26C, 30C, 32C, 36C, 40C, 43C, 44C, 45C, 46C, 50C, 61C, 64C, 65C, 72C, 73C, 78C, 86C, 88C;  C = 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 ;  The following 50 numbers are assigned for the exclusive use of public entities and/or matters of national social interest. There will be one assignment for all telephone networks:  15C, 16C, 17C, 18C, 19C;  C = 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 |
| A B C | 3 digits | 3 digits | Non-geographic services  Unstructured supplementary service data (USSD) for electronic payment companies | Where A B = 10, 55, 77, 99  C = 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 ;  40 numbers will be designated for user access and progress of PUSH instructions for wallets managed by CONATEL ;  The use of the numbering resource for electronic payment companies will be exclusively for the mobile financial services;  Procedure for access to service:  (\*) + (Service code) + [+(\*)…] + (#) + (SEND) ;  Note:  Asterisks (\*) and hashtags (#) are used for the beginning and end of the instructions respectively.  e.g.: \* A B C #.  Intermediate asterisks (\*) are for selecting functions.  e.g.: \* ABC \* D… E\*…\*F…G#. |
| A B C | 3 digits | 3 digits | Non-geographic services  SMS service for electronic payment companies | Where A B = 10, 55, 77, 99  C = 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 ;  40 numbers will be designated for user access and progress of PUSH instructions for wallets managed by CONATEL;  The use of the numbering resource for electronic payment companies will be exclusively for the mobile financial services. |
| A B C  or  A B C D E F  or  A B C D E F G | 7 digits | 3 digits | Non-geographic services  SMS Service (broadcasting and information services, alerts and/or services that include interactivity with users, excluding audiotext message services) | The length of the SMS format and the preferred number will be indicated when making the request to CONATEL, which will evaluate its availability and assignment. There will be one assignment for all telephone networks. |
| 1 X Y | 3 digits | 3 digits | Special services | Where X = 1, 2,…,9 |

**Identification code for basic long-distance service provider**

The identification code for the basic long-distance service provider consists of two (2) digits, as follows:

|  |
| --- |
| Service provider identification code |
| Q R |
| Where Q ≠ 0, 1, 8 and 9; P and R ≠ 0 and 9 |

The service provider identification code is not part of the numbering structure and will be dialled after the prefix 00 for each international long-distance call.

Procedure for dialling international long-distance calls

|  |
| --- |
| 00 + Q R + international number |

Note:

* Q R will be used when there is more than one provider for the basic international long-distance service.

Procedure for making freephone calls

National calls

|  |
| --- |
| 101 + 0 + mobile telephone service number |

International long-distance calls

|  |
| --- |
| 100 + 00 + Q R + international number for destination country |

**Use of special characters**

The assignment of the special characters (asterisk \* and hashtag #) to the unstructured supplementary service data (USSD), whose structure is defined as \*ABC#, will be regulated by the Basic Technical National Numbering Plan.

The assignment and use of other special characters (asterisk \* and hashtag #) not included in the provisions of the Basic Technical National Numbering Plan regulating USSD remain at the discretion of telephone service providers. Although the assignment and use of these special characters is not regulated, they may NOT be used in tariffed communications.

**Description of deletion of resources for national E.164 numbering plan for country code +595:**

| **NDC (national destination code) or leading digits of N(S)N [national (significant) number]** | **Usage of E.164 number** | **Time and date of deletion** |
| --- | --- | --- |
| A B E X Y M C D U | National number (basic telephone service) | Directorate Resolution No. 1626/2011 |
| 109 | Local freephone number | Directorate Resolution No. 1626/2011 |
| X 0 A B C D E F G | Non-geographic services | Directorate Resolution No. 1626/2011 |

**Presentation of important numbers related to emergency services and   
other services of social value:**

| **Important Number** | **Service** | **Allocated or Assigned** | **ITU-T E.164 number or national- only number** | **Note** |
| --- | --- | --- | --- | --- |
| 111 | Helpline | CUSTOMER CARE CENTRES | National-only number | Directorate Resolution No. 0256/1999 |
| 112 | National information service | ENQUIRIES (COPACO S.A.) | National-only number | Information service |
| 117 | National information service | TELEPHONOGRAM (COPACO S.A.) | National-only number | Information service |
| 118 | National information service | COMPLAINTS REGARDING TELEPHONE SERVICE (COPACO S.A.) | National-only number | Information service |
| 119 | National information service | BILLING INFORMATION (COPACO S.A.) | National-only number | Information service |
| 123 | National information service | CITSA (COPACO S.A.) | National-only number | Information service |
| 124 | National information service | TESYS (COPACO S.A.) | National-only number | Information service |
| 125 | National information service | OFFICIAL TIME (COPACO S.A.) | National-only number | Information service |
| 128 | Emergency service | SERVICE FOR ANSWERING AND RESPONDING TO EMERGENCY CALLS, MERCOSUR AREA | National-only number | Directorate Resolution Nos. 0551/2000 and 1151/2003 |
| 130 | Emergency service | POLICE | National-only number | Directorate Resolution No. 0039/1998 |
| 131 | Emergency service | POLICE FIRE SERVICE | National-only number | Directorate Resolution No. 0039/1998 |
| 132 | Emergency service | PARAGUAYAN VOLUNTEER FIRE SERVICE | National-only number | Directorate Resolution Nos. 039/1998 and 1696/2004 |
| 133 | Helpline | OFFICE OF THE PUBLIC DEFENDER | National-only number | Directorate Resolution No. 2778/2019 |
| 134 | National information service | HIGH COURT OF ELECTORAL JUSTICE | National-only number | Directorate Resolution No. 2874/2020 |
| 135 | Helpline | STATE OF EMERGENCY DECLARED BY ACT No. 3.159/2007 (DENGUE EPIDEMIC) | National-only number | Directorate Resolution Nos. 0039/1998; 0288/2007; 0510/2013 and 0879/2013 |
| 136 | Helpline | MINISTRY OF THE INTERIOR | National-only number | Directorate Resolution No. 878/2020 |
| 137 | Helpline | MINISTRY FOR WOMEN | National-only number | Directorate Resolution No. 1438/2011 |
| 138 | Helpline | MINISTRY OF PUBLIC HEALTH AND SOCIAL WELFARE | National-only number | Directorate Resolution No. 815/2021 (500/2021) |
| 139 | Helpline | PUBLIC PROSECUTION SERVICE | National-only number | Directorate Resolution No. 1697/2004 |
| 140 | Emergency service | FIRST AID | National-only number | Directorate Resolution No. 0039/1998 |
| 141 | Emergency service | Service of the emergency response centre under the Ministry of Public Health and Social Welfare | National-only number | Directorate Resolution No. 0941/2008 |
| 142 | Emergency service | CLINICAL HOSPITAL | National-only number | Directorate Resolution No. 0039/1998 |
| 143 | National information service | GENERAL NAVAL PREFECTURE | National-only number | Directorate Resolution No. 0141/2014 |
| 144 | Emergency service | NATIONAL HOSPITAL | National-only number | Directorate Resolution No. 0039/1998 |
| 145 | Emergency service | NATIONAL SEARCH AND RESCUE SERVICE | National-only number | Directorate Resolution No. 1772/2004 |
| 146 | Helpline | CANCER AND BURNS HOSPITAL | National-only number | Directorate Resolution No. 0039/1998 |
| 147 | Helpline | HELPLINE OF THE NATIONAL SECRETARIAT FOR CHILDREN AND ADOLESCENTS | National-only number | Directorate Resolution Nos. 1133/2006 and 1604/2006 |
| 148 | Emergency service | MILITARY HOSPITAL | National-only number | Directorate Resolution No. 0039/1998 |
| 149 | Helpline | PARAGUAYAN SUICIDE PREVENTION ASSOCIATION | National-only number | Directorate Resolution No. 0940/2008 |
| 150 | Emergency service | POLICE HOSPITAL | National-only number | Directorate Resolution No. 0039/1998 |
| 151 | National information service | MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGIES | National-only number | Directorate Resolution No. 864/2021 |
| 152 | Emergency service | SOCIAL SECURITY INSTITUTE | National-only number | Directorate Resolution No. 0039/1998 |
| 153 | Emergency service | MINISTRY OF PUBLIC HEALTH –TRAUMA HOSPITAL | National-only number | Directorate Resolution No. 1187/2016 |
| 154 | Helpline | MINISTRY OF PUBLIC HEALTH – COVID-19 PROGRAMME | National-only number | Directorate Resolution No. 519/2020 |
| 155 | Helpline | MINISTRY OF HEALTH –MENTAL HEALTH | National-only number | Directorate Resolution No. 1539/2021 |
| 160 | National information service | NATIONAL ELECTRICITY ADMINISTRATION | National-only number | Directorate Resolution No. 0039/1998 |
| 161 | National information service | DIRECTORATE GENERAL OF POSTS | National-only number | Directorate Resolution Nos. 0620/2000 and 0049/2010 |
| 162 | National information service | PARAGUAYAN SANITARY SERVICES COMPANY | National-only number | Directorate Resolution No. 0039/1998 |
| 163 | National information service | NATIONAL ANTI-CORRUPTION SECRETARIAT | National-only number | Directorate Resolution No. 0896/2013 |
| 164 | National information service | MUNICIPALITY | National-only number | Directorate Resolution No. 0039/1998 |
| 170 | Helpline | CUSTOMER CARE CENTRE – CONATEL | National-only number | Directorate Resolution No. 0264/2015 |
| 171 | National information service | DIRECTORATE OF SOCIAL WELFARE AND ASSISTANCE | National-only number | Directorate Resolution Nos. 0520/1999 and 0069/2010 |
| 172 | Helpline | NATIONAL ANTI-DRUG SECRETARIAT– HELPLINE | National-only number | Directorate Resolution No. 2375/2018 |
| 173 | National information service | NATIONAL ANTI-DRUG SECRETARIAT –COMPLAINTS | National-only number | Directorate Resolution No. 2408/2018 |
| 174 | National information service | DIRECTORATE GENERAL OF THE CIVIL REGISTRY | National-only number | Directorate Resolution No. 109/2019 |
| 175 | National information service | ACCESS TO THE COMPLAINTS CENTRE OF THE CIVIL SERVICE SECRETARIAT | National-only number | Directorate Resolution No. 0866/2011 |
| 177 | National information service | Social Affairs Office of the President of the Republic | National-only number | Directorate Resolution No. 1095/2014 |
| 179 | Helpline | Social Security Institute – customer services | National-only number | Directorate Resolution No. 2085/2020 |
| 180 | Helpline | Social Security Institute – COVID-19 pandemic | National-only number | Directorate Resolution No. 527/2020 |

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**Description of implementation of number portability of ITU-T E.164 numbers in the NNP:**

|  | **Geographic numbers** | **Non-geographic numbers other than mobile numbers  (e.g. premium rate services, freephone services)** | **Mobile numbers** |
| --- | --- | --- | --- |
| **State of NP** | - | - | Implemented in 2012 |
| **Regulatory obligation for operators to implement NP?** | - | - | YES |
| **Type of NP implementation** | - | - | (ACQ, all call query) |
| **Limitations** | - | - | - |
| **Specifications available on website** | - | - | <https://www.conatel.gov.py/conatel/portabilidad/> |
| **Contact information for national Administration/ Numbering Plan Administrator (NPA)** |  |  | Gerencia de Servicios de Telecomunicaciones  Tel.: +595 21 438 2601 E-mail: agodoy@conatel.gov.py |
| **Central reference database (CRDB)** |  |  | Inetum for NP in Paraguay  Postal address:  Travesía de la Costa Brava 4,  28034, Madrid – Spain  NPA E-mail :  [patricia.sanchezortega@inetum.world](mailto:patricia.sanchezortega@inetum.world)  [marceloe.comino@inetum.world](mailto:marceloe_comino@iecisa.com) |

NP = Number portability

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