Central reference database for telephone numbers – ZR-DB

FAQs

Answers in connection with the most frequently asked questions in connection with the ZR-DB

VERSION: 1.02

Rundfunk und Telekom Regulierungs-GmbH (RTR-GmbH)

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version history:

version / date	modifications
1.01 / 06.09.2021	Initial creation
1.02 / 28.03.2022	Supplement Create user

Definitions:

ZR-DB	Central reference database for telephone numbers, entire application incl. interfaces
ZR-DB user, operator	A natural or legal person authorized to use the ZR-DB. These are all communication network operators and communication service providers
communications Network Operator (KNB)	Operator of a communications network within the meaning of Art. 3 Z 4 TKG 2003
communications service provider (KDB)	Operator of a communications service within the meaning of Art. 3 Z 3 TKG 2003
decision holder	The party to whom a telephone number, number range or number block was allocated by official decision under Art. 65 Par 3 TKG 2003, or its legal successor
main user	A user assigned to an operator via e-RTR with extended user rights
user	A user assigned to an operator via e-RTR who is created by the main user and who receives appropriate authorizations from the main user to use the ZR-DB
Web-GUI	Web portal through which all defined business cases, defined queries, setting of authorizations and notifications can be carried out and business cases can be viewed and which is connected to the ZR-DB.
(tele-) phone number	A telephone number in accordance with the Communications Parameters, Fees and Value-Added Services Ordinance 2009 (KEM-V 2009), Federal Law Gazette II No. 265/2009 (https://www.rtr.at/kem-v)
tariff	tariff field in the ZR-DB - tariff for target network tariffed numbers
Charged in the terminating network	Numbers starting with 43118, 43810, 43820, 43821, 43900, 43901, 43930, 43931 or 43939
Passing on	Contractual transfer of rights to use telephone numbers pursuant to Art. 10 Par. 5 KEM-V 2009.

RTR

Frequently asked questions:

1 What is the ZR-DB?

The ZR-DB (Central Database for Telephone Numbers) is a database in which, in the future, the status of each individual assigned telephone number concerning

- party with assigned telephone numbers
- the associated communications service provider
- the associated communications network operator
- the associated anchor communications network operator and
- the associated anchor communications service provider

is recorded and retrievable.

In other words, it should be possible to query each telephone number in the future,

- who is the holder of the notification for a telephone number
- which communications service provider is currently responsible for this telephone number (porting status)
- which communications network has assumed the anchor network function for a telephone number
- the communications network to which the telephone number is currently ported/routed.

Furthermore, it serves as a reference for the routing tables of the operators, which also supports a quick correction of errors or "direct routing".

2 Who is required to participate/register?

The following are required to participate

- communications service providers who have been assigned telephone numbers by RTR by means of an official decision
- communications service providers who import telephone numbers to themselves or who have received telephone numbers from other communications service providers (holders of telephone numbers subject to official decisions)
- communications service providers who pass on telephone numbers to other communications service providers, and
- communications network operators who set up/convert telephone numbers in their networks.

3 Where can I find the legal obligation to participate?

The legal framework for the operation of the database is set out in the "Zentrale Rufnummern-Datenbank Verordnung - ZR-DBV" (Central Number Database Ordinance), which can be found at: https://www.rtr.at/zr-dbv

4 Are resellers obliged to register data?

Even as a reseller (communication service provider without your own infrastructure) you offer a public communication service using phone numbers and your are therefore obliged to register reselled phone numbers in the ZRDB.
The transfer/reselling of phone numbers (phone numbers will be passed on to you by a registered communication service provider for your customers) has to be notified by you in the ZR-DB.

We ask you to contact your cooperation partner, from whom you obtain the telephone numbers, in this regard. General information (who is obliged to participate, what has to be registered, user manual WEB-Interface etc.) can be found at: https://www.rtr.at/zrdb

5 From when is there an obligation to register data?

Business cases concerning mobile numbers: from 15.09.2021,
Business cases concerning fixed network/service numbers: from 05.10.2021

6 Initial filling

The initial filling of the ZR-DB is primarily done by RTR-GmbH (allocations) AND communication network operators (implementations, imports) in a format agreed with these operators ((see also "Initial filling concept", available at: https://www.rtr.at/zrdb). In the case of imported telephone numbers, the communications network operator also transmits the information which communications service provider is actually responsible for the imported telephone number. In addition, the usage notifications available to RTR-GmbH with regard to notified imports are taken into account.

Any inconsistencies - if there are inconsistencies after initial filling - must be corrected manually via the ZR-DB (Webinterface) after the initial filling. If there are any inconsistencies, you will be informed by RTR-GmbH (expected on 7th of october).

7 Which "business cases" have to be registered into the ZR-DB?

- Setting up phone numbers (implementation)
- Changes of network setup (changes of implementation)
- Reassignment of telephone numbers
- Number porting at network level (porting with change of communication network)
- Porting of phone numbers on KDB level (porting without change of communication network)
- Backporting of telephone numbers
- Porting of telephone numbers to other communications service providers
- Usage notifications (as of 01.02.2022)

Please note that some business cases require "interaction" between communications network operator and communications service provider (initiation of a business case, confirmation of a business case).

8 How can I participate in the ZR-DB?

The submission of data or processing of business cases can be done in 2 different ways or via 2 different interfaces:

- REST interface: REST interface for ZR-DB users who want to connect their systems directly to the ZR-DB in order to be able to perform the submission process automatically. For all operators who want to connect directly to the ZR-DB, e.g. to automate their systems of data submission or business case processing, a REST interface is available for this connection. For the connection to the ZR-DB via REST and for the necessary testing of the interface, a separate test environment is also available to the operators. Contact for operators interested in a direct connection to the ZR-DB via REST interface: zrdb@rtr.at

- Web GUI: Web interface that enables the operation of all functions necessary for an operator via a browser (= front end of the REST interface). This web interface offers the possibility to submit data via forms (to initiate business cases), to manage authorizations and notifications, to view submitted submissions via a separate view (business case view) ("view, edit, confirm business cases") as well as to perform data queries / downloads. The WEBGUI manual can be found at: https://www.rtr.at/zrdb.

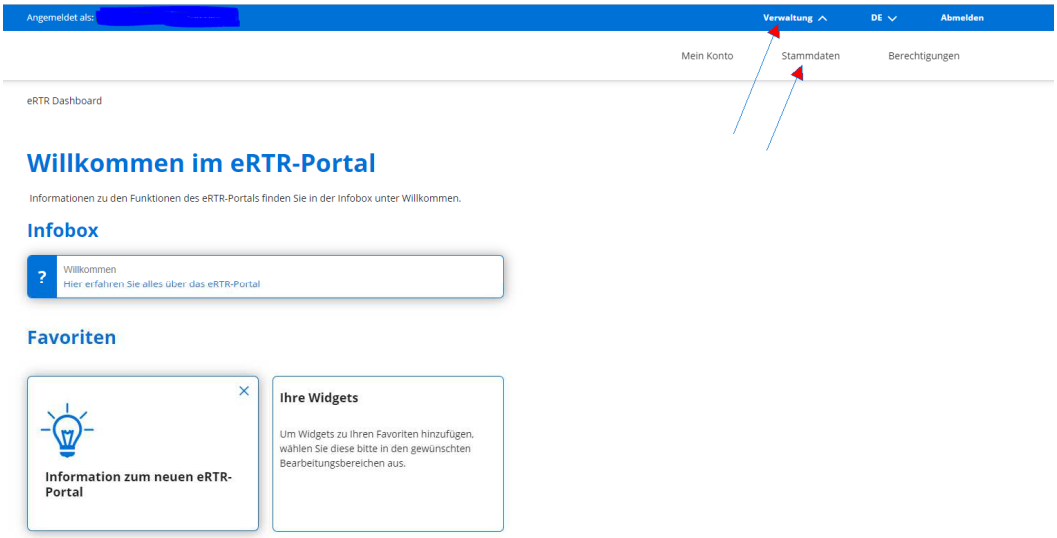
The access to the ZRDB portal (WEBGUI) can be found at: https://zrdb-portal.rtr.at

9 Create new user in ZRDB:

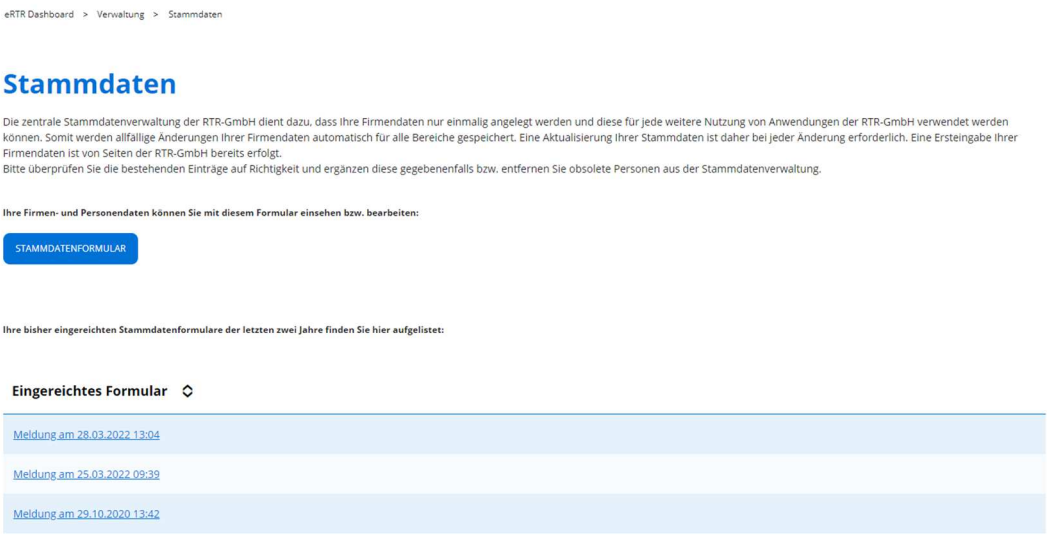
Creating new users for the ZR-DB and assigning authorisations for the ZR-DB is done in 2 steps:

Step 1:
New users must always be created by the MAIN USER via eRTR (master data administration). Link to the eRTR portal: https://egov.rtr.gv.at/

After the main user has logged in, new users can be created by clicking on the button "Administration" (top right) and then "Master data" (button appears below it after clicking on "Administration"):

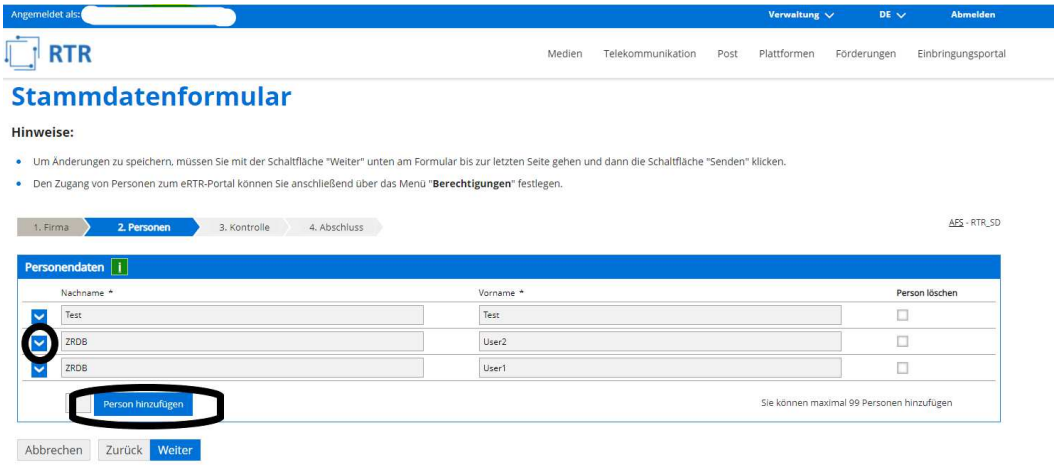


Then a new window appears with the box "Master data form", with which you can view or edit the persons currently created:



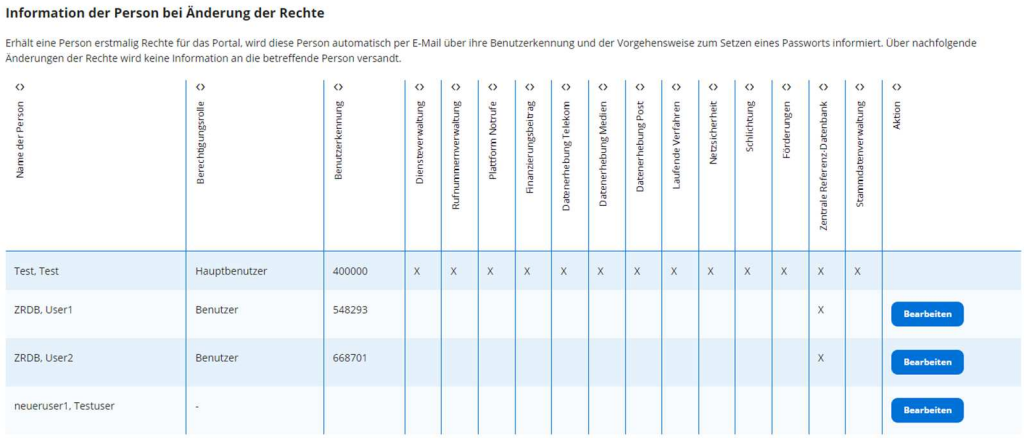
Under point 1 the already pre-filled company data can be seen and by clicking on "Next" you can immediately change to point 2 ("Persons"):

The current main user and any existing persons are displayed here. By clicking on the arrow on the left in front of the name of the respective person (a drop-down field opens), data or functions of the respective person can be changed. By clicking on the button "Add person", new persons can be created.



After completing points 3 ("Check") and 4 ("Finish"), you will be provided with a confirmation of receipt for download.

Now, by clicking on "Administration" (top right) and "Authorisations", the main user can view the users already created as well as the newly created user including their authorisations:



After creating a new user via eRTR, the user must be granted authorisation to access the ZR-DB in the eRTR portal via the menu item "Authorisations". MAIN USERS of a company GENERALLY have full access to the ZR-DB. No special authorisations are necessary.

By clicking on "Edit", the role of the new user ("Main user", "User", "No role") and the corresponding rights can now be assigned. For the authorisation to use the ZR-DB, the right "Central reference database" must therefore be selected and then saved. The new authorisations should then be immediately visible in the table shown above (updated).

In the meantime, the new user will receive a message on his email address given by the main user with the notification that he has been created as a "user" by the main user of the company and by clicking on the link in this email he can now set up his individual password. After following the instructions in the email accordingly, the user will have access to the eRTR portal.

Please direct any questions in connection with the creation of new users to agg@rtr.at.

Step 2:

Then the main user in the ZR-DB portal (https://zrdb-portal.rtr.at) must assign specific authorizations at the business case level to the newly created user under the menu item "Berechtigungen" (read, read / write, authorizations for ALL business cases or only for very specific business cases). A ZR-DB user who does NOT have the role of MAIN USER can only view his own authorizations in the ZR-DB without being able to make changes.

The MAIN USER himself has fundamentally always unrestricted access to the ZR-DB portal by means of his eRTR access data; no special authorizations are required for this.

Access to ZRDB-Portal (WEBGUI): https://zrdb-portal.rtr.at
User-manual for ZR-DB-WEBGUI is available at: https://www.rtr.at/zrdb

10 Are there testing options?

In addition to the productive system of the ZR-DB, a test system is also available. Both systems work independently of each other and can be used with the REST interface as well as via WEB-GUI. This test environment serves operators who are already working on the implementation of the connection to the REST interface to the ZR-DB or, in the future, new operators with the same goal as a test environment regarding their implementation towards the ZR-DB. Operators who are interested in a test access should contact: zrdb@rtr.at

11 Will current processes be replaced by the ZR-DB?

NO, the central database for telephone numbers in its first expansion stage is designed as an administrative database. This means that ALL processes currently established between communications network operators and communications service providers (processes for setup, reassignment, porting of numbers) will remain unaffected or continue to exist in parallel until further notice and will not be replaced/replaced by the ZR-DB.

12 Usage reports remain the same as before:

The system of submitting usage reports will remain as before (now) until February 2022. The obligation to transmit the usage reports via ZR-DB does not come into force until February 1st, 2022.
The implementation of the usage reports in the ZR-DB has not yet been completed. There will also be the option of uploading files via the web interface. We will inform you about this as soon as this system is ready for testing.

13 What are the consequences of NOT participating?

Apart from the fact that a violation of a regulation may result in a corresponding supervisory procedure, we would like to STRONGLY point out that NOT registering data and NOT participating in the ZR-DB may result in the NON-accessibility of your participants due to the routing obligation present in the ZR-DBV!

14 Where can I find further information?

For further information about the ZR-DB (description, process flow, Web-GUI manual, etc.) please refer to the following link (only german): https://www.rtr.at/zrdb

15 Are documents concerning the ZR-DB also available in English?

At this point in time, all documents are unfortunately only available in German.

16 Where do I turn in case of problems or further questions?

If you have any problems or further questions, please contact us directly:
zrdb@rtr.at