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GOVERNMENT NOTICE

DEPARTMENT OF COMMUNICATIONS

No. R. 455

15 May 2006

NUMBERING PLAN REGULATIONS MADE IN TERMS OF THE
TELECOMMUNICATIONS ACT, 1996 (ACT NO. 103 OF 1996)

I, Dr. Ivy Matsepe-Casaburri, Minister of Communications, hereby approve, under section 96(6) of the Telecommunications Act, 1996 (Act No. 103 of 1996), the Regulations in the Schedule made by the Independent Communications Authority of South Africa under section 96(1) read with section 89(1)(a) of the Act.



Dr. Ivy Matsepe-Casaburri
Minister of Communications

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DEFINITIONS

1 In these Regulations any word or expression to which a meaning has been assigned in the Act shall have the meaning so assigned and, unless the context otherwise indicates-

“abc code” means the 3-digit code combination of a national geographic number that immediately follows the area code;

“access codes” mean the numbers used as prefixes to other numbers to access telecommunication services;

“area code” means a dialled identification code that identifies a geographic area within the Republic;

“assignment” means one or more levels of a three-level allocation process, namely primary, secondary or tertiary allocations of numbers;

“closed numbering” means that the national number length is fixed for all geographic or non-geographic (except special services) telecommunication services and that the same number is dialled to reach a customer or service regardless of the point of origin of the call;

“country code” means the combination of one, two or three digits identifying a specific country or countries in an integrated numbering plan, or a specific geographic area assigned by the ITU-T in accordance with Recommendation E.164, Telephone network and ISDN Operation, Numbering, Routing and Mobile service;

“E.164” means the Telephone network and ISDN Operation, Numbering, Routing and Mobile service of the ITU-T;

“exchange code area” means the geographic area to which an abc code is assigned;

“free phone services” or **“toll free services”** mean a service that may be accessed free of charge by a customer;

“geographic number” means a number from the numbering plan where part of its digit structure contains geographic significance used for routing calls to the physical location of the network termination point of the customer to whom the number has been assigned;

“geographic significance” means the geographically indicative numbers that indicate the geographic location being called;

“inbound call services” means a service that may be accessed at a fee by a customer;

“international prefix” means the combination of digits to be dialled by a caller making a call to a recipient in another country to obtain access to the automatic outgoing international equipment;

“ITU-T” means the Telecommunications Standardisation Sector of the International Telecommunications Union;

“licensed operator” means the holder of a telecommunications service licence issued under the Act;

“mass calling” means the involvement of instantaneous, high volume traffic that is routed to one or more destinations;

“national number” means the full number to be dialled including the national prefix;

“national significant number” means the number to be dialled following the national prefix to obtain a called party in the Republic;

“national prefix” means a digit or combination of digits to be dialled by a customer making a call to a customer in the Republic but outside his or her own numbering area;

“non-geographic number” means numbers that are used to identify a type of service rather than a geographical location;

“number block” means a series of numbers that are usually in sequential order;

“number pooling” means the sharing of numbers within a number block among multiple licensed operators serving the same number block;

“primary assignment” means the issue of numbers or codes by the Authority directly to a licensed operator;

“secondary assignment” means the issue of numbers by a licensed operator to service providers or to end users;

“service provider” means any person who is in the business of providing a service to another and who has a contract with a licensed operator for such purpose;

“short codes” mean any non-geographic number less than 10-digits in length;

“tertiary assignment” means the issue of numbers by a Service Provider to end users;

“the Act” means the Telecommunications Act, 1996 (Act No. 103 of 1996);

“withdrawal ” means taking out of circulation the allocated codes and numbers, whether active or inactive, for return to the Authority.

USE OF THE FIRST DIALLED DIGIT

- 2 The use of the first dialled digit shall be as indicated in the table below.

0	National (Trunk) prefix
1	Short codes
2-9	Local (7-digit) numbers until further notice

MEANING OF FIRST DIGIT OF NATIONAL SIGNIFICANT NUMBER

- 3 The meaning of the first digit of a National Significant Number shall be as indicated in the table below.

1-5	Geographic numbering
7,8	Non-geographic numbering
6	Reserved for future services

INTERNATIONAL CODES

- 4 International Codes shall be as indicated below

Range	Service
+ 27	Country code for South Africa
09	International prefix

NON-GEOGRAPHIC CODES

5 The non-geographic codes shall be as indicated in the table below.

RANGE	Service
07	Mobile Cellular Services and other Non-Geographic Services
070	Reserved for future services
071	Reserved for future services
072	Mobile cellular services
073	Mobile cellular services
074	Mobile cellular services
075	Under Serviced Area services and Universal service obligations
076	Mobile cellular services
077	Reserved for future services
078	Mobile cellular services
079	Reserved for future services

Range	Service
08	Mobile Cellular Services and other Non-Geographic Services
080	Toll free (free phone) services
081	Reserved for future services
082	Mobile cellular services
083	Mobile cellular services
084	Mobile cellular services
085	Under Serviced Area services

086	Inbound call services
087	Voice over internet protocol services
088	Paging and future services
089	Mass calling

GEOGRAPHIC AREA CODES

- 6 Public Switched Telecommunications Services and other services with geographic significance shall be as indicated in the table below.

Range	Area
01	Gauteng, Limpopo, North West Province and Mpumalanga
02	Parts of Western Cape
03	KwaZulu - Natal and parts of Eastern Cape
04	Eastern Cape and parts of Western Cape
05	Free State and Northern Cape

STRUCTURE OF THE NUMBERING PLAN

- 7
- (1) The national number format shall be ten (10) digits, notated by "0NN ABC XXXX".
 - (2) The national significant number shall be nine digits, notated by the alphabetical sequence "NN ABC XXXX", for example '12 345 6789' represents a geographic number in the Pretoria area. The abc code 345 represents an exchange code area within the Pretoria area. Existing local (7-digit) numbers are notated by ABC XXXX, where A = 2 to 9.
 - (3) The structure of the numbering plan with the national dialling prefix "0" and initial (N) digit identifying the range shall be as follows:
 - (a) "09" for the international prefix, used to escape from national to international dialling;

- (b) "01" to "05" for the geographic area code ranges, digits 1-5 indicating the five primary numbering areas in the Republic;
- (c) "07" designated for mobile cellular services and future non-geographic services;
- (d) "08" designated for mobile cellular, paging, inbound call services and future non-geographic services;
- (e) the "06" range shall be kept in reserve for potential future use; and
- (f) level 1 short codes are also included in the structure of the numbering plan.

GEOGRAPHIC AREA CODE RANGES

- 8
- (1) In the numbering plan, the "01" to "05" code ranges have been designated as geographic area code ranges.
 - (2) The use of all numbers and number blocks within a geographic area code range shall be authorised by the Authority.
 - (3) The Authority shall monitor the supply and demand for the assignment of numbers within the geographic area code ranges and make proposals for overcoming any shortages that may be foreseen.

NON-GEOGRAPHIC CODE RANGES

- 9
- (1) The use of all numbers and number blocks within a non-geographic code range shall be authorised by the Authority.
 - (2) The Authority shall monitor the supply and demand for the assignment of numbers within the non-geographic code range and make proposals for overcoming any shortages that may be foreseen.

APPLICATION CRITERIA

- 10 Criteria for the eligibility of applicants for number allocations and reservations are as follows:
- (a) All licensed operators who have a licence condition entitling them to E.164 numbers, are eligible to apply to the Authority for allocations and reservations of numbers;
 - (b) the allocations contemplated in subregulation (a) shall apply to numbers, codes, number blocks and short codes; and
 - (c) where a licence with the relevant numbering conditions has been granted to a licensee, the licensee shall be eligible to apply for reservations of numbers.

APPLICATION PROCEDURE

- 11 (1) (a) An applicant shall, when applying for the allocation or reservation of numbers, provide the following information:
- (i) The name and address of the applicant;
 - (ii) the details of the licence under which the applicant operates;
 - (iii) the purpose or use of numbering allocation;
 - (iv) the preferred numbering, numbering code and numbering block;
 - (v) the geographic scope of the service;
 - (vi) the date by which the allocation is required;
 - (vii) the date on which the service is planned to be operational;
 - (viii) the relationship with existing reservations or allocations, utilisation of existing allocations, volume of numbers allocated to end users in service, volume allocated but not in service, and volume reserved;
 - (ix) a forecast of expected utilisation over a period of at least three years;
 - (x) if a new product is to be launched and is proposed for use in the application for numbers, the provision of the estimated product life cycle and total quantity of numbers expected to be used;

- (xi) any other information that the applicant considers necessary or appropriate to justify the application and the need for the numbers, including any relevant tariff information that shall be subject to a separate application in terms of the relevant regulations; and
 - (xii) any other information required by the Authority as relevant to the application.
- (2) An application for the allocation or reservation of numbers shall be made on a standard application form available from the Authority.
- (3) A completed application form shall be submitted to the Authority.
- (4) An application for numbering allocations shall not be made more than nine calendar months prior to the planned date of the introduction of the service.
- (5) An application may be regarded as a routine application if the Authority determines that the allocation would have no adverse implications to competitive service provision and the allocation would have no adverse implications to the interests of end-users of telecommunication services.
- (6) A complex application is an application that is not a routine application.
- (7) The Authority may, in writing, request an applicant to provide further information on matters mentioned in the application to allow it to consider the application.
- (8) The Authority shall, within seven business days of receiving the application, acknowledge receipt of the application and inform the applicant whether it is a routine or a complex application.

CONSIDERATION OF APPLICATIONS

- 12 (1) When making a number allocation within the numbering plan, the Authority shall have regard to-
- (a) the provisions of relevant licence conditions if any; and
 - (b) any other matter that the Authority regards as relevant.
- (2) The Authority may consult on the relevant details of an application for numbers, an application for expansion of an existing allocation or for a change of use of an existing allocation.
- (3) The consultation contemplated in subregulation (2) may take place-
- (a) when considering a complex application; or
 - (b) in the case where the assignment of numbers would be unusual or might set a precedent in such a way that the views of interested parties should be sought, provided such assignment is consistent with the structure of the numbering plan.
- (4) If the consultation is undertaken by the Authority, it must commence within 28 business days of receipt of the application by the Authority.
- (5) The Authority shall in response to routine applications for assignment of numbers make an allocation, within a period of 28 business days from receipt of the application containing all the information required in terms of regulation 11.
- (6) Notwithstanding the provisions of subregulation (5), the time period contemplated therein may be exceeded if-
- (a) additional information is required from the applicant;
 - (b) a period of consultation contemplated in subregulation (2) is required;
 - (c) there are significant issues relating to the application that cannot be reasonably handled within that period; or
 - (d) the Authority determines that an alternative period of time is justified.

- (7) Where the Authority determines that an exception to the normal period is required, the Authority shall inform the applicant in writing of the reasons for the exception and of the revised period.
- (8) This period may generally not exceed three calendar months from receipt of the application containing all the information required.
- (9) The Authority may refuse an application for the assignment of numbers, or may not grant the application in full, or may attach specific conditions to the allocation.
- (10) In the event that the Authority refuses an application in terms of subregulation (9), the Authority shall inform the applicant, in writing, of its reasons thereafter.
- (11) The applicant may query the decision by the Authority within thirty days of being informed of the decision contemplated in subregulation (9).
- (12) The Authority shall, upon receipt of a query contemplated in subregulation (11), reassess its decision and respond to the applicant within thirty days of receiving the query.

HANDLING OF APPLICATIONS

- 13 (1) The Authority may, in the event of two or more persons applying for the allocation of a particular number, code, number block and short code, use such fair allocation mechanisms as it sees fit.
- (2) The Authority may allocate a number, code, number block and short code to an applicant subject to conditions regarding the use of the number, code, number block and short code.
- (3) Before allocating a number, code, number block and short code subject to conditions to an applicant contemplated in

subregulation (2), the Authority must inform the applicant, in writing that it intends to allocate the number, code, number block and short code subject to conditions and the content of the conditions.

RESERVATIONS

- 14 (1) The Authority may make reservations of the assignment of numbers.
- (2) A reservation contemplated in subregulation (1) may be made-
- (a) in anticipation of an application being made for the assignment of numbers in accordance with a three-year rolling forecast provided by licensees entitled to apply for the allocation; or
 - (b) against an application in terms of regulation 10 for the expansion or growth of existing services or for the introduction of new services.
- (3) The Authority may in evaluating applications for the reservation of the assignment of numbers, take into account-
- (a) the provisions of relevant licence conditions, if any;
 - (b) the public interest; and
 - (c) any other matter that the Authority regards as relevant.
- (4) A reservation contemplated in subregulation (1) shall not entitle licensed operators to activate the capacity.
- (5) Where the assignment of numbers is reserved-
- (a) this does not guarantee that a corresponding allocation will subsequently be made; and
 - (b) a subsequent request for allocation for the capacity will be considered by the Authority on the basis of the criteria set out under the application procedures in regulation 11.
- (6) Reservations may be time-limited.
- (7) The limit contemplated in subregulation (6) shall not exceed six calendar months for geographic number range reservations and shall not exceed nine calendar months for

other number range reservations unless a reservation is needed for a longer period for the effective management of the numbering plan.

- (8) Once a reservation has been made, that numbering assignment shall be available for allocation only for the purpose of and to the organisation for whom the reservation was made.
- (9) The reservation may be cancelled or changed by the Authority if-
 - a) the time-limit has expired;
 - b) the applicant withdraws the reservation; or
 - c) the Authority and the applicant agree on a substitution.

NOTIFICATIONS OF BRINGING INTO SERVICE

- 15 (1) All licensed operators to which the assignment of numbers has been made are required to advise the Authority of the contact persons in their organisations who are to receive notifications of the dates for activation of the allocated number, code, number block and short code, when bringing into service.
- (2) Subregulation (1) also applies to the number allocated in terms of section 89B of the Act.
- (3) The Authority shall maintain a list of such contacts.

CONDITIONS OF USE OF AN ALLOCATION OF THE NUMBERING RESOURCE

- 16 (1) Numbers are a national resource and are not owned by a person to whom they are allocated or issued.
- (2) A customer to whom a telephone number has been legitimately issued may enjoy the beneficial use of the number, freely and without hindrance.
- (3) The following general conditions relating to the use and management of the assignment of numbers apply to all allocations made by the Authority:

- (a) the allocation must be used for the purpose specified in the application and within the designated range for use;
 - (b) the allocation must be controlled by the original applicant. This does not prevent the recipient from making sub-allocation to others from within the numbering range: Provided that the sub-allocation is for the use specified in the application;
 - (c) the holder of the allocation shall maintain a record of the percentage of numbers in use and reserved;
 - (d) assigned numbers must not be traded;
 - (e) the allocation shall be used in accordance with any specific conditions made by the Authority including any classification by type or tariff;
 - (f) licensed operators shall not make use of numbers that have not been allocated to them or which the Authority has not authorised them to use;
 - (g) all licensed operators shall prepare and maintain a numbering plan in respect of all numbers allocated to them, which is consistent with the numbering plan;
 - (h) licensed operators shall install, maintain and adjust their telecommunications networks to ensure that signals are routed and that networks are operated in accordance with the numbering plan;
 - (i) licensed operators shall ensure that all numbers allocated to them are used efficiently and effectively;
 - (j) a licensed operator shall not discriminate against any other licensed operator in relation to its use of allocated numbers;
 - (k) licensed operators shall ensure that service providers and end users comply with the numbering plan, these regulations and the applicable sections in the Act.
- (4) The Authority may, at the time of allocating numbers or at any time thereafter, apply a number of specific conditions of use to that allocation where the Authority considers that it is in the interest of the numbering plan to impose such conditions.

WITHDRAWAL OF NUMBERING ALLOCATIONS

- 17 (1) The Authority may withdraw numbers allocated, or part of such numbering allocation, only if the continued allocation is not in line with-
- (a) the numbering plan;
 - (b) any specific conditions applied to that numbering allocation; or
 - (c) where there are overriding public interests.
- (2) Withdrawal of an in-service numbering allocation shall be made after the Authority has consulted with interested parties affected by the withdrawal and shall be subject to a period of notice of not less than three months following the consultation.
- (3) If an allocation or part of an allocation is not brought into service on the date specified in regulation 11(1)(a)(vii), it may be withdrawn.

CHANGES TO ALLOCATIONS

- 18 All licensed operators to which the allocations of numbers have been made, are entitled to apply to the Authority to amend-
- (a) the allocation of the number, code, number block and short code;
 - (b) the purpose or use of the numbering allocation; or
 - (c) the conditions of use placed on the allocation.

AUDIT PROCESS DATA

- 19 (1) The Authority shall specify information that is required for an annual audit of allocated numbers, codes, number blocks and short codes.
- (2) The Authority shall determine the annual date by which each holder of an allocation of numbers, codes, number blocks and short codes shall submit to the Authority, the following for each allocation:
- (a) the current use of the allocation;

- (b) the utilisation percentage of numbers that have been allocated to end users or which for other reasons are unavailable for further allocation and the reasons for unavailability should be specified;
 - (c) the allocation of numbers, codes, number blocks and short codes to any person for purposes other than end use;
 - (d) the overall percentage utilisation of all assigned numbers;
 - (e) forecasts of demand within significant ranges specified by the Authority;
 - (f) where the assignment of numbers has been reserved for an organisation, the justification for continuing reservation of the assignment of numbers; and
 - (g) any other information requested by the Authority: Provided that the collection or analysis of the information required would place an undue burden on the organisation submitting the data.
- (2) The information shall be supplied in a format determined by the Authority in consultation with the licensed operators.
 - (3) The data collected shall be summarised in a non-commercially sensitive form in the Annual Report produced by the Authority after consultation with the licensed operators.
 - (4) The Authority shall include an overview of numbering activities in its Annual Report.

NUMBERING PLAN RECORDS

- 20 (1) The Authority shall maintain comprehensive records of the status of all numbers, codes, number blocks and short codes comprising the numbering plan.
- (2) The numbering plan records shall be described in a list kept by the Authority and made available for public inspection.
- (3) The Authority shall publish and periodically update a simplified table of allocated numbers, codes, number blocks and short codes.
- (4) The numbering plan records shall contain the information set out in the table below.

State	Description
ALLOCATED	Numbers, codes, number blocks and short codes that have been allocated (together with the operator/service to which they have been allocated).
RESERVED	Provisionally allocated, subject to confirmation by the applicant and/or the Authority.
PROTECTED (DATE)	On changed number announcement following recovery, or otherwise not available for use before the date shown (if known).
UNUSABLE	At least for the time being, because of system constraints or the risks of human error.
FREE	Available for allocation.
UNAVAILABLE	Numbers, codes, number blocks and short codes not available for allocation, reservation or protection, e.g. because a range has not been designated for use.
APPLIED FOR	The subject of an application for the allocation of specific numbers, codes, number blocks and short codes.
OFFERED	On offer in response to an application.
TO BE WITHDRAWN (DATE)	To be recovered from an existing allocation by the date shown.
DESIGNATED	Certain numbers, codes, number blocks and short codes identified to be used for particular future purposes

STANDARDS

- 21 (1) The country code allocated by the ITU-T to the Republic is 27.
- (2) This code follows the international prefix on calls made from outside the Republic, and should be followed by the national significant number of the South African destination.
- (3) The maximum number of digits that a national system is expected to handle on an outgoing international call shall be 15 excluding the international prefix.
- (4) The numbering plan shall use the decimal character set 0-9 for all number allocations.
- (5) Letters and other non-decimal characters shall not be allocated to form any part of the national significant number.
- (6) The national prefix "0" followed by the nine digits of a national significant number shall be used for all South African national calls and for local calls after the introduction of a closed numbering plan, as a number relief mechanism.
- (7) The prefix "09" shall be used for international dialling.
- (8) For the numbering plan, the Authority generally recommends a "three-three-four" number format for ten-digit numbers, for example
- (a) Geographic number format:
012 345 6789
 - (b) Non-geographic format:
080 345 6789
082 345 6789
 - (c) International number format:
+27 12 345 6789
- (9) Numbers that do not belong to the numbering plan shall not be used in a way that may cause interference with numbers that do belong to the numbering plan.

NUMBERING EFFICIENCY

- 22 (1) Numbers shall be used at all times in the most economical manner practical.
- (2) A practical utilisation level of 60% shall be required for existing number blocks that are not pooled numbers, prior to any subsequent allocation of additional numbers and number blocks.
- (3) For geographic numbers, the degree of usage shall be calculated as follows:

$$\text{degree of usage} = \frac{\text{total quantity of numbers used by customers within an exchange code area}}{\text{total quantity of numbers issued in the same exchange code area}} \times 100$$

- (4) For mobile cellular numbers, the degree of usage shall be calculated as follows:

$$\text{degree of usage} = \frac{\text{total quantity of numbers used by customers and used for internal network purposes}}{\text{total quantity of numbers issued by primary assignment}} \times 100$$

- (5) For non-geographic numbers and number blocks other than mobile cellular, the degree of usage shall be calculated as follows:

$$\text{degree of usage} = \frac{\text{total quantity of numbers used by customers}}{\text{total quantity of numbers issued by primary assignment}} \times 100$$

UNIT SIZE

- 23 (1) The unit size in which numbers and number blocks may be allocated to licensed operators are as indicated in the table below.

Mobile cellular codes	2 blocks each of a million numbers
Geographic codes where number pooling does not apply	A block of 10,000 numbers
Geographic codes where number pooling applies	A block of 1,000 numbers
Short codes, including access codes	Individually or per service
Non-geographic codes other than mobile cellular where number pooling does not apply	A block of 10,000 numbers
Non-geographic codes other than mobile cellular where number pooling applies	A block of 1000 numbers

- (2) If a unit size has not been mentioned in subregulation (1), for the allocation of a type of number, the Authority may determine, in writing-
- (a) a unit size for the number; or
 - (b) a unit size that is appropriate for the number in circumstances mentioned in the determination.

- (3) A unit size determined under subregulation (2) for a number shall be consistent with the number analysis capabilities of telecommunications networks operated in the Republic.
- (4) Assignment greater than the unit size shall be justified by market need or other special factors.
- (5) In any application for an additional number range the Authority shall consider-
 - (a) projected customer demand for numbers;
 - (b) in particular, demand projections over the next 12 to 18 months should be taken into account together with any seasonal patterns of demand that argue for assignment of a quantity greater than the unit size;
 - (c) degree of utilisation as contemplated in regulation 22 (2);
 - (d) reasonable inventory of numbers in the secondary and tertiary assignment stages of management;
 - (e) international trends and benchmarks; and
 - (f) convergence of fixed and mobile networks.
- (6) When the Authority considers reasonable inventory of numbers in secondary and tertiary assignment stages of management as contemplated in subregulation (5)(d), the Authority shall take account of-
 - (a) applicants' needs to maintain a reasonable inventory of numbers in order to meet fluctuations in customer demand, and the market structure for the particular service; and
 - (b) the more vertical levels there are in the management process before a number is issued to an end user, for example licensed operator to service provider to dealer to customer, the more inventories of numbers that may be needed and the greater may be the need for numbers by the applicant.
- (7) The number of vertical levels in the numbering assignment process should be kept to a minimum and the direct assignment to end-users should be encouraged;

- (8) The Authority may reserve the right to withhold the assignment of additional numbers if the utilisation degree for numbers held by primary assignment is less than the specified threshold specified in regulation 22(2).

NEWLY LICENSED OPERATORS

- 24 (1) The Authority shall assign an initial supply of numbers to newly licensed operators in terms of regulation 10.
- (2) This assignment may be on the basis of the normal predicted growth of new customers for a period of two years from the commencement date of the licence.