
GENERAL NOTICE

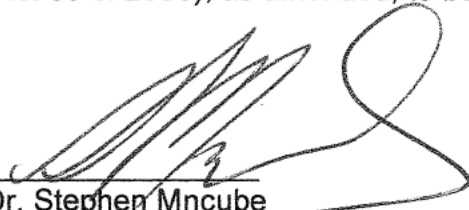
NOTICE 790 OF 2012

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

NUMBERING PLAN REGULATIONS

IN TERMS OF SECTION 68 OF THE ELECTRONIC COMMUNICATIONS ACT OF 2005 (ACT NO 36 OF 2005), AS AMENDED.

I, Stephen Mncube, Chairperson of the Independent Communications Authority of South Africa ("ICASA"), hereby confirm that these regulations were approved by ICASA, in terms of sections 68 of the Electronic Communications Act, 2005 (Act 36 of 2005), as amended, to become effective upon publication.



Dr. Stephen Mncube
Chairperson

Date: 11/09/2012

TABLE OF CONTENT

1. DEFINITIONS	3
2. OBJECTIVES OF THESE REGULATIONS	7
3. RELEASING NUMBERS	7
4. HARMONISING AND MANDATING NUMBERS	8
5. ALLOCATING NUMBERS AND RESERVING NUMBERS	9
6. CONDITIONS OF USE OF AN ALLOCATION OF THE OF THE NUMBERING RESOURCE	13
7. WITHDRAWING NUMBERS	14
8. AMENDING OF THE NUMBERING PLAN	15
9. MAINTAINING NUMBERING RECORDS	16
10. AUDITING NUMBERING USES	17
11. BARRING NUMBERS	17
12. RETURNING NUMBERS	17
13. TRANSFERRING NUMBERS	18
14. ASSIGNING NUMBERS	18
15. SUPPLYING INFORMATION ABOUT NUMBERS	19
16. PREFIXES	19
17. INTERNATIONAL AND NATIONAL NUMBERS	20
18. GEOGRAPHIC NUMBERS	20
19. NON-GEOGRAPHIC NUMBERS	22
20. SHORT CODES BEGINNING WITH '1'	24
21. SHORT CODES BEGINNING WITH '3' OR '4'	25
22. SUPPLEMENTARY CODES	25
23. TRANSITIONAL MEASURES	25
24. TOLL FREE CHANGES	25
25. PREMIUM RATE NUMBER CHANGES	26
26. MACHINE RELATED NUMBER CHANGES	26
27. PREFIXED NUMBER CHANGES	27
28. FEES	27
29. COMPLAINTS	27
30. CONTRAVENTIONS AND PENALTIES	27
31. REVIEW	27
32. SHORT TITLE AND COMMENCEMENT	27
33. REPEAL OF OTHER REGULATIONS	28

1. DEFINITIONS

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

“the Act” means the Electronic Communications Act, 2005 (Act No. 36 of 2005);

“access code” means a short code that is used as a prefix to other numbers to access telecommunication services.

“active number” means an assigned number that has been used during the preceding three (3) months as the originating or receiving number for a communication.

“allocated” means the status of a number immediately after an allocation of the number;

“allocation” means an issue of numbers by the Authority to a provider that permits the provider to assign the numbers.

“assigned number” means a number that is issued to a subscriber in an assignment;

“assignment” means an issue of numbers under relevant terms and conditions by an Individual ECS or ECNS ;

“communication” means a single use of electronic communications services that is originated through the input of a number;

“closed numbering” means that the national number length is fixed for all geographic and non-geographic (except short codes and machine related numbers) communication services regardless of the point of origin of communication;

“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;

“geographic number” means a national number that is placed in a particular class by these Regulations, where part of its digits structure contains geographic significance;

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

“harmonised number” means a receiving number for commonly used services authorized by the Authority;

“ICASA Act” means the Independent Communications Authority of South Africa Act, 2000 (Act No. 13 of 2000);

“international prefix” means a combination of digits to be dialled by a caller making a call to a recipient in another country;

“ITU TSB” means the Telecommunication Standardization Bureau of the International Telecommunication Union;

“length” means the quantity of digits that constitutes a number that is placed in a particular class by these regulations;

“machine related number” means a non-geographic number that is used to provide a machine related service;

“machine related service” means a service such that every communication made available is originated or received by a device without any action by a natural person;

“mandated number” means a receiving number to which communications are routed irrespective of the electronic communication network used in originating the communications;

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

“non-geographic number” means a number that is used to identify a type of a service;

“number” means a sequence of digits;

“numbering plan” means a scheme of identification by numbers prescribed in these Regulations or other regulations made by the Authority for ensuring that electronic communications are correctly and efficiently directed to their intended points of reception;

“originating number” means a number that identifies for the recipient of a communication the point at which the communication is originated;

“originator” means a person or device that can originate a communication through the input of a number;

“premium rate number” means a non-geographic number that is used to provide a premium rate service;

“premium rate service” means a service such that for every communication made available the charge incurred by the end user:

- (i) could be higher than standard charges for both on-net and off-net communication having the same originator; and
- (ii) could pay wholly or partly for goods or a service other than an electronic communications service;

“provider” means a person that has an individual electronic communications services (I-ECS) or individual electronic communications network services (I-ECNS) license using numbers from the numbering plan and is accountable to the Authority for any use of the numbers;

“protected” means the status of a number that has not been released for allocation by the Authority;

“receiving number” means a number that identifies for the originator of a communication, through the input of the number, the point at which the communication could be received;

“recipient” means a person or device that can receive a communication;

“release” means an issue of numbers by the Authority to all providers that permits providers to-

- (i) request the allocation or reservation of the numbers, if the numbers are national numbers or access codes; or
- (ii) assign the numbers, if the numbers are service codes or supplementary codes;

“released” means the status of a number immediately after a release of the number;

“reservation” means an issue of numbers by the Authority to a provider that prevents the allocation of the numbers to any person but that does not permit the provider to assign the numbers;

“reserved” means the status of a number immediately after a reservation of the number;

“routing” means the conveyance of communications originated or received at points identified by numbers;

“service code” means a short code that may be a receiving number for a service;

“short code” means any non-geographic number less than 10 digits in length;

“status” means “, ‘protected’, ‘released’, ‘allocated’ or ‘reserved’;

“supplementary code” means a number that begins with “*” or “#”;

“toll free number” means a non-geographic number that is designated to provide a toll free service;

“toll free service” means a service such that for every communication made available, no charge is incurred by the end user, irrespective of the electronic communication network used in originating the communication;

“usage condition” means a restriction in these Regulations or other regulations made by the Authority on the ways in which numbers may be used; and

2. OBJECTIVES OF THESE REGULATIONS

- (1) The objectives of these Regulations are to-
 - (a) provide for the efficient use and allocation of numbers and in particular, to-
 - (i) ensure that there are sufficient numbers for current and future services, while as far as possible avoiding inconvenience and cost;
 - (ii) facilitate equitable and non-discriminatory access to numbers by all providers; and
 - (iii) provide processes for efficient and effective number administration;
 - (b) accommodate the varied protocols used and services provided by providers under the Act and in particular, to-
 - (i) consider numbers for which currently envisaged uses might require intervention to promote competition or protect consumers, while recognising the role of uniform resource identifiers in communications;
 - (ii) establish clear and simple associations between numbers and conditions of use, while as far as possible avoiding restrictions on services;
 - (iii) cater for growth in non-geographic numbering relative to geographic numbering;
 - (iv) provide a consistent foundation for the use of short codes; and
 - (v) be consistent with international harmonisation of numbering.

3. RELEASING NUMBERS

- (1) The Authority may release numbers only if the numbers have status 'protected'.
- (2) The Authority may, when releasing numbers, pay due regard to-
 - (a) satisfy constraints on network systems;

- (b) avoid risks of human errors;
 - (c) avoid conflicts with past uses;
 - (d) keep numbers for possible future uses; and
- (3) The Authority shall publish, lists of numbers the Authority intends to release, in the Gazette;
- (4) Numbers have status 'released' immediately after-
- (a) the Authority releases numbers; or
 - (b) the Authority harmonises or mandates numbers pursuant to regulation 4(1); or
 - (c) numbers are returned from an allocation or reservation pursuant to regulation 12(1); or
 - (d) the expiry date of their allocation or reservation, as defined by the granting of the relevant application pursuant to regulation 5(5), is reached.

4. HARMONISING AND MANDATING NUMBERS

- (1) The Authority may harmonise or mandate numbers only if the numbers have status 'protected' or 'released'.
- (2) The Authority may, when harmonising or mandating numbers, pay due regard to the factors set out in regulation 3(1) and 3(2) and-
- (a) avoid discrimination in favour of or against particular providers; and
 - (b) avoid duplication with other harmonised or mandated numbers.
- (3) To harmonise or mandate numbers the Authority will-
- (a) first consult the affected providers about doing so; and
 - (b) then publish in the Government Gazette lists of the numbers that indicate whether the numbers are harmonised or mandated and describe the services for which the numbers may be a receiving number.

5. ALLOCATING AND RESERVING NUMBERS

- (1) A provider may apply to the Authority for an allocation or reservation of numbers that have status 'released'. To complete its application the provider must state-
 - (a) the name and contact details of the provider;
 - (b) the name and expiry date of the licence under which the provider is making the application;
 - (c) the intended use of the numbers;
 - (d) any particular numbers requested;
 - (e) the date on which the numbers are planned to be assigned, if the application is for an allocation;
 - (f) the utilisation of numbers already allocated to the provider and subject to the same usage conditions as the numbers requested;
 - (g) a forecast of the utilisation of the numbers requested over a period of three (3) years, together with the numbers already allocated to the provider and subject to the same usage conditions; and
 - (h) the expiry date requested for the allocation or reservation if that date is not the earlier of-
 - (i) the expiry date of the licence, and
 - (ii) six (6) months after the granting of the application, if the application is for a reservation.
- (2) The application set out in regulation 5(1) must be supplied in the format prescribed by the Authority.
- (3) The Authority may within five (5) days of receiving an application acknowledge receipt of the application.
- (4) The Authority may request the submission of further information needed for granting or refusing the application.

- (5) The Authority must within twenty (20) days of receiving an application-
- (a) grant the application and impose in writing any variations made in the grant pursuant to regulation 5(6); or
 - (b) refuse the application and state in writing the reasons for refusal of the application pursuant to regulation 5(7).
- (6) The Authority may consult on the relevant details of an application for numbers, an application for an expansion of an existing allocation or for a change of use of an existing allocation.
- (7) If the consultation contemplated in regulation 5(6) take place then the 20 days contemplated in regulation 5(5) above may be exceeded if:
- (a) additional information is required from the applicant;
 - (b) a period of consultation contemplated in regulation 5(6) is required;
 - (c) there are significant issues relating to the application that cannot be reasonably handled within that period;
 - (d) the Authority determines that an alternative period of time is justified; and
 - (e) where the Authority justifies the exception to the 20 days timeframe for responding to numbering applications, the Authority shall notify the provider in writing.
- (8) When granting an application for the allocation or reservation of numbers the Authority may impose variations on -
- (a) the quantity of numbers allocated or reserved;
 - (b) the particular numbers allocated or reserved; and
 - (c) the expiry date of the allocation or reservation, which must be no later than the expiry date of the licence under which the provider is making the application.

- (9) The Authority may refuse an application for the allocation or reservation of numbers if, notwithstanding any variations feasible pursuant to regulation 5(8)-
- (a) the provider has not supplied information requested pursuant to regulation 5(1) and 5(4); or
 - (b) the intended use of the numbers is contrary to the usage conditions of the numbers requested; or
 - (c) the numbers are prohibited from being allocated or reserved by the licence under which the provider is making the application; or
 - (d) the numbers have status 'protected'; or
 - (e) the numbers are-
 - (i) service codes; or
 - (ii) supplementary codes; or
 - (iii) national numbers already allocated to or reserved for another provider; or
 - (iv) access codes identical in their first four (4) digits with an access code already allocated to or reserved for another provider.
 - (f) the Authority considers that-
 - (i) the utilisation of the numbers already allocated to the provider and subject to the same usage conditions as the numbers requested is less than 60%;
 - (ii) for geographic numbers, the degree of usage shall be calculated as follows:

$$\text{Degree of usage} = \frac{\text{total numbers assigned to customers within an NDC}}{\text{Total numbers allocated Within an NDC}} \times 100$$
 - (iii) for mobile numbers, the degree of usage shall be calculated as follows:

$$\text{Degree of usage} = \frac{\text{total numbers assigned to customers and used for internal network purposes.}}{\text{Total numbers allocated to a provider}} \times 100$$

- (iv) for non-geographic numbers other than mobile numbers, the degree of usage shall be calculated as follows:

$$\text{Degree of usage} = \frac{\text{total numbers assigned to customers}}{\text{Total numbers allocated to a provider}} \times 100$$

- (v) the application requires a review, and if appropriate an amendment of regulations.

- (10) The Authority may grant or refuse different applications for the allocation or reservation of the same numbers in the sequence in which it receives them.
- (11) The Authority may refuse an application for the allocation of numbers or may grant the application in full, or may attach specific conditions to the allocation.
- (12) The applicant may query the decision by the Authority within thirty (30) days of being informed of the decision contemplated in regulation 5(11).
- (13) The Authority shall upon of a query contemplated in regulation 5(12), reassess its decision and respond to the applicant within 30 days of receiving the query.
- (14) The Authority may publish in the gazette principles for granting applications for the allocation or reservation of numbers that restrict-
- (a) the quantity of numbers that may be allocated or reserved; or
 - (b) the particular numbers that may be allocated or reserved; or
 - (c) the expiry date of any allocation or reservation.

- (15) Numbers have status 'allocated' or 'reserved', as appropriate, immediately after the Authority grants an application for their allocation or reservation.
- (16) A provider that wants to assign numbers must apply for the allocation of the numbers even if the numbers are already reserved for the provider.
- (17) The Authority reserves the right to declare certain non-geographic numbers ranges or sub-ranges for individual number allocations. The Authority shall publish the relevant ranges in a gazette.

6. CONDITIONS OF USE OF AN ALLOCATION OF THE NUMBERING RESOURCE

- (1) Numbers are a national resource and are not owned by a person to whom they are allocated or assigned.
- (2) A customer to whom a number has been legitimately assigned 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 original applicant from making sub-allocations to others from within the numbering range: provided that the sub-allocation is for 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;
 - (f) a provider shall not make use of numbers that have not been allocated to them or which the Authority has not authorised them to use;

- (g) a provider shall prepare and maintain a numbering plan in respect of all numbers allocated to them, which is consistent with the numbering plan;
- (h) a provider shall ensure that all numbers allocated to them are used efficiently and effectively;
- (i) MSISDNless SIM starter packs shall apply to newly allocated mobile numbers as well as recycled numbers; and
- (j) a provider shall ensure that service providers and end users comply with the numbering plan, these regulations and the applicable sections in the Act.

7. WITHDRAWING NUMBERS

- (1) The Authority may withdraw numbers that have status 'released', 'allocated' or 'reserved' only if-
 - (a) the numbers have been used in ways contrary to their usage conditions; or
 - (b) the numbers have not been assigned one (1) year after being allocated.
- (2) The Authority may, when withdrawing numbers, pay due regard to-
 - (a) avoid inconvenience and cost disproportionate to the benefits of the withdrawal;
 - (b) avoid discrimination in favour of or against particular providers; and
 - (c) maintain consumer protection related to numbers.
- (3) To withdraw numbers the Authority must-
 - (a) notify the affected provider(s) in the Gazette about the withdrawal; and
 - (b) consult the affected provider to whom the numbers are allocated to, about the intended withdrawal at least three (3) months in advance.

-
- (4) In the case where the Authority notifies a provider in writing about the withdrawal of the numbers that are released or that are allocated to the provider, the provider must-
- (a) refrain from assigning any of the numbers that are not already assigned and that are not to have replacements at least 3 months before the withdrawal;
 - (b) inform all persons to whom the numbers are already assigned about any replacements for the numbers-
 - (i) at least 3 months before the withdrawal if it affects numbers for business subscribers, and
 - (ii) at least 3 months before the withdrawal if it affects numbers for residential subscribers;
 - (c) introduce a period of 3 months parallel running , during which both those numbers and any migration for those numbers can be used, to the extent technically possible and compatible with the withdrawal; and
 - (d) supply audible or visible indications about any replacements for the numbers until the Authority withdraws the numbers, to the extent technically possible and compatible with the withdrawal.
- (5) Numbers have status 'protected' immediately after the Authority withdraws them.
- (6) The withdrawal of numbers does not necessarily require the withdrawal of all the numbers that were allocated or reserved at the same time.

8. AMENDING OF THE NUMBERING PLAN

- (1) To amend these Regulations in a way that changes numbers that have status 'released', 'allocated' or 'reserved' the Authority must-
- (a) notify the affected providers by way of publication in the Gazette at least twelve (12) months before the change;
 - (b) consult the affected providers at least twelve (12) months before the change;
 - (c) notify the ITU TSB in writing about the change at least twelve (12) months before the change; and

- (d) ensure that explanations of the implications of the change are published in the Gazette -
 - (i) at least three (3) months before the change if it affects numbers for business subscribers, and
 - (ii) at least three (3) months before the change if it affects numbers for residential subscribers.
- (2) If the amendments of these Regulations involve the withdrawal of numbers that are released or that are allocated to a provider, the provider must act in the manner set out in regulation 7(4).

9. MAINTAINING NUMBERING RECORDS

- (1) The Authority:-
 - (a) May make available updated numbering records at intervals of at least three (3) months; and
 - (b) Will make on request and on payment of such fee as may be prescribed, updated numbering records for all national numbers and short codes that are available;
- (2) The numbering record for a number must identify the status of the number -
 - (a) if the status is 'allocated', the provider to whom the number is allocated; and
 - (b) if the status is 'reserved', the expiry date of the reservation.
- (3) The Authority must make available on request and payment of such fee as may be prescribed, comprehensive and up-to-date records of-
 - (a) numbers that are to be withdrawn pursuant to regulation 6; and
 - (b) numbers that have been barred pursuant to regulation 11(1).

10. AUDITING NUMBERING USES

- (1) Unless otherwise specified in other regulations, every provider must submit its number audit data to the Authority, annually, on a date which must not be later than 31 March of each year.
- (2) The Authority may publish in the Gazette a format in which the information set out in regulation 10(1) must be supplied. Gazette No.32107 of 2009 remains in force until formally repealed.
- (3) The provider must submit any further details or information that is requested by the Authority for the purposes of completing the number audit exercise.

11. BARRING NUMBERS

- (1) The providers are prohibited from routing communications from or to numbers if-
 - (a) the Authority considers that the numbers have been used in ways that could harm consumers.
- (2) To require a provider to stop routing communications from or to numbers the Authority must-
 - (a) firstly notify a provider to whom the numbers are allocated about the requirement; and
 - (b) then notify all other providers that they must stop routing communications from or to the number(s), as the case may be.
- (3) If the Authority notifies a provider that the provider must stop routing communications from or to numbers, the provider must do so within five (5) days of receiving the notification.
- (4) If the Authority notifies a provider in writing that the provider must resume routing communications from or to numbers, the provider must do so within five (5) days of receiving the notification.

12. RETURNING NUMBERS

- (1) A provider must return to the Authority numbers that are allocated to or reserved for it only if the numbers are not assigned.

- (2) The return of numbers does not necessarily require the return of all the numbers that were previously allocated or reserved at the same time as those that are being returned.

13. TRANSFERRING NUMBERS

- (1) A provider that transfers a licence to another person must also apply separately for the transfer of numbers for which applications were granted under the existing licence.

14. ASSIGNING NUMBERS

- (1) A provider may assign numbers only if
- (a) numbers are-
 - (i) released service codes, or
 - (ii) released supplementary codes, or
 - (iii) national numbers allocated to the provider, or
 - (iv) access codes allocated to the provider; or
 - (b) the provider has been given permission in writing to assign the numbers pursuant to regulation 14(2).
- (2) A provider that assigns, or gives permission to assign, a released service code must submit to the Authority in writing details regarding the service code including the service to which it is used for.
- (3) Every provider must state in the terms and conditions under which it assigns numbers that-
- (a) numbers must not be used in ways contrary to their usage conditions; and
 - (b) numbers may be barred in the circumstances set out in regulation 11(1).

15. SUPPLYING INFORMATION ABOUT NUMBERS

- (1) Every provider must-
- (a) refrain from publishing directory information about the numbers assigned to a subscriber if the subscriber has so requested in writing;
 - (b) change the directory information about the numbers assigned to a subscriber if the subscriber has so requested in writing;
 - (c) change the numbers assigned to a subscriber if the subscriber has so requested in writing after receiving incorrectly or mischievously dialled communications and;
 - (d) prohibit the transmission of an inaccurate originating number

16. PREFIXES

- (1) The first two digits or characters of a number signifies that the number is either an international number, a national number, a short code or a supplementary code, as set out in Table 1.

Table 1: First characters of numbers

Character	Significance or status
0	International numbers (beginning with '00') and national numbers (beginning with '01', '02', '03', '04', '05', '06', '07', '08' and '09')
1	Short codes
2	'protected'
3	Short codes
4	
5	
6	
7	'Protected'
8	
9	
*	Supplementary codes
#	

- (2) The international prefix is '00'. It must precede an international number that is dialled inside the Republic to originate a communication with a destination outside the Republic.
- (3) The national prefix is '0'. It must precede a national number that is dialled inside the Republic to originate a communication with a destination inside the Republic.

- (4) The country code for the Republic issued by the ITU TSB is '27'. It must precede a national number without the national prefix that is dialled outside the Republic to originate a communication with a destination inside the Republic.
- (5) An access code can be allocated by the Authority to a provider. It may precede a number that is dialled inside the Republic to originate a communication that is first conveyed to the provider and then treated as if it is originated using an electronic communications service of the provider.

17. INTERNATIONAL AND NATIONAL NUMBERS

- (1) The first and second digits of a number beginning with '0' signify that the number is either an international number, a geographic number or a non-geographic number, as set out in Table 2.

Table 2: First and second digits of numbers beginning with '0'

Digits	Significance
00	International prefix
01	Geographic numbers
02	
03	
04	
05	
06	Non-geographic numbers
07	
08	
09	

18. GEOGRAPHIC NUMBERS

- (1) The first three digits of a geographic number correspond with a geographic area or specify that the status of the number is 'protected', as set out in Table 3.
- (2) A geographic number must be assigned to a subscriber only if the subscriber provides a business or postal address in the geographic area corresponding with its first three digits.
- (3) A geographic number must have length of ten (10) digits;

Table 3: Area codes of geographic numbers

Digits	Area or status
010	Johannesburg region
011	
012	Tshwane region (including Pretoria)
013	Northern and western parts of Mpumalanga (including Middelburg, Witbank and Nelspruit)
014	Northern part of North West and southern and western parts of Limpopo (including Rustenburg and Nylstroom)
015	Northern and eastern parts of Limpopo (including Polokwane)
016	Vaal Triangle (including Vereeniging, Vanderbijlpark and Sasolburg)
017	Southern part of Mpumalanga (including Ermelo)
018	Southern part of North West (including Potchefstroom and Klerksdorp)
019	'protected'
020	Southern part of Northern Cape (including Fraserberg) and the North-Eastern part of the Western Cape (including Leeugamka and Merweville)
021	Cape Town region (including Stellenbosch, Somerset West and Gordons Bay)
022	Western coast of Western Cape and Boland (including Malmesbury)
023	Karoo (including Worcester and Beaufort West)
024	'Protected'
025	
026	
027	Namaqualand (including Vredendal, Calvinia, Clanwilliam, Springbok, Alexander Bay and Port Nolloth)
028	Southern coast of Western Cape (including Swellendam, Caledon and Hermanus)
029	'Protected'
030	
031	Durban region
032	KwaZulu Natal central coast (including Stanger)
033	KwaZulu Natal Midlands (including Pietermaritzburg)
034	Northern KwaZulu Natal (including Vryheid and Newcastle)
035	Zululand (including St. Lucia and Richards Bay)
036	Drakensberg (including Ladysmith)
037	'Protected'
038	
039	Eastern Pondoland and southern coast of KwaZulu Natal (including Port Shepstone)
040	Bhisho region
041	Port Elizabeth region (including Uitenhage)
042	Southern and central parts of Eastern Cape (including Humansdorp)
043	East London region
044	Garden Route (including Oudtshoorn, Knysna, Plettenberg Bay, Mossel Bay and George)
045	Northern and eastern parts of Eastern Cape (including Queenstown)
046	Southern and eastern parts of Eastern Cape (including Grahamstown)
047	Eastern part of Eastern Cape (including Mthatha)
048	Northern part of Eastern Cape (including Steynsburg)
049	Western part of Eastern Cape (including Graaff-Reinet)

Digits	Area or status
050	'Protected'
051	Southern and central parts of Free State (including Bloemfontein) and far eastern part of Eastern Cape (including Aliwal North)
052	'Protected'
053	Eastern part of Northern Cape (including Kimberley) and far western part of North West
054	Gordonia (including Upington)
055	'Protected'
056	Northern part of Free State (including Kroonstad)
057	Free State Goldfields (including Welkom)
058	Eastern part of Free State (including Bethlehem)
059	'Protected'

19. NON-GEOGRAPHIC NUMBERS

- (1) The first three digits of a non-geographic number signify its significance as set out in Table 4.
- (2) A non-geographic number other than a short code and machine related number must have a length of ten (10) digits.
- (3) A machine related number must have a length of fourteen (14) digits.
- (4) Immediately after these Regulations come into force, a non-geographic number that is in Table 4 is not shown as having status 'protected'-
 - (a) has status 'allocated', 'reserved' or 'released', if the Authority has made publicly available a decision to that effect;

Table 4: First, second and third digits of non-geographic numbers

Digits	Significance or status
060	Mobile services
061	
062	
063	
064	
065	
066	'Protected'
067	
068	
069	
070	Mobile services
071	
072	
073	
074	
075	'Protected'
076	Mobile services
077	
078	
079	
080	Toll free services
081	Mobile services
082	
083	
084	
085	'Protected'
086	Inbound services
087	Voice over the internet services (VoIP)
088	Future non-geographic services
089	Mass calling
090	Premium rate services
091	'Protected'
092	
093	
094	
095	
096	Machine related services
097	
098	
099	'Protected'

20. SHORT CODES BEGINNING WITH '1'

- (1) The first and second digits of a short code beginning with '1' signify that the short code is an access code or a service code, as set out in Table 5.
- (2) An access code beginning with '1' must have at least four (4) digits.
- (3) A service code beginning with '1' must have at least three (3) digits.
- (4) Immediately after these Regulations come into force-
 - (a) an access code beginning with '16', '18' and '19' has status 'released';
 - (b) an access code beginning with '15', and '17' has status 'protected';
 - (c) a service code beginning with '10', '11', '12', '14' and '17' has status 'released';
 - (d) a service code beginning with '13' or '15' has status 'protected';
 - (e) the service code '112' is a mandated number for an emergency call service;
 - (f) the service code '1020' is a mandated number for a government information directory service;
 - (g) the service code '10111' is a harmonised number for a police emergency call service;
 - (h) the service code '10177' is a harmonised number for an ambulance emergency call service;
 - (i) the service code '107' is a harmonised number for an emergency call service; and
 - (j) the service code '17737' is a mandated number for a presidential hot line service.

Table 5: First and second digits of short codes beginning with '1':

Digits	Significance
10	Service codes
11	
12	
13	
14	
15	Access codes (beginning with '152', '153', '154', '156', '157', '158' and '159') and service codes (beginning with '150', '151' and '155')
16	Access codes
17	Access codes (beginning with '170', '171', '172', '174', '175', '176', '178' and '179') and service codes (beginning with '173' and '177')
18	Access codes
19	

21. SHORT CODES BEGINNING WITH '3' OR '4'

- (1) A short code beginning with '3' or '4' is a service code.
- (2) A service code beginning with '3' or '4' must have at least five (5) digits.
- (3) Immediately after these Regulations come into force, a service code beginning with '3' or '4' has status 'released' and are harmonised.

22. SUPPLEMENTARY CODES

- (1) Immediately after these Regulations come into force, a supplementary code has status 'released'.

23. TRANSITIONAL MEASURES

- (1) Every provider that, before these Regulations come into force, has assigned numbers that the provider is not permitted to assign pursuant to regulation 14(1) and regulation 14(2) must-
 - (a) inform the Authority about the date when the numbers are expected to be withdrawn; and
 - (b) inform the Authority when the numbers have been withdrawn.

24. TOLL FREE NUMBER CHANGES

- (1) Two (2) years after these Regulations come into force, and thereafter, a service for which a toll free number has been assigned, must be such that for every communication made available no charge is incurred by the end user,

irrespective of the electronic communication service used in originating the communication.

- (2) The supporting implementation framework of a toll free service as contemplated in regulation 24 (1) shall be developed in consultation with providers and interested parties within two years of publication of these regulations.
- (3) The Authority may withdraw numbers that are used in ways contrary to regulation 24(1).

25. PREMIUM RATE NUMBER CHANGES

- (1) Within two (2) years after these Regulations come into force and thereafter, a number may be a receiving number for a premium rate service only if-
 - (a) the number is-
 - (i) a national number that is a premium rate number or a machine related number, or
 - (ii) a short code that begins with '3' or '4'.
 - (b) the premium rate service is provided in conformance with an applicable industry code of practice and;
- (2) The preparation of the industry code of practice shall be carried out in consultation with other interested parties including user organizations.
- (3) The providers shall inform the Authority at least five (5) working days of the main meetings to be held to prepare the code of practice and the Authority shall have the right to attend.
- (4) The code of practice shall be lodged with the Authority within two years of publication of these regulations.
- (5) The Authority may withdraw numbers that are used in ways contrary to regulation 26(1).

26. MACHINE RELATED NUMBER CHANGES

- (1) Within two (2) years after these Regulations come into force all numbers used for machine related services must have been migrated to the machine related numbers. All new allocations of machine related

numbers will be made within the defined dedicated number ranges from the date on which these regulations come into force.

27. PREFIXED NUMBER CHANGES

- (1) The Authority may withdraw allocated national numbers that have fewer than ten (10) digits, pursuant to regulation 7(1).
- (2) When considering withdrawing allocated national numbers that have fewer than ten (10) digits, the Authority may make reasonable endeavours to allocate access codes that resemble the first three digits of the numbers to be withdrawn.

28. FEES

- (1) Fees payable by providers for the allocation of numbers to recover the administration costs shall be subject to a separate public consultation process.

29. COMPLAINTS

- (1) The process and procedures for resolving subscriber complaints are provided for in sections 17C to 17F of the ICASA Act.
- (2) As provided for in section 68(7)(d) of the EC Act, the Authority may, on the recommendation of the Complaints and Compliance Committee, direct a licensee to provide discounts and credits that place relevant subscribers in the positions that they would have been in if the provider had not contravened these Regulations or other regulations made by the Authority.

30. CONTRAVENTIONS AND PENALTIES

- (1) A provider that contravenes any of these Regulations is subject/ liable to a maximum fine of one million rand (R 1 000,000.00) as imposed by the Authority on the recommendation of the Complaints and Compliance Committee.

31. REVIEW

- (1) The Authority may, at least every three (3) years, review, and if appropriate amend, these Regulations pursuant to regulation 8(1).

32. SHORT TITLE AND COMMENCEMENT

- (1) These Regulations are called the Numbering Plan Regulations, 2012, and will come into effect on the date of publication in the Gazette.

33. REPEAL OF OTHER REGULATIONS

- (1) The Numbering Plan Regulations, 2006, published in the Government Gazette number 28839 dated 15 May 2006, are hereby repealed.
-