

UNITED REPUBLIC OF TANZANIA

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY



## NATIONAL NUMBERING PLAN

And

List of Numbering Resource Assignments  
(United Republic of Tanzania)

**Issued by:**

Director General,  
Tanzania Communications Regulatory Authority,  
[www.tcra.go.tz](http://www.tcra.go.tz)

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## **1.0 INTRODUCTION**

### **1.1 Background**

Reform of Telecommunication Sector in Tanzania necessitated the enactment of the Communication Act No. 18/1993 which became effective on 1<sup>st</sup> January 1994.

The Act established the Tanzania Communications Commission charging it with the various responsibilities, one being to plan and manage the National Telecommunications numbering systems and set-up guidelines on how to apply for this resource.

In 2003, the Parliament enacted the Tanzania Communications Regulatory Authority Act No. 12/2003 to merge the Tanzania Communications Commission (TCC) with the Tanzania Broadcasting Commission (TBC) into one entity, the Tanzania Communications Regulatory Authority-TCRA. The TCRA replaced and took over the regulatory functions of both the former TBC and TCC, including the numbering issues.

Numbering is a limited national resource that must be managed fairly in the public interest of each individual sovereign country.

## **2.0 DEFINITIONS**

**Numbering Systems:** are defined by numbering plans (the rules for formatting and allocating numbers) and dialling plans (the rules for using numbers to make calls), and together these determine the user-friendliness of a given systems.

**Number:** A string of decimal digits that uniquely indicates the public network termination point. The number contains the information necessary to route the call to this termination point. A number can be in a format determined nationally or in an international format. The international format is known as the International Public Telecommunication Number, which includes the country code and subsequent digits, but not the international prefix.

**Prefix:** A prefix is an indicator consisting of one or more digits that allows the selection of different types of number formats (e.g. local, national or international), transit networks and/or the service.

Prefixes are not part of the number and are not signalled over the inter-network or international boundaries.

**International Prefix:** A digit or combination of digits to be dialled by a calling subscriber making a call to a subscriber in another country to obtain access to the automatic outgoing international equipment (**000** for Tanzania).

**International Switched Dialling code (ISD code):** The same as the International Prefix explained here before

**National (trunk) Prefix:** A digit or combination of digits to be dialled by a calling subscriber, making a call to a subscriber in his own country but outside his own numbering area. It provides access to the automatic outgoing trunk equipment.

**Trunk Code (TC):** A digit or combination of digits, not including the national (trunk) prefix, identifying the numbering area within a country (or group of countries included in one integrated numbering plan or specific geographic area).

**Country Code (CC) for Geographic Areas:** The combination of one, two or three digits identifying a specific country, countries in an integrated numbering plan, or a specific geographic area.

**Country Code (CC) for Global Services:** A 3-digit Country Code used to identify the global service.

**Global Service:** A service defined by the ITU-T, provisioned in the public switched network, to which the ITU-T has assigned a specific country code to enable the provision of that international service between two or more countries and/or integrated numbering plans.

**Global Service Number (GSN):** The number identifying a subscriber or a particular global service.

**Country Code (CC) for Networks:** A shared 3-digit Country Code used in combination with an identification code to identify an international Network.

**Network:** Internationally interconnected physical nodes and operational systems operated and maintained by one or more Recognized Operating Agencies (ROAs) to provide public telecommunication services. Private networks are not included in this section. **Note:** The use of capital 'N' in the word 'Networks' indicates that this definition applies.

**Identification Code (IC):** The code subsequent to a shared E.164 Country Code that uniquely identifies an international Network.

**International number:** The number to be dialled following the international prefix to obtain a subscriber in another country.

**National (Significant) Number (N(S) N):** The number to be dialled following the national (trunk) prefix to obtain a subscriber in the same country (or group of countries included in one integrated numbering plan) but outside the same local network or numbering area.

**Subscriber Number (SN):** The number identifying a subscriber in a network or numbering area.

**National Destination Code (NDC):** A nationally optional code field within the E.164 number plan, which combined with the subscribers number (SN), will constitute the national (significant) number of the international public telecommunication number for geographic areas. The NDC will have a network and/or trunk code selection function.

**Subscriber Trunk dialling code (STD code):** A digit or combination of digits to be dialled in the national traffic before the called subscriber's number to obtain a subscriber in another numbering area.

**Unstructured Supplementary Service Data (USSD)** is a Global System for Mobile (GSM) communication technology that is used to send text between a mobile phone and an application program in the network. Applications may include prepaid roaming or mobile chatting.

USSD is similar to Short Messaging Service (SMS), but, unlike SMS, USSD transactions occur during the session only. With SMS, messages can be sent to a mobile phone and stored for several days if the phone is not activated or within range.

### 3.0 TELEPHONE NUMBERING PLAN & ASSIGNMENTS

*The former Tanzania Communications Commission, announced a series of number changes that have been introduced in the United Republic of Tanzania since 1 February 1999 and which modifications continued up to December 2001.*

These changes were necessary in order to accommodate the emerging new services as well as new operators in the country. The changes affected international access codes, national destination codes, service codes, mobiles, paging and special services.

#### 3.1 Regional and International Prefixes

The international prefix was changed from "00" to "000" since 30 June 1999 to form a new international dialling format: 000 + CC + NDC + SN. For East African countries the calling format was changed as follows:

**Table 1: East African countries the calling format**

<b>T0</b>	<b>Calling format</b>	<b>STATUS</b>
Rwanda	004 + NDC + SN	<i>Endorsed by EACO Congress May 2009</i>
Kenya	005 + NDC + SN	<i>Operational since 31<sup>st</sup> July 1999</i>
Uganda	006 + NDC + SN	
Tanzania	007 + NDC + SN	

This was based on special arrangement that has existed since the first East African Community. It aimed at not calling each other through normal country code international dialling format.

### 3.2 Service Access Codes

The "OT" format is used as access codes to the different services, as follows:

**Table 2: access codes for different services**

<b>OT</b>	<b>Services</b>
00	Regional prefix
01	Reserved for carrier selection use
02	PSTN services
03	Reserved for future PSTN services use
04	Corporate Services Type_1 (e.g. VoIP)
05	Corporate networks
06	The "Find me anywhere" Services
07	The "Find me anywhere" Services
08	Special service number range
09	Premium rate and multimedia service

### 3.3 PSTN services

The number of NDC in PSTN for geographical areas has been reduced from 21 to 7 codes in line with the international trend for fewer and bigger local dialling areas. The subscriber number (SN) also changed to seven digits in length. The NDC code digit « **A** » has been allocated to the following geographical area:

**Table 3: Geographic dialling area codes**

<b>02A</b>	<b>Geographic dialling area allocated</b>
020	Reserved for future use
021	Reserved for future use
022	Dar es Salaam Region
023	Coast, Morogoro, Mtwara and Lindi Regions
024	Zanzibar (including Unguja and Pemba) Regions
025	Mbeya, Ruvuma and Rukwa Regions
026	Dodoma, Iringa, Tabora and Singida Regions
027	Arusha, Kilimanjaro, Manyara and Tanga Regions
028	Mwanza, Mara, Shinyanga, Kagera and Kigoma Regions
029	Reserved for future use

**Table 4: PSTN Access Codes Assignments**

<b>S/N</b>	<b>OPERATOR</b>	<b>ASSIGNED CODE</b>
1.	TTCL	02A 2 + XXXXXX
2.	ZANTEL	02A 5 + XXXXXX

**NOTE-1:** "A" represent Dialling Area (STD) Codes.

### 3.4 The 'find me anywhere" Access Codes and Assignments

The services included in "Find me anywhere" comprises mobile telephone, personal numbering and paging services. The numbers are non-geographical and the call charge is not distance dependent.

**Table 5: 'find me anywhere' Access Codes**

<b>06A/07A Ranges</b>	<b>Type of service</b>
060	Reserved for future use
061	<i>Assigned to mobile operator</i>
062-064	Spare for mobile operators
065	<i>Assigned to mobile operator</i>
066-067	Spare for mobile operators
068	<i>Assigned to mobile operator</i>
069	Spare for mobile operator
070	Designated for Personal Numbering
071-079	<i>Assigned to mobile operators</i>

Each operator in the mobile telephone network is allocated a network access code in the ranges **06B/07B Y XXXXXX** (where digit 'B' identifies the operator network, Y may take any digit except 0 & 1 and XXXXXX are other six digits of Subscriber Number), as follows:

**Table 6: 'find me anywhere' Assignments**

<b>SN</b>	<b>OPERATOR</b>	<b>7-digit Assignments</b>	<b>STATUS</b>
1.	MIC (T) LTD	<b>071 + Y XXXXXX</b>	<i>OPERATIONAL</i>
		<b>065 + Y XXXXXX</b>	<i>OPERATIONAL</i>
2.	DOVETEL (T) Ltd	<b>061 + Y XXXXXX</b>	<i>OPERATIONAL</i>
3.	MYCEL CO. LTD	<b>072 + Y XXXXXX</b>	<i>Reserved</i>
4.	TTCL MOBILE	<b>073 + Y XXXXXX</b>	<i>OPERATIONAL</i>
5.	EXCELLENTCOM (T) LTD	<b>074 + Y XXXXXX</b>	<i>Reserved</i>
6.	VODACOM (T) LTD	<b>075 + Y XXXXXX</b>	<i>OPERATIONAL</i>
		<b>076 + Y XXXXXX</b>	<i>OPERATIONAL</i>
7.	ZANTEL (T) LTD	<b>077 + Y XXXXXX</b>	<i>OPERATIONAL</i>
8.	CELTEL (T) LTD	<b>078 + Y XXXXXX</b>	<i>OPERATIONAL</i>
		<b>068 + Y XXXXXX</b>	<i>OPERATIONAL</i>
9.	BENSON ONLINE LTD	<b>079 + Y XXXXXX</b>	<i>OPERATIONAL</i>

### 3.5 Other Assignments

**Table 7: Identification codes for public cellular networks in the country (MCC)**

<b>S/N</b>	<b>OPERATOR</b>	<b>ASSIGENED CODES</b>
1.	MIC (T) LIMITED	0-640-02
2.	ZANTEL (T) LIMITED	0-640-03
3.	VODACOM (T) LIMITED	0-640-04
4.	CELTEL (T) LTD	0-640-05
5.	DOVETEL (T) LIMITED	<i>0-640-06</i>
6.	TTCL	0-640-07
7.	BENSON ONLINE	0-640-08
8.	EXCELLENTCOM (T) LTD	0-640-09

**Table 8: SIM HEADER assignments for Public Cellular Network in the Country**

<b>S/N</b>	<b>OPERATOR</b>	<b>ASSIGENED CODES</b>
1.	MIC (T) LIMITED	89-255-02
2.	ZANTEL (T) LIMITED	89-255-03
3.	VODACOM (T) LIMITED	89-255-04
4.	CELTEL (T) LTD	89-255-05
5.	MYCEL COMPANY LTD	<i>89-255-06 (reserved)</i>
6.	TTCL	89-255-07
7.	BENSON ONLINE	89-255-08
8.	EXCELLENTCOM (T) LTD	89-255-09
9.	DOVETEL (T) LIMITED	89-255-10

**Table 9: Network Identification Nodes for Public Data Networks in Tanzania**

<b>S/N</b>	<b>OPERATOR</b>	<b>ASSIGNED CODE</b>
1.	EQUANT (T) LTD	640-1
2.	DATEL (T) LTD	640-2
3.	AFSAT COMMUNICATIONS (T) LTD	640-3
4.	SATCOM NETWORKS AFRICA LTD	640-5
5.	SIMBANET (T) LTD	640-6
6.	TANSAT	640-7
7.	<i>DOVETEL (T) LTD</i>	640-8

**Table 10: International Signalling Point Codes (ISPCs) in Tanzania**

<b>SN</b>	<b>EXCHANGE OPERATOR</b>	<b>ASSIGNED ISPC</b>
1.	TTCL	6 – 080 – 0
2.	TTCL	6 – 081 – 0
3.	BENSON INFORMATICS LIMITED	6 – 080 – 1
4.	MIC (T) LIMITED	6 – 080 – 2
5.	ZANTEL (T) LIMITED	6 – 080 – 3
6.	VODACOM (T) LIMITED	6 – 080 – 4
7.	CELTEL (T) LIMITED	6 – 080 – 5
8.	SIX TELECOMS COMPANY LIMITED	6 – 080 – 6
9.	ZANTEL (T) LIMITED	6 – 080 – 7
10.	EXCELLENTCOM (T) LIMITED	6 – 081 – 1

**Table 11: Corporate Services Type 1**

SN	NUMBER RANGE/CODE	Service Type
1	040 YY ZZZZZ	SPARE
2	041 YY ZZZZZ	Voice over IP (VoIP)
3	(042-049) YY ZZZZZ	SPARE

**Table 11 (a): Corporate Services Type 1 – Numbering Assignments**

SN	CODE	Assigned Operator	STATUS
1.	041 <b>11</b> ZZZZZ	Africa online (T) Ltd	

### 3.6 Emergency and short code services

In order to bring the Tanzania Numbering Scheme in line with the International development, the access and short codes to emergency services and to services and facilities offered by Telecommunication operators were also changed from “**9XX**” to “**1XX**” range.

**The short codes shall be common to all operators in Tanzania. No Operator or Service Providers shall cause use of any short code either on direct dialling, SMS or Unstructured Supplementary Service Data (USSD).**

A summary of the applicable short codes and their applications in this Numbering Scheme are provided in **Tables 12-24** herein below:-

**Table 12: CUSTOMER ASSISTANCE (FREE OF CHARGE)**

SN	10X RANGE	APPLICATION	STATUS
1.	100	Customer Care/Operator Assistance (Swahili)	<i>OPERATIONAL</i>
2.	101	Customer Care/Operator Assistance (English)	
3.	102	Check Balance/Billing Inquiry (Swahili)	
4.	103	Check Balance/Billing Inquiry (English)	
5.	104	Recharge (Swahili)	
6.	105	Recharge (English)	
7.	106-109	Spare	

**Table 13: LIFE AND SAFETY (FREE OF CHARGE) SERVICES**

SN	11X RANGE	APPLICATION	STATUS
1.	110	Emergency services for Lake Victoria	OPERATIONAL
2.	111	Crime Stoppers	
3.	112	Emergency, Police & SOS	
4.	113	Anti-corruption	
5.	114	Fire services	In the planning stage
6.	115	Ambulance Services	In the planning stage
7.	116	Child Help line	In the planning stage
8.	117	Health help Line	OPERATIONAL by TAYOA
9.	118 - 119	Spare	<i>All spare codes shall only be used upon TCRA's authorisation</i>

**Table 14: VOICE MAIL (DISCOUNTED TARIFF)**

SN	12X RANGE	APPLICATION	STATUS
1.	120	Spare	OPERATIONAL
2.	121	Voice Mail Deposit (Direct)	
3.	122	Spare	
4.	123	Voice Mail Retrieval	
5.	124	Indirect Voice Mail Deposit / Retrieval	
6.	125	Spare	
7.	126	Speaking Clock (Swahili)	
8.	127	Speaking Clock (English)	
9.	128-129	Spare	

In light of the move towards East African integration, the following short codes have been harmonised to facilitate East African Roamers seamlessly use short codes.

**Table 15: EAST AFRICA REGIONAL COMMON SHORT CODES (FREE)**

<b>SN</b>	<b>1XX RANGE</b>	<b>APPLICATION</b>	<b>STATUS</b>
1.	Customer Service	100	Were Approved by EACO's Congress
2.	Recharge	130	
3.	Check Balance	131	
4.	Voicemail deposit	121	
5.	Voicemail retrieval	123	
6.	Emergency Services for Lake Victoria	110	
7.	Emergency, Police & SOS	112	
8.	Child Help line	116	
9.	Carrier selection	17X (18X in reserve)	

**Table 16: EXTRAS (STANDARD TARIFF)**

<b>SN</b>	<b>13X RANGE</b>	<b>APPLICATION</b>	<b>STATUS</b>
1.	132	Spares	OPERATIONAL
2.	133	Break Down services	
3.	134	Yellow pages	
4.	135	Directory/Telephone Inquiries	
5.	136-139	Spares	

**Table 17: TEST SERVICES (FREE OF CHARGE)**

<b>SN</b>	<b>14X RANGE</b>	<b>APPLICATION</b>	<b>STATUS</b>
1.	140	Test Desk/Report faulty line	OPERATIONAL
2.	141	Test Desk by technician	
3.	142	Test phone from subscribers	
4.	143	Test Tone	
5.	144-149	Spares	

### 3.7 Use of Unstructured Supplementary Service Data (USSD)

**USSD** allows for the transmission of information via a GSM network. Contrasting with SMS, it offers real time connection during a session. A USSD message can be up to 182 alphanumeric characters in length. Unstructured Supplementary Service Data allows interactive services between a Mobile phone and applications hosted by the Mobile Operator. These messages are composed of digits and the #, \* keys, and allow users to easily and quickly get information/access services from the Operator.

USSD messages are simple to form and easy to send. User can directly enter the USSD string and press call to send the message. A typical USSD message starts with a \* followed by digits which indicate an action to be performed or are parameters. Each group of numbers is separated by a \*, and the message is terminated with a #. The USSD gateway in turn can interact with external applications based on the USSD command. This allows access to number of value added services via USSD.

As a way to standardise utilization of Unstructured Supplementary Service Data (**USSD**), the Authority has allowed the following short code to be used by all Service providers as per format given herein below:

**Table 18: USSD – Numbering for GSM Networks**

SN	CODE	FORMAT	APPLICATION	STATUS
1.	150	*150*YY	Financial and Commercial related application for GSM Networks	OPERATIONAL

Where: **YY** is the Service Provider.

**Table 19: USSD – Numbering Assignments**

SN	USSD CODE	Assigned Operator	STATUS
1.	*150*00	Vodacom (T) Ltd	Operational
2	*150*66	NMB plc	Reserved

### 3.8 Value Added Services (VAS) Short Codes

The communications sector has experienced considerable growth with high demand of Wireless Application Services. Having noted that, the Authority allocated the number range **15X YY** for the **VAS short codes** to be used for such services.

**Table 20: VAS SMS Numbering Assignments**

<b>SN</b>	<b>Number Range</b>	<b>Service Category/Number Assignment</b>
	<b>15X YY</b>	Value Added Service (VAS) Numbering Assignments Where: <b>X</b> is the Service Category <b>YY</b> is the operator identification
1	150 YY	Free Text Codes (e.g. Public services such as AIDS, Health)
2	151 YY	Financial and Commercial related applications
3	152 YY	Reserve
4	153 YY	Standard Rate Codes (e.g. voting, yellow pages and other information services, charged at standard rates)
5	154 YY	Spare for standard rate services
6	155 YY	Basic Premium Rate Codes (e.g. Horoscope, Download of Ring Tones, Games, Video, Images, Graphics etc; charged at basic premium rates)
7	156 YY	Spare for basic premium rate services
8	157 YY	High Premium Rate Codes (e.g. Mobile Lottery, Gaming; charged the highest rate)
9	158 YY	Spare for high premium rate codes
10	159 YY	Reserve

**Note:** All spare codes in the entire Numbering Plan shall only be used upon TCRA's authorisation

#### **NOTICE ON VAS SHORT CODE USAGE AND ASSIGNMENTS**

1. While there is a potential for pricing overlap between certain categories above, the Authority expects that competitive pressures will in most cases drive operators and WASPs to offer their services in the overlapped category that is recognised as having the lowest 'ceiling'.

2. Although the "High Premium" rate codes must be used for services where customer charges are very high, there is conversely no bar on applying lower charges than this for services using the range.
3. The short codes indicated as "spare" for each category will be only opened for use when the corresponding non-reserved codes are near exhaustion. These ranges are provisionally allocated to the categories described in the table but they may be alternatively allocated to the next category below if experience of market demand shows this to be appropriate.
4. On the other hand the codes shown as "reserve" will be opened for any category should the respective "spare" codes are near exhaustion.
5. The term FreeText is used in this document rather than FreePhone, as the latter is not appropriate for the service being offered.
6. The Authority has identified the **GOLD, SILVER, BRONZE** and **Ordinary** VAS Codes from respectively the most memorable to least memorable codes.
7. The following assignment criteria shall apply:
  - i. GOLD, SILVER and BRONZE codes shall be assigned based on customer preference as the codes have different registration fees. This will make an applicant aware of a code is paying for.
  - ii. Ordinary codes shall be assigned serially with respect to categories as well as availability.
  - iii. Assignment to non TCRA licensees should only be applicable for single code applications. To that effect, the applicant shall submit to the Authority the duly filled application form (form 'G') together with copies of company registration certificates, TIN and business license(s).
  - iv. In the case that the applicant requires more than one code, an 'application services license' should be applied prior to assignment of the applied codes.

### 3.9 Carrier and Pre-selection Codes

The Tanzania Communications Regulatory Authority, recognising the importance of having a stable and forward looking numbering plan in the fully liberalized and converged licensing framework, has opened up a portion of the reserved short codes for carrier selection and carrier pre-selection applications. The codes, which have been opened, are **17X** range with a reserve capacity from **18X** as tabulated below:

**Table 21: Carrier and Pre-selection Codes**

<b>SN</b>	<b>CODE</b>	<b>DESCRIPTION</b>
1.	17X	Designated for Pre-carrier selection
2.	017X	Designated for Carrier selection
3.	18X	Spare
4.	018X	Spare

### 3.10 Local Special Services Access Codes

These are locally available services, such as Credit Card Calling, which are accessed by subscribers free of charge.

**Table 22: Special Services Access Codes Assignments**

<b>S/N</b>	<b>800 RANGE</b>	<b>Definition</b>
1	800 1 YY	Prepaid Account Calling (Local Access)
2	800 2 YY	Prepaid Account Calling (Remote Access)
3	800 3 YY	Account Card Calling
4	800 4 YY	Prepaid Card Calling
5	800 5 YY	Credit Card Calling
6	800 (6-9) YY	Spare

### 3.11 Special, Premium Rate and Multimedia Services

These include free-phone (National and Global use), shared cost services, national rate services, special rate services, premium and multimedia services for the voice.

**Table 23: Fixed & Special Rate Services Numbering Assignments**

<b>SN</b>	<b>08XX NUMBER RANGE</b>	<b>Definitions</b>
1.	0800 YY ZZZZ	National Free phone (Local Toll Free).
2	0800 00 ZZZZ	National Free Phone for individual Organizations (Toll Free)
3.	0800 75 ZZZZ	National Toll Free Phone for Vodacom
4	0800 10 ZZZZ	National Toll Free Phone for Push Mobile
4.	0808 YY ZZZZ	International Free phone (Worldwide Toll Free).
5.	0840 YY ZZZZ	Shared Cost Services (Special Services Local Rate).
6.	0860 YY ZZZZ	National Rate Services (Special Services Toll Rate).
7.	0861 YY ZZZZ	Special Rate Services (Special Services Fixed Rates).

**Table 24: Premium Rate Services Numbering Assignments**

<b>SN</b>	<b>090X NUMBER RANGE</b>	<b>Definitions</b>
1	0900 YY ZZZZ	Information Services (Premium Services)
2	0901 YY ZZZZ	Entertainments Services (Multi-media Services)
3	0902 YY ZZZZ	Competitions/Tele-voting
4	0903 YY ZZZZ	Spare
5	0904 YY ZZZZ	Spare
6	0905 YY ZZZZ	Spare
7	0906 YY ZZZZ	Spare
8	0908 YY ZZZZ	Spare
9	0909 YY ZZZZ	Spare

### 4.0 FUTURE ASSIGNMENTS

The numbering resource will be assigned on a continuous basis depending on the applications received and emerging new services or operators.

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