

## TANZANIA COMMUNICATIONS REGULATORY AUTHORITY



### **Change in Mobile Network Destination Codes (MNDCs) and Subscriber Numbers (Parallel running up to 31<sup>st</sup> October, 2006)**

Numbering is a limited national resource that must be managed in the public interest of each individual sovereign country. There has been a rapid exhaustion of number blocks associated with assigned network access codes due to exponential growth in the mobile phone customer bases. This in-turn had necessitated the assignment of additional network access codes to some mobile operators because of limited subscriber number lengths. For example, Vodacom (T) Ltd has access codes **0742, 0743, 0744, 0745** and **0746**; Celtel (T) Ltd had **0748** and **0749**. However, multiple network access codes for one operator deny user-friendliness and cause confusion especially in a competitive market like Tanzania.

To that end, the Tanzania Communications Regulatory Authority (TCRA) in 2005 changed the MNDCs **074B** XXXXXX to **07B** YXXXXXX (where digit 'B' identifies the operator network, Y may take any digit except **0, 1, 8 & 9** and XXXXXX are other six digits of Subscriber Number). All operators recognized the rationale for the number change to a mobile network destination code and a mobile subscriber length of seven digits as this accommodate up to six million (**6,000,000**) subscribers.

The Authority has been informing stakeholders and the general public that after due consultations with land mobile cellular operators, the deadline for the implementation of the new mobile network destination codes and subscriber numbers was extended to June 30th, 2006 instead of the previous date of 31st December 2005. The new MNDCs have been designed to accommodate emerging services, new operators and the increase in the mobile telecommunications subscriber base.

#### **Mobile network destination codes (MNDCs) parallel-run extended**

After due consultations with land cellular mobile operators, in recognition of the need to maintain harmony in the industry and after very careful consideration, TCRA, in exercising its mandate, has further reviewed the **Mobile Network Destination Codes parallel run schedule** to give more time to Subscribers to get used to their respective new numbers. **The use of old MNDCs (0741, 0742, 0743, 0744, 0745, 0746, 0747 and 0748) shall end on 31st October 2006 at midnight.**

The details of New Mobile Network Destination Codes and respective Subscriber numbers are as tabulated hereunder. **The public is humbly requested to note and use the new numbers accordingly.**

S/N	OPERATOR	NETWORK ACCESS CODE AND SUBSCRIBER NUMBERS			
		7-digit Assignments	Current 6-digit Assignments	New MNDCs and Subscriber Numbers: Effective 1/11/2006	CURRENT STATUS
1.	MIC (T) LTD	071 + YXXXXXX	0741 - XXXXXX	071 - 3XXXXXX	Parallel running
			0717 - XXXXXX	071 - 7XXXXXX	Fully operational
2.	VODACOM (T) LTD	075 + YXXXXXX	0742 - XXXXXX	075 - 2XXXXXX	Change in progress
			0743 - XXXXXX	075 - 3XXXXXX	Change in progress
			0744 - XXXXXX	075 - 4XXXXXX	Change in progress
			0745 - XXXXXX	075 - 5XXXXXX	Change in progress
			0746 - XXXXXX	075 - 6XXXXXX	Change in progress
3.	ZANTEL LTD	077 + YXXXXXX	0747 - XXXXXX	077 - 3XXXXXX	Fully operational
				077 - 4XXXXXX	Fully operational
				077- 7xxxxxx	Fully operational
4.	CELTEL (T) LTD	078 + YXXXXXX	0748 - XXXXXX	078 - 4XXXXXX	Parallel running
			0786 - XXXXXX	078 - 6XXXXXX	Fully operational
			0787 - XXXXXX	078 - 7xxxxxx	Fully operational

**TCRA commends the operators for complying with cutover dates** as can be noted that some of the changes have been implemented or are being implemented. However, due to substantial number of Subscribers, Vodacom (T) Ltd had requested and authority has been granted to **start parallel run on 5th September 2006.**

#### **The use of telecommunications short/emergency codes**

In order to harmonise the Tanzania Numbering Scheme in line with International schemes, the access and short codes to emergency services and to services and facilities offered by Telecommunication operators were in October 2001 changed from the “9XX” to the “1XX” range. The short codes shall be common to all operators in Tanzania.

### Some of the Applicable short codes and their applications

#### CUSTOMER ASSISTANCE (FREE OF CHARGE) TO CALLERS

SN	10X RANGE	APPLICATION	STATUS
1.	100	Customer Care/Operator Assistance (Swahili)	In-force
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)	

#### LIFE AND SAFETY (FREE) TO CALLERS

SN	11X RANGE	APPLICATION	STATUS
1.	110	<b>Spare:</b> not for use unless authorised	In-force
2.	111	Crime Stoppers	
3.	112	Emergency, Police & SOS	
4.	113	Anti-corruption	
5.	114	Fire services	Year 2006
6.	115	Ambulance Services	Year 2006
7.	116	Child Help Line	Year 2006/7
8.	117-119	<b>Spares:</b> not for use unless authorized	

### Issued by the Director General, TCRA

#### About TCRA

The Tanzania Communications Regulatory Authority (TCRA) is an independent government agency responsible for regulating the communications and broadcasting sectors in Tanzania. It was established under the Tanzania Communications Regulatory Authority Act No.12 of 2003 which merged the Tanzania Communications Commission and the Tanzania Broadcasting Commission. TCRA became operational on 1st November, 2003 and has effectively taken over the functions of the two defunct commissions. Specifically the Authority is responsible for enhancing the welfare of Tanzanians through:

- Promotion of effective competition and economic efficiency;
- Protecting the interests of consumers;
- Promoting the availability of regulated services;
- Licensing and enforcing licence conditions of broadcasting, postal and telecommunication operators.
- Establishing standards for regulated goods and services
- Regulating rates and charges (tariffs);
- Managing the radio frequency spectrum;
- Monitoring the performance of the regulated sectors;
- Monitoring the implementation of ICT applications.
- Managing numbering resources

**Head Office:** Mawasiliano House, Ali Hassan Mwinyi/ Nkomo  
Road, Upanga. S.L.P 474 Dar Es Salaam. Tel: 2118947-52.  
Fax: 2116664. E-mail: [dg@tcra.go.tz](mailto:dg@tcra.go.tz).

**Zanzibar:** Vuga Street, Shangani Area, near the Zanzibar High Court.  
P.O Box 3284 Zanzibar. Tel: 2235062. Fax: 2235060

**Arusha:** Third floor, Summit Centre, Sokoine Road. Tel: 027 2548947.