

THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001:2015 CERTIFIED



**GUIDELINES ON THE PROCEDURES FOR NUMBERING RESOURCES APPLICATION
AND ASSIGNMENT**

Issued by;
Director General,
Tanzania Communications Regulatory Authority,
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NUMBERING RESOURCES APPLICATION AND ASSIGNMENT

ARRANGEMENT OF GUIDELINES

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1.0 INTRODUCTION

Tanzania Communications Regulatory Authority (TCRA) is a quasi-independent Government body established under the Tanzania Communications Regulatory Authority Act [Cap 172], responsible for regulating telecommunications, broadcasting and postal sectors in Tanzania.

TCRA among other functions has the overall responsibility to manage and monitor all electronic communication numbers and addresses which include: -

- a) Planning, allocation, assignment, reservation and withdraw of Communications Numbering and addressing resources; and
- b) Monitoring utilization of the administered resources to ensure compliance.

The management, procedure, criteria for assignments and Assignee's obligations of electronic communication numbers are provided for under PART II Sections 4 - 9 of the Electronic and Postal Communications (Electronic Communication Numbering and Addressing) Regulations of 2018. The aforementioned Regulations are available on TCRA's website with the link www.tcra.go.tz

These guidelines govern numbering resources administration and application, which applies to licensed and unlicensed entities that utilize numbering resources from the national numbering resources scheme, for internal operations, interconnection, routing and provision to end users.

1.1 Definitions

The following words are used throughout the guidelines as explained below: -

- a) *Authority* means the Tanzania Communications Regulatory Authority established under the Tanzania Communications Regulatory Authority Act No.12 of 2003;
- b) *Act* means Tanzania Communication Regulatory Authority Act No. 12 of 2003;
- c) *Number* is a string of decimal digits that unambiguously identifies an end user in a given context;
- d) *Subscriber* means the legal holder, whether an individual or organization, of a service account and is not necessarily the user of the service;
- e) *Applicant* means any individual or organization that seeks to enter into a contract with the authority for acquiring certain specified communications services;
- f) *Regulations* means the Electronic and Postal Communications (Electronic

Communication Numbering and Addressing) Regulations of 2018;

- g) *Relinquish* means the process of returning the assigned numbering resources back to the Authority; and
- h) *Numbering Plan* means the method put in place for the management and administering numbering resources structured in a standard format to provide a unique identity to a user-network interface, services or end user.

1.2 Objective of the Guidelines

These guidelines are meant to provide guidance on the procedures for numbering resources application and assignment.

The objectives of these guidelines are: -

- a) To provide a framework for the efficient and continuous application and assignment of the numbering resources; and
- b) To provide guidance on the processes and standards to be followed in providing numbering resources services.

1.3 Effective Date

These guidelines will be effective from 1st January 2022.

2.0 Numbering resources assignment

Numbering resources will be issued to the following: -

- a) Licensed telecommunication network services licensee; and
- b) Unlicensed entity for VAS short codes subject to the nature of Value Added Services to be provided.

An applicant for numbering resources who does not have individual license from the Authority will be assigned to one VAS SMS Short Code and one VAS USSD short Code and where additional short codes are required, with exception of Government entities the applicant need apply for application services license with numbers only as provided by the Authority.

Political parties shall not be eligible for direct assignment of any numbering resources.

Numbering resources shall only be administered to eligible applicant who have fulfilled all the application requirements.

Licensees shall be responsible for configuration and activation of the assigned numbering resources.

2.1 Procedure for assignment of numbering resources

All applications, renewal, relinquish and assignments of all numbering resources shall be done online, through an automated process using Numbering Management System (NMS) accessible through TCRA's website www.tcra.go.tz.

Any eligible applicant requiring numbering resources is obligated to submit the application online and attach appropriate documents required for the application with reasons for use of the said numbers, estimated demand as per the grounds for said request and plans for provision of telecommunication services for the numbers required.

2.1.1 Numbering Resources new applications

New applications for numbering resources need to follow the procedure below: -

- a) Create an account by registering on the Numbering Management System available online through TCRA website www.tcra.go.tz;
- b) Fill in the Company /organization profile;
- c) Upload relevant documents as per attachment checklist as per Annex II;
- d) Proceed with the application by selecting the relevant application;
- e) Fill in an online application form and submit the application; and
- f) Other procedures will follow including payment of relevant fees as per **Annex I**.

2.1.2 Renewal of Numbering Resources applications

Applications for renewal of numbering resources need to follow the procedure below: -

- a) Apply for renewal of numbering resources and submit the application;
- b) Pay renewal fee; and
- c) Receive your licence in your NMS profile.

2.1.3 Relinquish of Numbering Resources applications

The assignee when does not wish to continue using Numbering Resources need to relinquish the assigned numbering resources as per procedure below: -

- a) Apply for relinquish of Numbering resources and submit the application; and
- b) Deactivation of Numbering Resources in your profile after approval.

2.2 Conditions for assignment of numbering resources

The following are the conditions which the assignee of numbering resources need to abide throughout when using the assigned numbering resources:

- a) The Assignee is authorized to use the assigned Electronic Communication

Numbering resource from the date of assignment up to a period of twelve months which can be renewed again, upon payment of Annual Maintenance Fee one month prior to expiry date of assignment of a particular numbering resource;

- b) The Assignee shall pay Annual Maintenance Fee even when the Assignee does not utilize the assigned number(s) during the period of assignment;
- c) Reservation of numbering resources shall be for a maximum period of one months from expiring date;
- d) The Assignee (s) of Mobile Network Destination Code (MNDC) shall submit in writing to the Authority by 30th May each year, the utilization of subscriber's numbers for the purposes of auditing and billing;
- e) Where an Assignee to whom electronic communication numbers were assigned fails to utilize the assigned numbers in accordance with the plans for provision of the intended communication services or where they abolish use of the said electronic communication numbers, he shall notify the Authority without delay, failure of which the Authority will take necessary regulatory measures including cancellation of the assignment.
- f) Where the Assignee does not wish to maintain the Assigned number(s) after expiry of the given assignment certificate he shall notify the Authority in writing one month prior to its expiration;
- g) The Assignee shall ensure that the assigned number(s) is/are utilized efficiently, for provision of communication services only, in a manner that the electronic Communication facilities or services may be identified and paid for as designated by the Authority in accordance with the application guidelines;
- h) The assignee shall not use the number for purpose other than that which it is assigned for and shall be responsible to discontinue traffic related to a number whose service has ended;
- i) The assigned numbering resource shall not be transferred, re-sold or traded in by the assignee. This does not apply to ported subscriber numbers which are subject to separate guidelines for Number Portability, issued by the Authority;
- j) In the event that the Electronic Communication Number has been cancelled, the assignee shall have to re-apply for Numbering Registration, of which the same number will not be guaranteed;
- k) The Authority may at any time, after the date of issue, CANCEL this certificate where the Assignee fails to comply with the Laws, Regulation, Guidelines for Numbering Resources or these conditions, without refund of any fees paid; and

- l) Numbering Plans are made to avoid as much as possible the change of electronic communication numbers. However, in such case that the Numbering Plan is changed or numbers are to be cancelled, the Authority in the process will be guided by PART II Sections 12 and 13 (1) of the Electronic and Postal Communications (Electronic Communication Numbering and Addressing) Regulations of 2018.

2.3 Numbering resources fees

There are three Categories of Numbering Resources Fees, namely Application fee, Registration fee and Annual maintenance fee.

2.3.1 Application Fee

This is a non-refundable fee that will be charged for each application for evaluation and assignments of numbering resources application, before any resource is assigned.

1) 2.3.2 Registration fee

This is a one-time payment made upon successful application of a numbering resource with eventual issuance of certificate of the allocated number.

2) 2.3.3 Annual maintenance fee

Annual maintenance fee is the fee, which is charged annually for the assigned numbers after the first year since assignment. This is also charged for utilized subscriber's numbers of Fixed, Cellular Network Operators and any other Assignee having Subscribers. This is computed according to the formula below and is payable each year at least one month before expiry of the numbering license.

$$F=B*C$$

Where: -

F is the annual fee;

B is the utilized number; and

C is the cost per utilized number

To start with, C has been set at US\$ 0.20, and may be reviewed as deemed necessary.

The current applicable fees for both categories are found in Annex I to this document.

The emergency and short code service numbers which includes, life and safety numbers and customer assistance numbers will be subject to exemption from charging as stated in the national numbering plan.

3.0 Procedures for acquiring numbering resources for trials

- a) The authority will assign VAS short Codes (USSD and SMS) to Innovators who require numbering resource for temporary implementation of a proposed new service by determining its technical, operational, and business viability;
- b) Innovators who require these numbers have to be certified by the relevant boards such as COSTEC prior to requesting of the resources from the Authority;
- c) The assigned number will be used for a period of three months from the day of the assignment and be returned to the Authority not later than the third month from the assignment day;
- d) If the project has not been completed, notification for request of extension has to be submitted to the Authority; and
- e) The assignee of the short code shall be responsible for the numbering resource used by service provided under trial.

When requesting numbering resources for trial the Innovators have to do the following:

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- i. Submit to the Authority in writing the request for the needed short code, specifying the intended use, the place where it will be used and the period for use;
- ii. Submit the endorsement document from relevant boards such COSTEC on the project that will use the given number; and
- iii. Submit Certified Copy of the National ID of the applicant.

4.0 Assignment of Emergency Numbers

The emergency (life and safety) numbers shall be assigned to the defined entity for specific application as defined in the National numbering plan.

- a) Traffic to those numbers shall be delivered to assignee of the given number at no cost;
- b) Network and Service Providers shall ensure that their networks are

always configured to deliver of emergency content which may be in a form of data, text and voice;

- c) The content should be conveyed free-of-charge by the caller and the service provider of the emergency service; and
- d) The Emergency service provider shall also not pay for the costs of installation and delivery of the messages.

Operators shall NOT facilitate traffic flow to the un-assigned numbers, number that have expired and not renewed and numbers that are not within the National Numbering Plan.

5.0 Amendment of the Guidelines

These guidelines may be reviewed from time to time to accommodate changes in technology pertaining to use of numbering resources.

ANNEX I

S/N	Type of Numbering Resource	Application Fees (US \$)	Registration Fees (US \$)	Annual Maintenance Fees (US \$) (payable one year after registration)	Duration of Licence (Years)
1.	Prefix for Networks (NDC & MNDC)	10	2,000	2,000	1
2.	Subscriber Numbers	N/A	N/A	US\$ 0.20 per Subscriber Number	1
3.	National Signalling Point Codes (SPC)	10	2,000	2,000	1
4.	International Signalling Point Codes (ISPC)	10	2,000	2,000	1
5.	Mobile Network Identification Codes (MNIC)	10	2,000	2,000	1
6.	SIM Header	10	2,000	2,000	1
7.	Data Network Identification Codes (DNIC)	10	2,000	2,000	1
8.	Corporate Services Network Access Numbers	10	2,000	2,000	1
9.	Carrier Selection/Pre-selection Codes	10	10,000	5,000	1
10.	Premium Rate Access Codes (block)	10	2,000	5,000	1
11.	Special & Fixed Rate Access Codes (block)	10	2,000	5,000	1
12.	Special & Fixed Rate Access Codes (Single Number)	10	1,000	2,000	1
13.	USSD Short Codes	10	2,000	2,500	1

S/N	Type of Numbering Resource	Application Fees (US \$)	Registration Fees (US \$)	Annual Maintenance Fees (US \$) (payable one year after registration)	Duration of Licence (Years)
14.	VAS SMS & Special Services Short Codes:				
	-GOLD	10	4,000	2,500	1
	-SILVER	10	3,000	2,500	1
	-BRONZE	10	2,000	2,500	1
	-ORDINARY	10	1,500	2,500	1

Attachment Check list

I. Non-Application Service Licensees

A. Registered Company

- a) Company Profile
- b) Certified copy of certificate of Incorporation of the Company
- c) Certified copy Tax Identification Number (TIN)
- d) Certified copy of memorandum of Articles of Association.
- e) Detailed description of the service to be offered using the applied numbering resource

B. Non-Government organization (NGOs)

- a) Organization profile
- b) Certified copy of Certificate of Registration
- c) Certified copy of organization's constitution
- d) Detailed description of the service to be offered using the applied numbering resource

II. Application service Licensees

- a) Certified copy of the Application service license
- b) Detailed description of the service to be offered using the applied numbering resource

III. Government Institutions/Ministries/Departments

- a) Letter for **Short code(s)** reservation from E-Government Authority (EGA)
(This is for VAS short codes only); and
- b) Detailed description of the service to be offered using the applied numbering resource.

