



PROCEDURES AND GUIDELINES

FOR

MANAGEMENT AND ADMINISTRATION

OF

TELECOMMUNICATIONS NUMBERING RESOURCES

IN KENYA

2020

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3 INTRODUCTION

The Communications Authority of Kenya (the Authority) is the regulator for the ICT industry in Kenya with responsibilities in telecommunications, e-commerce, broadcasting and postal/courier services. The Authority is also responsible for managing the country's Numbering and Frequency Spectrum resources, as well safeguarding interests of consumers of ICT services.

Pursuant to the Kenya Information and Communications Act (KICA) No.2 of 1998 (Cap 411A), and the Kenya Information and Communications (Numbering) Regulations 2010, the Authority is mandated to develop plans, Manage and Administer the National Communications Numbering and Addressing resources.

In view of the above mandate, the Authority hereby issues these procedures and guidelines in the use of numbering resources. These guidelines are developed based on principles, standards and practices aimed at ensuring availability of adequate numbering resources for use by consumers, ICT industries and growth of the sector. They are also aimed at protecting consumers from premature, disruptive and costly subscriber numbering number changes which may be as a result of inefficient use of the resources.

3.1. Application and scope

These procedures and guidelines issued apply to Licensed ICT service providers that utilize numbering resources from the national numbering resource scheme, for internal operations, interconnection, routing and provision to end users.

3.2. Objective and Scope

The objective is to provide a framework for efficient use and progressive management of the numbering resources for equitable access, fair competition and consumer protection. They should also ensure continuous availability and support the growth of the industry.

3.2. Effective Date

These Guidelines will be effective from 1st September 2020.

'Procedures and Guidelines for the Management and Administration of Short Codes and Premium Rate Numbers 2012', shall be repealed and replaced by these guidelines from the effective date.

4 DEFINITIONS AND ABBREVIATIONS

4.1. Definitions

In these procedures and guidelines, unless otherwise stated the following definitions apply.

“**Act**” means the Kenya Information and Communications Act (KICA) No.2 of 1998 (Cap 411A), and any amendments thereto;

“**Activation**” means the act of a network operator and/or a service provider accepting a services request from a user;

“**Address**” means a string of or a combination of decimal digits and symbols / or other information which identifies the specific termination points of a connection and is used for routing;

“**Applicant**” is any individual or organization that seeks to enter into a contract with an Operator for acquiring certain specified communications services;

“**Authority**” means the Communications Authority of Kenya;

“**Common Short Codes**” are cross carrier short numbers used to address SMS and MMS messages from mobile phones or fixed lines;

“**Compliance Report**” means a report to be prepared annually by the Licensee detailing its performance in respect to every area it is obliged under its Licence to report to the Authority. The Authority may, from time to time, prescribe the structure of the report;

“**Compliance Certificate**” means an annual certificate issued by the Authority to a licensee following the fulfillment of certain compliance parameters;

“**Content Service Provider**” means a licensee authorized by the Authority to transport and provide electronic content through telecommunications network infrastructure;

“Data Country Code” means a 3 –digit numerical country identifier that is part of the 14digit network terminal numbering plan. (According to ITU-T Recommendation X.121). Data County Code issued to Kenya is 639.

“Data Network Identification Code” is a 4-digit data number of which, the three digits that represent the Data County Code, and one-digit Network Code. (According to ITU-T Recommendation X.121).

“International Signalling Point Code” A signalling point code with a unique 14-bit format used at the international level for signalling messages, routing and identification of signalling points involved. The International Signalling Point Code contains the Signalling Area Network Codes assigned by the ITU and other addresses assigned by the Authority, according to ITU-T Recommendation Q.708

“Issuer Identification Number (IIN)” for international charge cards. used to identify the issuers of charge cards. That numbering structure of the leading digits of a charge card is made up of two parts: the issuer number as being composed of the E.164 country code followed by an issuer identifier. (According to ITU-T Recommendation E.11).

“Network” means the infrastructure deployed by an operator which provides services to its subscribers;

“Network Facility Provider” means a licensee authorized by the Authority to build telecommunications network infrastructure systems and to provide telecommunications network infrastructure services;

“Number” is a string of decimal digits that unambiguously identifies an end user in a given context;

“Number Resource (s)” are a valuable, scarce national resource, finite in size whose management and administration affects the national interest.

“Number Administration” is the process of validation, processing, assignment, reservation and reclamation performed by those entrusted with the numbering resource in public interest;

“Numbering Plan” in this document means the method put in place for the management and administering numbering resources structured in a standard format to provide a unique telephone addresses or identities to a user-network interface, services or end user;

“Number Portability” means the ability to retain an existing subscriber number when transferring basic voice and SMS/MMS services from one operator to another operator;

“Reclamation” in this document means the process of returning the assigned numbering resources back to the national numbering scheme and available for future assignment;

“Regulations” means the Kenya Information and Communications (Numbering) Regulations, 2010 and any amendments thereto;

“Subscriber Identity Module (SIM)” is a small electronic card inserted into cell phones, which provides a unique identity to a phone such as the subscriber number and operator network;

“Subscriber” means the legal holder, whether an individual or organization, of a service account and is not necessarily the user of the service.

4.2. Abbreviations

ASP	Application Service Provider
CA	Communications Authority of Kenya
CSC	Common Short Code
CSP	Content Service Provider
DCC	Data Country Code, 639, Assigned to Kenya by ITU
DNIC	Data Network Identification Codes
IIN	Issuer Identification Numbers
ISPC	International Signaling Point Codes
ITU	International Telecommunications Union
KICA	Kenya Information and Communications Act (KICA) No.2 of 1998
MCC	Mobile Country Code, 639, Assigned to Kenya by ITU
MMS	Multimedia Messaging Service
MMSI	Maritime Mobile Service Identity (MMSI)
MNC	Mobile Network Code
MNP	Mobile Number Portability
NCC	Network Colour Code
NDC	National Destination Codes
NFP	Network Facilities Provider
NPRC	Number Portability Routing Code
NSPC	National Signalling Point Code
PRN	Premium Rate Number
SMS	Short Message Service
SIM	Subscriber Identity Module
SLA	Service Level Agreement
TFN	Toll Free Number
TSN	Telephony Subscriber Number
TCC	Telephony Country Code (254) Assigned to Kenya by ITU
TSN	Toll Share Number
USSD	Unstructured Supplementary Service Data

5 RESPONSIBILITY AND ELIGIBILITY CRITERIA

- 5.1. Pursuant to the Act and Regulations, the Authority is responsible for:
- (a) The allocation, assignment, reservation and reclamation of Communications Numbering and addressing resources.
 - (b) Monitoring utilization of the administered resources to ensure compliance.
- 5.2. Numbering resources shall only be administered to eligible licensees.
- 5.3. Licensees shall be responsible for configuration and activation of the assigned resources.

6 PROCEDURE FOR APPLICATION OF NUMBERING RESOURCES

- 6.1. All allocations, assignments, reservations and reclamations of all numbering resources, including Short Codes, USSD and 0900 Premium Rate Numbers, shall be done by the Authority online, through an automated process.
- 6.2. The Authority will provide eligible applicants, on request, the necessary access credentials, for applicants to view available resources, make online applications, reservations, get reports and status updates.
- 6.3. where for some reasons, the online application system is not available, an application form, available on the Authority's Website, will be used.
- 6.4. Application and usage fees will be charged on application and assignments, reservations, allocations and usage of certain category of the national numbering resources.
- 6.5. The Authority may exempt fees from, certain categories of numbers, from time-to time.
- 6.6. Prior to processing an application for numbering resources, the Authority may inspect the applicant's network facility to ensure conformance with the scope of the licence,

Network Interoperability, traffic routing, Type Approval, and other numbering conformity requirements.

- 6.7. Additional Numbers may be assigned by the Authority where on evidence of 80% activation of the assigned numbering resource (s) within a service category.
- 6.8. All assigned Numbers for provision for use by subscribers including Short Codes and Premium Rate Numbers, are considered common network resources and therefore capable of being connected and accessed from all network, subject only to commercial, interconnection and other business agreements.

7 CONDITIONS ON ASSIGNMENTS

7.1. Numbering resources shall be assigned:

- (a) For use by the assignee and shall therefore not be deemed as owned by the assignee.
- (b) Only for the purpose they were assigned for.
- (c) Shall not transferred, re-sold or traded in by the licensees without prior approval by the Authority. This does not apply to ported subscriber numbers which are subject to separate guidelines for Number Portability, issued by the Authority.

7.2. Reservation of numbering resources shall be for a maximum period of six (6) months.

7.3. Assigned numbering ranges must be put into service by the assignee within a period of six months from the date of assignment.

7.4. On or before activation of the assignments, the assignee shall inform the Authority in writing on the date of activation of the number range (s).

7.5. The Authority may withdraw any assignment that is not activated within the stipulated period, where the Authority is not informed on the activation date including the dialing formats, or both.

7.6. Numbering Resources shall be utilized in a fair, efficient, transparent, nondiscriminatory and equitable manner.

7.7. Assigned numbering resources shall be implemented and/or dialed in the format as prescribed by the Authority.

8 NUMBERING FEES

There will be three Categories of Numbering Fees, namely: Application Fees, Prorated annual fees, Reservation fees and Annual Numbering Fees, where applicable.

(1) Application Fees

This is a non-refundable Fee that will be charged for each application for assignments or reservations of numbering resources, before any resource is assigned.

(2) Prorated Annual Numbering Fee

A prorated fee, calculated on the basis of the Annual Numbering Fee shall be charged for new assignment during the year, before a resource is assigned.

(3) Reservation fee

A fee equivalent to Annual Numbering Fee for the type of resource, shall be charged for reserved numbers, for the reservation period not exceeding six (6) months.

(4) Annual Numbering Fees (ANF)

An Annual Numbering Fee (ANF) payable every 1st July of each year for all the numbers held by a licensee as of that date.

(5) Memorable (Vanity) Numbers

Some Short Codes numbers shall be categorized as Platinum, Gold and Silver, depending on the level of popularity and memorability and shall be charged different fees.

8.1. Reclamations, withdrawals and/or return of Numbers

There will be no fees on reclamations, withdrawals and return of numbers.

8.2. Exemptions from Charging

The following exemptions apply to the following for numbering resources

- i. National Emergency Numbers (112& 999).
- ii. Child helpline (116), Customer Care number (100), Customer Care numbers for Mobile Money services, harmonized East African Short Codes, harmonized Network Colour Codes and dialing prefixes in the range 000 to 009;
- iii. Numbers for Prepaid credit updates, balance checks and Number Portability Routing Codes;
- iv. Numbers allocated for use by National and County Governments to support social, security, humanitarian services and promotion of public services, and
- v. The Authority may exempt other numbers from fees, from time-to-time and for a prescribed period

9 USE OF NUMBERS FOR EMERGENCY SERVICES

- 9.1. National Telecommunications Emergency Numbers in Kenya are 999 and 112.
- 9.2. Traffic to such numbers shall be delivered to nearest national emergency response centre coordinated by the National Police Service (NPS) or any other agency declared by the National Government.
- 9.3. Network and Service Providers shall ensure that their networks are always configured to deliver of emergency content to the nearest emergency response centre coordinated by the NPS in order to be able to disseminate emergency content to specific geographic areas on short notice.
- 9.4. Such content which may be in a form of data, text and voice etc, shall be conveyed free-of-charge by the caller and the service provider of the emergency service. The Emergency service provider (i.e. the NPS) shall also not pay for the costs of installation and delivery of the messages.
- 9.5. The Authority may allocate use of spectrum and/or additional or a special numbering resources for management of the crisis and such spectrum and/or additional numbering resources assigned shall be provided at no charge to users, government, partners, public, service providers during the period.

10 WITHDRAWAL OF ASSIGNMENT

The Authority may, subject to giving the licensee adequate time respond and remedy the contravention, withdraw the whole or part of a primary assignment where the usage of such assignment contravenes any of the following:

10.1. The Act, Regulations, and/or these Procedures and Guidelines or Any specific conditions relating to the assignment;

10.2. If the whole or part of the assignment is not brought into service within six months, from the date of issue;

10.3. Failure to pay the applicable numbering fees

- i. Failure to pay the annual numbering fees is considered non-compliance and the Authority may cancel number assignments in the case where annual fees related to the assignment have remained unpaid for three months after their due date, without the Authority's approval, among other reasons.
- ii. In the event that the Numbering Resources assignments have been cancelled, the assignee shall have to re-apply for Numbering Registration, of which the same number will not be guaranteed.

11 FACILITATION OF TRAFFIC TO UNASSIGNED NUMBERS

Network operators shall **NOT** facilitate delivery of traffic in Kenya to **Un-Assigned** numbers and to numbers that are **NOT** within the National Communications Numbering and Addressing plans.

12 TARIFF TRANSPARENCY IN ADVERTISEMENTS USING NUMBERING RESOURCES

12.1. When advertising and promoting content offered on Short Codes, Premium Rate and other Numbering Resources, service providers shall ensure that:

- (1) adequate information is provided to consumers to enable them make informed decisions about accessing the services offered;
- (2) there is clear disclosure and/or display tariff(s) to end users and that content delivered by use of the numbering resource shall **not** be promoted as being “free” if it is obtainable by the use of a charge to the consumer;
- (3) The **Font Size** of the tariff displayed shall be visible enough, no less than **0.75** of the size of the number displayed. In the case where the number is displayed, the corresponding tariff shall also be displayed in the same advertisement;
- (4) Consumers clearly distinguish content considered suitable only for adults or which should not be made available to minors;
- (5) There are a convenient and efficient complaints handling and refund mechanism;
- (6) There are clear procedures for the right to “opt in”, “opt out”, subscribing, unsubscribing from a service and end users are clearly informed of any charges for activation of a service, assistance, help, information, support, unsubscribing from any service including the terms and conditions.

12.2. Mechanisms against dissemination of Unauthorized Content

Service providers shall put in place legal and technical measures to safeguard against the use of their systems for dissemination of unauthorized content, including without limitation: offensive, obscene, sexually suggestive, explicit or seditious information.

13 TRANSITION PROVISIONS

- 13.1. Short Codes and Premium Rate Numbers allocated as secondary assignments, under the previous framework, are considered as assigned by the Authority to the Licensees concerned.
- 13.2. Prior to implementation of these procedures and guidelines, assignees will harmonize the numbering resources at their disposal with those in the national numbering scheme for the purpose of retaining only those numbering resources they require.

14 INDUSTRY CODE OF PRACTICE

With the guidance of the Authority, the industry may develop a Code of Practice (CoP) on the utilization of Short Codes, Premium Rate Numbers and other Numbering Resources for the provision of premium rate services, to be adhered to by all players. The industry Code may cover areas including but not limited to advertisements, promotions, pricing, competition, treatment of content, consumer protection including protection of minors and other vulnerable groups, to supplement the provisions in these Procedures and Guidelines.

15 AMENDMENTS

The Authority may amend these Guidelines from time to time in consultation with relevant stakeholders.

Issued by the Communications Authority of Kenya

Director General
Communications Authority of Kenya

Date

16 ANNEX1: FEE STRUCTURE FOR ALL RESOURCES (Kshs) .

TABLE I: FEE STRUCTURE

No	Type of Numbering Resource	Application Fee	Annual Numbering/Reservation Fee
1	Mobile National Destination Codes (NDC)	2,500	4, 100,000
2	Fixed and Voice-over-Internet Protocol (VoIP)		
	-100, 000 Number Block	2,500	410,000
	-10, 000 Number Block	2,500	41,000
	-1,000 Number Block	2,500	4,100
2	5-Digit Short Messaging System (SMS) Short Codes		
	-Ordinary	2,500	40,000
	-Platinum	2,500	80,000
	-Gold	2,500	72,000
	-Silver	2,500	64,000
3	4-Digit Voice/SMS Short Codes	2,500	400,000
4	3- Digit Voice/SMS Short Codes	2,500	4,000,000
5	Unstructured Supplementary Service Data (USSD) Codes		
	3 digits USSD (eg. *123#)	2,500	40,000
	4 digits USSD (eg. *123*4#)	2,500	20,000
	5 digits USSD and longer (eg. *123*45#)	2,500	10,000
6	0800 Toll-Free and 0845 Toll-Share Numbers		
	-Platinum	2,500	40,000
	-Gold	2,500	36,000
	-Silver	2,500	32,000
	-Ordinary	2,500	20,000
7	0900 Premium Rate Numbers		
	-Platinum	2,500	40,000
	-Gold	2,500	36,000
	-Silver	2,500	32,000
	-Ordinary	2,500	20,000
8	Machine-to Machine Communications Services (M2M) Number block	2,500	40,000
9	National Signalling Point Codes (NSPC)	2,500	40,000
10	International Signalling Point Codes (ISPC)	2,500	40,000
11	Mobile Network Codes (MNC)	2,500	40,000

No	Type of Numbering Resource	Application Fee	Annual Numbering/Reservation Fee
12	Issuer Identification Numbers (IIN)	2,500	40,000
13	Maritime Mobile Service Identity (MMSI)	2,500	40,000
14	Network Colour Codes (NCC) <i>used within Kenya</i>	2,500	40,000
15	Data Network Identification Codes (DNIC)	2,500	400,000
16	Data Network Identification Codes (DNIC)	2,500	400,000
17	Harmonized Network Colour Codes (NCC) Harmonized within the East African Community)	Exempted	Exempted
18	Number Portability Routing Codes (NPRC)	Exempted	Exempted
19	Customer Care Code (100), Mobile Money Customer Support Code, Emergency Numbers (999,112), Child helpline (116), Prepaid charge/balance check (130, 131, 141,144) International/Regional Routing Codes (000 to 009)	Exempted	Exempted
20	Numbers assigned for use by Governments for promotion of social, humanitarian and public services, and all other numbers exempted by the Authority from time-to-time	Exempted	Exempted

17 ANNEX II: APPLICATION FORM FOR NUMBERING



1. Applicant Contact Details Name of Licensee:

Postal Address:

City/Town

Postal Code

2. Physical Address

City/Town:

Street:

Building Name and/or

Number:

Floor:

3. Details of Contact Person (s) Handling Numbering Resource

Names of Contact person:

Fixed Line:

Mobile:

Fax:

Email:

4. Licensee Details

Name of Licence:

Licence Number: _____

5. Numbering Resource Details

5.1. Capacity of Numbering resource(s) applied: _____

5.2. Type of service(s) planned : _____

5.3. Target market and service area: _____

5.4. Duration of usage of the resource: _____

5.5. Planned activation date: _____

Attachments

Please attach the following documents with this application form where applicable:

DOCUMENT	For Official Use Only CA REMARKS
5.6. A general tariff guide for the various services to be delivered on the numbering resource (s).	
5.7. Authorization letters or Applicable licenses from other government offices or agencies, where applicable (e.g. CBK, BCLB etc).	
5.8. For new applications within the service category, a comprehensive network topology indicating points of interconnection with Network Facility Provider equipment and other licensees as applicable to your service. (The Authority may choose to inspect the network facility to appreciate and also ensure compliance to requirements like Type Approval, Spectrum etc.	
5.9. Framework for protection of minors, complaints resolution handling and client exit from the service, where applicable.	

5.10. Existing numbering resource assignments and utilization within the requested service category, in the format below:

Assigned Numbers	Block of	Capacity	Numbers Utilized in the Block	For Official Use Only	
				% Utilization	CA Remarks
1.					
2.					
3.					
4.					
Total					

(Please attach a separate sheet if the number blocks are more than 5)

6. Declaration

I hereby certify the information I have provided in this application is true and correct to the best of Knowledge. I also understand that it is an offence under the penal code to give false information in support of any application.

Name: _____

Signature: _____ Date: _____

Completed application forms should be returned to: -

Director/Licensing, Compliance & Standards
Communications Authority of Kenya
CA Centre, Waiyaki Way
P. O. Box 14448 Nairobi 00800

FOR OFFICIAL USE ONLY

The applicant MEETS/ DOES NOT MEET the Authority's requirements and is hereby RECOMMENDED/NOT RECOMMENDED to be issued with the following Numbering resource (s):

.....
.....

The reasons for not recommending the applicant for the numbering resource (s) are as follows: -

.....
.....

Name.....

Designation..... SignatureDate :.....