



Tanzania Communications Regulatory Authority-TCRA

National Numbering Plan

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UNITED REPUBLIC OF TANZANIA

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

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NATIONAL NUMBERING PLAN

and

**List of Numbering Resource Assignments
(United Republic of Tanzania)**

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1.0 INTRODUCTION

1.1 Background

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

The Act established the Tanzania Communications Commission charging it with various responsibilities, one of them 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.

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

To	Calling Format
Kenya	005 + NDC + SN
Uganda	006 + NDC + SN
Rwanda	004 + NDC + SN
Burundi	003 + NDC + SN

This is 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 different services, as follows:

Table 2: access codes for different services

OT	Services
00	Regional prefix
01	Reserved for carrier selection use
02	PSTN services
03	Machine to Machine Communications Services
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) has 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

02A	Geographic dialling area allocated
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 , Katavi, Songwe and Rukwa Regions
026	Dodoma, Iringa, Njombe, Tabora and Singida Regions
027	Arusha, Kilimanjaro, Manyara and Tanga Regions
028	Mwanza, Geita, Simiyu, Mara, Shinyanga, Kagera and Kigoma Regions
029	Reserved for future use

Table 4: PSTN Access Codes Assignments

S/N	OPERATOR	ASSIGNED CODE
1.	Tanzania Telecommunications Corporation	02A 2 + XXXXXX
2.	Zanzibar Telecom PLC	02A 5 + XXXXXX

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

3.4 The 'find me anywhere" Access Codes

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

06A/07A Ranges	Type of Service
060	Reserved for future use, e.g. Paging Services
061	<i>Spare for mobile operators</i>
062 -069	Assigned to mobile operators
070	<i>Designated for Personal Numbering</i>
071	Assigned to mobile operator
072	<i>Spare for mobile operators</i>
073 -079	Assigned to mobile operators

Mobile Number Assignments:

Each operator in the mobile telephone network is allocated a network access code **07B Y XXXXXX** or **06B Y XXXXXX** (where digit 'B' identifies the operator network, Y may take any digit except **0** & **1** which can used after getting approval from TCRA and **XXX XXX** are other six digits of Subscriber Number), as follows:

Table 6: 'find me anywhere' Assignments

S/N	OPERATOR	7-digit Assignments	STATUS
1.	MIC Tanzania limited	071 + Y XXXXXX	OPERATIONAL
		065 + Y XXXXXX	OPERATIONAL
		067 + Y XXXXXX	OPERATIONAL
2.	Tanzania Telecommunications Corporation	073 + Y XXXXXX	OPERATIONAL
3.	Vodacom Tanzania PLC	074 + Y XXXXXX	OPERATIONAL
		075 + Y XXXXXX	OPERATIONAL

S/N	OPERATOR	7-digit Assignments	STATUS
		076 + Y XXXXXX	<i>OPERATIONAL</i>
4.	Zanzibar Telecom PLC	077 + Y XXXXXX	<i>OPERATIONAL</i>
5.	Airtel Tanzania PLC	078 + Y XXXXXX	<i>OPERATIONAL</i>
		068 + Y XXXXXX	<i>OPERATIONAL</i>
		069 + Y XXXXXX	<i>OPERATIONAL</i>
6.	Benson Informatics Limited	079 + Y XXXXXX	<i>OPERATIONAL</i>
7.	Smile Communications Tanzania Limited	066 + Y XXXXXX	<i>OPERATIONAL</i>
8.	Viettel Tanzania PLC	062 + Y XXXXXX	<i>OPERATIONAL</i>
9.	Mkulima African Telecommunication Company Limited	063 + Y XXXXXX	<i>OPERATIONAL</i>
10.	Wiafrica Tanzania Limited	064 + Y XXXXXX	<i>OPERATIONAL</i>

3.5 Machine to Machine (M2M) Communications Services

Services included are any communications between M2M with minimum or no human intervention in which the use of Mobile Station International Subscriber Directory Number (MSISDN) is required.

Table 7: Machine to Machine Access Codes

NDC	M2M Number	Type of Service
300	+255 300 ZZ XXXXXX	M2M Communications Services

ZZ identifies Operator Networks

XXXXXXX are the seven-digit subscriber (end user) number.

3.6 Other Assignments

Table 8: Identification codes for public cellular networks in the country (MCC/MNC)

S/N	OPERATOR	ASSIGNED CODES
1.	Shared Network Tanzania Limited	640-01
2.	MIC Tanzania PLC	640-02
3.	Zanzibar Telecom PLC	640-03
4.	Vodacom Tanzania PLC	640-04
5.	Airtel Tanzania PLC	640-05

S/N	OPERATOR	ASSIGENED CODES
6.	Tanzania Telecommunications Corporation	640-07
7.	Benson Informatics Limited	640-08
8.	Viettel Tanzania PLC	640-09
9.	Smile Communications Tanzania Limited	640-11
10	Wiafrica Tanzania Limited	640-13

Table 9: Issuer Identifier Numbers (IIN)/SIM HEADER assignments for Public Cellular Network in the Country

S/N	OPERATOR	ASSIGENED CODES
1.	MIC Tanzania PLC	89-255-02
2.	Zanzibar Telecom PLC	89-255-03
3.	Vodacom Tanzania PLC	89-255-04
4.	Airtel Tanzania PLC	89-255-05
5.	Tanzania Telecommunications Corporation	89-255-07
6.	Benson Informatics Limited	89-255-08
7.	Viettel Tanzania PLC	89-255-09
8.	Smile Communications Tanzania Limited	89-255-11

Table 10: Data Network Identification Codes (DNIC) for Public Data Networks in Tanzania

S/N	OPERATOR	ASSIGNED CODE
1.	Equant Tanzania Limited	640-1
2.	Satcom Networks Africa Limited	640-5
3.	Simbanet Tanzania Limited	640-6
4.	Smile Communications Tanzania Limited	640-9

Table 11: International Signalling Point Codes (ISPCs) in Tanzania

S/N	EXCHANGE OPERATOR	ASSIGNED ISPC
1.	Tanzania Telecommunications Corporation	6 – 080 – 0
2.	Benson Informatics Limited	6 – 080 – 1
3.	MIC Tanzania PLC	6 – 080 – 2
4.	Zanzibar Telecom PLC	6 – 080 – 3
5.	Vodacom Tanzania PLC	6 – 080 – 4
6.	Airtel Tanzania PLC	6 – 080 – 5
7.	Six Telecoms Company Limited	6 – 080 – 6

S/N	EXCHANGE OPERATOR	ASSIGNED ISPC
8.	Zanzibar Telecom PLC	6 – 080 – 7
9.	Tanzania Telecommunications Corporation	6 – 081 – 0
10.	Viettel Tanzania PLC	6 – 081 – 1
11.	Vodacom Tanzania PLC	6 – 081 – 3
12.	Viettel Tanzania PLC	6 – 081 – 4
13.	Airtel Tanzania PLC	6 – 081 - 5
14.	Airtel Tanzania PLC	6 – 081 – 6
15.	Airtel Tanzania PLC	6 – 081 – 7
16.	Smile Communications Tanzania Limited	6 – 123 – 0
17.	Wiafrica Tanzania Limited	6 – 123 – 1

Table 12: Corporate Services Type_1

S/N	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 13: Corporate Services Type_1 – VOICE OVER IP (VoIP)

S/N	NUMBER RANGE/CODE	OPERATOR	STATUS
1.	041 12 ZZZZZ	Simbanet Tanzania Limited	<i>OPERATIONAL</i>
2.	041 15 ZZZZZ	Startel Raha Limited	<i>OPERATIONAL</i>
3.	041 19 ZZZZZ	Tanzania Telecommunications Corporation	<i>OPERATIONAL</i>

3.7 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, the “**1XX**” range is used. The short codes shall be common to all operators in Tanzania. A summary of the applicable short codes and their applications in the New Numbering Scheme is provided below:-

Table 14: CUSTOMER ASSISTANCE (FREE OF CHARGE)

SN	10X RANGE	APPLICATION	STATUS
1.	100	Customer Care/Operator Assistance (Swahili)	
2.	101	Customer Care/Operator Assistance (English)	
3.	102	Check Balance/Billing Inquiry (Swahili)	

SN	10X RANGE	APPLICATION	STATUS
4.	103	Check Balance/Billing Inquiry (English)	<i>OPERATIONAL</i>
5.	104	Recharge (Swahili)	
6.	105	Recharge (English)	
7.	106	Check to confirm if your SIM Card is Registered	
8.	107	Customer Care IVR	
9.	108	e-Government Services	Reserved
10.	109	Spare	Reserved

Table 15: LIFE AND SAFETY (FREE OF CHARGE) SERVICES

SN	11X & 19X RANGE	APPLICATION	STATUS
1.	110	Emergency services for Lake Victoria and other water bodies	Operational
2.	111	Crime Stoppers	Operational
3.	112	Emergency, Police	Operational
4.	113	Anti-corruption	Operational
5.	114	Fire Services	Operational
6.	115	Ambulance Services	Reserved
7.	116	Child Help Line	Operational
8.	117	Health Help Line	Operational
9.	118	Safety in National Parks and Game Reserves	Reserved
10.	119	Anti-Drugs	Reserved
11.	190	Disaster Services	Reserved
12.	191-199	Spare	

NB: All spare codes shall only be used upon TCRA's authorisation

Table 16: VOICE MAIL (DISCOUNTED TARIFF)

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

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

Table 17: EAST AFRICA REGIONAL COMMON SHORT CODES (FREE)

SN	1XX RANGE	APPLICATION
1.	Customer Service	100
2.	Recharge	130
3.	Check Balance	131
4.	Surface and Marine Transport Instant Reporting Services	121
5.	Voicemail retrieval	123
6.	Emergency Services for Lake Victoria	110
7.	Emergency, Police	112
8.	Child Help line	116
9.	Carrier selection	17X (18X in reserve)

Table 18: EXTRAS (STANDARD TARIFF)

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

Table 19: TEST SERVICES (FREE OF CHARGE)

SN	14X RANGE	APPLICATION
1.	140	Test Desk/Report faulty line
2.	141	Test Desk by technician
3.	142	Test phone from subscribers
4.	143	Test Tone
4.	144	Fault reporting on the ICT backbone
5.	145-146	Spares

VAS Numbering Allocation for USSD Applications

Table 20: VAS USSD Numbering Allocation

SN	14X / 15X RANGE	FORMAT	APPLICATION
1.	147	*147*YY	General Services
2.	148	*148*YY	Free Services
3.	149	*149*YY	General Services
4.	150	*150*YY	E-Commerce (financial) Services
5.	151	*151*YY	E-Commerce (financial) Services
6.	152	*152*YY	Government Services

VAS Numbering Allocation for SMS Applications

Table 21: VAS SMS Numbering Assignments

S/N	Number Range	Service Category/Number Assignment
	15X YY	Value Added Service (VAS) Numbering Assignments Where: X is the Service Category and YY 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	Government Services
4.	153 YY	Standard Rate Codes (e.g. voting, yellow pages; at standard rates up to basic premium rate)
5.	154 YY	Standard Rate services
6.	155 YY	Basic Premium Rate Codes (e.g. Lotto, horoscope, Download of video, Images & Graphics etc; charged at basic premium rates)
7.	156 YY	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

NOTICE ON VAS SHORT CODE USAGE AND ASSIGNMENTS

1. While there is a potential for pricing overlap between certain categories above, the TCRA expects that competitive pressures will in most cases drive operators and content providers 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 Free Text is used in this document rather than Free Phone, as the latter is not appropriate for the service being offered.
6. The Authority has identified GOLD, SILVER, BRONZE and Ordinary VAS SMS 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 the customer's preference as the codes have different registration fees. This will make an applicant aware of a code being paid 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 if the applicant requires only one SMS VAS code and one USSD VAS Code. To that effect, the applicant shall submit to the Authority the duly filled application form (form 'G') together with certified copies of company registration certificates, TIN, business license(s) and company's profile.
 - iv. In cases that an applicant will require more codes than stated in criteria above, an 'application services license' should be applied prior to assignment of the applied codes.

3.8 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 22: Carrier and Pre-selection Codes

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

3.9 Local Special Services Access Codes

These are services locally available, which are to be accessed by customers/users free of charge, including Credit card calling services.

Table 23: Special Services Access Codes Assignments

S/N	800 RANGE	Definition
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

3.10 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 24: Fixed & Special Rate Services Numbering Assignments

S/N	08XX NUMBER RANGE	Definitions
1.	0800 YY ZZZZ	National Free phone (Local Toll Free).
2.	0800 00 ZZZZ	National Free Phone for individual Organizations (Toll Free)
3.	0808 YY ZZZZ	International Free phone (Worldwide Toll Free).
4.	0840 YY ZZZZ	Shared Cost Services (Special Services Local Rate).
5.	0860 YY ZZZZ	National Rate Services (Special Services Toll Rate).
6.	0861 YY ZZZZ	Special Rate Services (Special Services Fixed Rates).

Table 25: Local National Toll Free Phone

S/N	0800 YY ZZZZ	National Free Phone	Operator
1.	0800 11 ZZZZ	Local Toll Free	Tanzania Telecommunications Corporation
2.	0800 12 ZZZZ	Local Toll Free	Zanzibar Telecom PLC
3.	0800 71 ZZZZ	Local Toll Free	MIC Tanzania PLC
4.	0800 75 ZZZZ	Local Toll Free	Vodacom Tanzania PLC
5.	0800 78 ZZZZ	Local Toll Free	Airtel Tanzania PLC

Table 26: International Toll Free Phone

S/N	0800 YY ZZZZ	National Free Phone	Operator
1.	0808 11 ZZZZ	International Toll Free	Tanzania Telecommunications Corporation

Table 27: Shared Cost Services

S/N	0840 YY ZZZZ	National Free Phone	Operator
1.	0840 11 ZZZZ	Local Toll Free	Tanzania Telecommunications Corporation

Table 28: Premium Rate Services Numbering

S/N	090X NUMBER RANGE	Definitions
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 - 0909 YY ZZZZ	Spare

Table 29: Premium Rate Services Numbering Assignments

S/N	090X NUMBER RANGE	Type of Service	Operator
1.	0900 11 ZZZZ	Information Services (Premium Services)	Tanzania Telecommunications Corporation
2.	0901 00 ZZZZ	Entertainments Services (Multi-media Services)	Airtel Tanzania PLC
3.	0901 11 ZZZZ	Entertainments Services (Multi-media Services)	Tanzania Telecommunications Corporation
4.	0901 12 ZZZZ	Entertainments Services (Multi-media Services)	Vodacom Tanzania PLC
5.	0901 65 ZZZZ	Entertainments Services (Multi-media Services)	MIC Tanzania PLC
6.	0901 76 ZZZZ	Entertainments Services (Multi-media Services)	Vodacom Tanzania PLC
7.	0901 22 ZZZZ	Entertainments Services (Multi-media Services)	Viettel Tanzania PLC

4.0 FUTURE ASSIGNMENTS

The numbering resources will be assigned on a continuous basis depending on the applications received and emerging new services or operators in accordance with the published APPLICATION GUIDELINES AND FEES FOR NUMBERING RESOURCES.