



**PROCEDURES AND GUIDELINES**

**FOR**

**THE MANAGEMENT OF**

**TELECOMMUNICATIONS SHORT CODES**

**AND PREMIUM RATE NUMBERS**

**IN**

**KENYA**

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### **3 Introduction**

The Communications Commission of Kenya (hereinafter referred to as the Commission) is established under the Kenya Information and Communications Act, CAP 411A to license and regulate postal, information and communications services in Kenya.

As part of its mandate, the Commission manages communications resources including numbers. In this regard, the Commission, amongst others, develops and administers the National Numbering resources for Kenya and provides guidelines on allocation and use of numbering resources including Short Codes.

Short codes such as those used for short message services (SMS) have become popular for providing value added services. These services include premium rate communication services offered by licensed Content Service Providers (CSPs), where the cost is often above the basic SMS tariff rate. Examples include subscription based services like news and weather services.

In tandem with the increased popularity of short code services, there is also a growing demand for service interoperability and common codes between networks.

Though many of these SMS short codes are network specific and therefore not based on the international ITU-T E.164 standard, end-users of any network can use the same code to access the same services, if the service is accessible in their respective networks.

The Commission currently assigns certain categories of SMS short codes in blocks while giving the assignee (mobile operators) the responsibility of undertaking secondary assignment of the codes to other service providers and end users. This is done for the convenience of quick industry operations, partly because most of these codes are technically network specific codes and also because they are not based on the international ITU-T E.164 standard.

In view of the above foregoing circumstances, the Commission has found it necessary to issue these procedures and guidelines in order to ensure efficient and progressive management of the numbering resource, and thereby facilitate equitable access, transparency, fair competition and consumer protection.

#### **4 Application of the Procedures and Guidelines**

These procedures and guidelines are issued pursuant to Regulation 5 of The Kenya Information and Communications (Numbering) Regulations, 2010.

#### **5 Effective Date of the Procedures and Guidelines**

The Procedures and Guidelines shall be effective from the effective date.

#### **6 Amendments to the Procedures and Guidelines**

The Commission may, from time to time, in consultation with relevant stakeholders, amend these Procedures and Guidelines.

#### **7 Court Orders**

These Procedures and Guidelines may not apply where Court Orders are in effect with respect to specific numbers.

#### **8 Definitions and Abbreviations**

##### **8.1 Definitions**

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

“**Act**” means the Kenya Information and Communications Act, 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;

“**An 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;

“**Commission**” means the Communications Commission 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 Commission. The Commission may, from time to time, prescribe the structure of the report;

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

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

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

“**Network Facility Provider**” means a licensee authorised by the Commission 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)**” in this document refer to Short Code (s) and Premium Rate Number(s);

“**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;

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

**8.2 Abbreviations**

ASP      Application Service Provider

CLI      Calling Line Identity

CSC      Common Short Code

CSP      Content Service Provider

EACO    East African Communications Organizations

MMS    Multimedia Messaging Service

MNP    Mobile Number Portability

NFP    Network Facility Provider

PRN    Premium Rate Number

PRS    Premium Rate Service

PRSP   Premium Rate Service Provider

SMSC   Short Message Service Center

SIM    Subscriber Identity Module

SMS    Short Message Service

SLA    Service Level Agreement

TFN    Toll Free Number

ULF    Unified Licensing Framework

USSD   Unstructured Supplementary Service Data

## **9 Objectives and Scope of these Procedures and Guidelines**

These Procedures and Guidelines apply to Network Facilities Providers, Applications Service Providers, Content Service Providers and End Users.

The objective is to provide a framework for efficient and progressive management of the numbering resources, and thereby facilitate equitable access, fair competition and consumer protection.

## **10 Guiding Principles and Responsibilities**

The principles set out below outline the broad framework for the administration of the telecommunications Short Codes, Premium Rate Numbers and other related numbering resources used to provide a variety of telecommunications services, having due regard to public policy.

### **10.1 Numbering Resources**

Numbering resources used in the provision of communications services are a valuable scarce national resource, finite in size whose management and administration affects the national interest.

### **10.2 Overall Responsibility for the Management and Administration of the Resources**

Pursuant to the Act and Regulations, the Commission has the overall responsibility for assignment, reservation and reclamation of the Numbering resources.

In carrying out this mandate, the Commission also has the responsibility of ensuring that there is adequate supply of the resources to meet the needs of the industry and market.

### **10.3 Responsibility of Licensees with Assignments**

Licensees that are assigned numbering resources shall be responsible for ensuring that such assignments are utilized in accordance with these Procedures and Guidelines, the prescribed numbering plan and for the intended purposes, in order to ensure efficiency.

### **10.4 Accessibility to the Resource and Competition**

Numbering Resources shall be accessible by those eligible in a fair, transparent, non-discriminatory and equitable manner.

### **10.5 Capacity and Flexibility of the Numbering Plan**

There shall be a National Numbering Plan that shall provide adequate capacity to support future needs of the industry and flexibility to support migration to higher levels of service and technology without number changes.

## **10.6 Cost Effective Developments and Management**

Any developments and management of the numbering resources shall take into account costs and convenience to Consumers, Operators and Service Providers.

## **10.7 Compliance to Regional and International Agreements**

The Numbering Plans should take into account regional and international agreements, standards and recommendations.

## **11 Eligibility and Use of Assignments**

### **11.1 Primary Assignments**

Network Facility Providers and Application Service Providers with a valid Compliance Certificate are eligible for assignment of Short Codes and Premium Rate Numbers for provision of text messaging and voice based premium rate services respectively, for own use and for secondary assignment to Content Service Providers.

### **11.2 Secondary Assignments**

Content Service Providers<sup>1</sup> with a valid Compliance Certificate are eligible for secondary assignments from Network Facility Providers and Application Service Providers with primary assignments from the commission for provision of short text messaging services over Short Codes and voice over Premium Rate Numbers.

### **11.3 Use of Short Codes for Voice Services**

Use of short codes for provision of voice based services including application of a charge for callers, shall be pursuant to an assignment or approval of the Commission. Such charge shall not be more than the basic rate offered.

### **11.4 Use of Short Codes for the provision of Voice Based Premium Rate Services**

Unless for those services which the Commission shall consider and approve as services of national interest, championing a national course or campaign, run, supported or done in partnership with government or government agency for a limited period of time, and those services which the Commission shall specify in the numbering plan, voice based premium rate services shall be delivered by use of Premium Rate Numbers.

### **11.5 Voice Short Codes for Public Emergency Services**

The Commission may assign or approve use of Short Codes by government and other state agencies for provision of Safety and Public Emergency Services like Police (e.g. 999 and 112), Fire, Ambulance, Disaster Responses, Rescue Services, Mitigation against Disease Outbreaks, Anti-Terrorism, Corruption Activities, Conflict Mitigation, Peace Building, Information Gathering, Specified Public Helpline etc. Such services shall be

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<sup>1</sup> This also applies to Licensed PRSPs that are yet to migrate to the Unified Licensing Framework (ULF),

common to all operators and the corresponding services will be provided and accessed **free of charge** by end users.

#### **11.6 Voice Short Codes for use by Private Service Providers**

The Commission may assign Short Codes to network operators for use as helplines and to support Public Services offered by Private Service Providers, Governmental Agencies, Non Governmental Organization or Public Private Partnerships. Such Short Codes shall be common to all operators and shall be accessed **free of charge** by end users. However, network operators may negotiate with the service provider for the purpose of recovering part or all of the costs of delivering the services.

#### **11.7 Use of Secondary Assignments of Short Codes**

Unless otherwise approved by the Commission, secondary assignments of short codes shall be used for provision of SMS or short text messaging services.

#### **11.8 Tariffs for Services Delivered on Secondary Resource Assignments**

Network operators and service providers shall mutually determine the applicable tariffs for services delivered on the Short Codes and Premium Rate Numbers, bearing in mind the need to ensure that the tariffs are justifiable, fair and non discriminatory to both parties. Such tariffs shall be filed with the Commission for records.

#### **11.9 Principles for Secondary Assignments**

Secondary assignments of the numbering resources shall adhere to the following principles:

- Fairness;
- Transparency;
- Non discrimination;
- Compliance with the numbering plan; and
- Use for the provision of duly authorized services.

#### **11.10 Facilitation of Traffic to Unassigned Numbers**

Network operators must ensure that traffic is not delivered to numbers that do not exist within the Kenyan Communications Numbering plans.

#### **11.11 Activation of the Primary Assignments**

- i. Primary assignments of numbering ranges must be put into service by the assignee within a period of six months from the date of assignment.

- ii. On or before activation of the primary assignments, the assignee shall inform the Commission in writing on the date of activation of the number range (s) and the dialing format.
- iii. The Commission may withdraw any primary assignment that is not activated within the stipulated period, where the Commission is not informed on the activation date including the dialing formats, or both.

#### **11.12 Activation of the Secondary Assignments**

- i. Secondary assignment of numbering resources shall be put into service within a period of six months from the date of assignment.
- ii. The resources that are not activated within the stipulated period, shall be withdrawn by the primary assignee and notified to the Commission in accordance with the notification procedure of these Procedures and Guidelines, and made available to other users.

#### **11.13 Transfer of the Assigned Resource**

Numbering resources assigned by the Commission are not transferable to another entity or another service without the prior written approval of the Commission. The Commission shall conduct regular audits on their utilization to ensure that the resources are utilized in accordance with these Procedures and Guidelines and for the intended purposes.

#### **11.14 Dialling Formats**

Network operators shall ensure that the allocated numbers are dialed in the prescribed format including the prescribed Unstructured Supplementary Service Data (USSD) protocol formats.

#### **11.15 The USSD Protocol Design Formats**

Other than those USSD formats standardized by the Commission, Network Operators and Service Providers may develop Short Codes with USSD formats. Such formats shall be designed from the assigned numbering resources and associated services.

Additionally, the initial digit of the assigned series shall form the first decimal digit of the USSD in consistence with the guiding principles outlined in this document.

### **12 Revenue Sharing Arrangements and Service Level Agreements**

#### **12.1 Revenue Sharing**

Whereas the revenue sharing shall be subject to commercial arrangements between Network Operators and Content Service providers, such arrangements shall be in compliance with relevant provision of the prevailing Kenya Information and

Communications Regulations related to Tariffs, Fair Competition and Equality of Treatment.

Disputes arising between licensees may be resolved bilaterally in line with mutually agreed mechanisms, failure to which the same may be escalated to the Commission for resolution in line with the Act and the prevailing Kenya Information and Communications (Dispute Resolution) Regulations.

## **12.2 Filing of Agreements with the Commission**

The Network Operators and Content Service Providers shall submit Service Level Agreements, revenue sharing and other related agreements to the Commission.

## **13 Quality of Service, Advertising and Promotions**

### **13.1 Quality of Service and Tariff transparency**

Service Providers shall ensure that the highest level of service is given to consumers and that the consumers:

- a) Have sufficient information to enable them make informed decisions about accessing the services offered using a particular Short Code and/or Premium Rate Number;
- b) Have access to a convenient and efficient complaints handling mechanism;
- c) Are sufficiently informed of the nature, tariff(s), terms and conditions of access of the services using the numbering resource at the time of sale, in advertising and while using the service;
- d) Can distinguish content considered suitable only for adults or which should not be made available to minors;
- e) Can readily and easily unsubscribe for each service separately, without undue delay. Where refund is considered, the licensee will make the refund via the same medium or mode through which the amount was received or through a specified mechanism and notify the subscriber of the same;
- f) Text messages sent and received by consumers must be stored by a service provider for a period of not less than six (6) months.
- g) All subscription terms and billing intervals must be clearly specified and there shall be no instances of 'hidden' charges and any associated charges for services rendered shall be disclosed.

- h) The terms and condition of service shall outline the refund arrangements where the competition mechanism or voting conditions changes prior to entry.

### **13.2 Procedure for Subscribing, Unsubscribing and Terms and Conditions**

Service providers shall clearly provide a procedure for unsubscribing from a service and end users shall clearly be informed of any charges for activation of a service, assistance, help, information, support, unsubscribing from any service including the terms and conditions, before the end user opts to subscribe to the service.

### **13.3 Disclosure of Tariffs**

All service providers advertizing their services shall clearly disclose and/or display the tariff to end users in accordance with the Act, the prevailing Kenya Information and Communications (Consumer Protection) Regulations and other relevant Regulations.

### **13.4 Customer support and complaints**

The Network Providers and Content Service Providers shall maintain a customer support centre where complaints can be addressed within a reasonable time frame. In a situation where a provider believes a complaint is not relevant, reasons for such decision must be conveyed to the complainant within a reasonable period of time.

### **13.5 Dissemination of Unauthorized Content**

Network operators 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. Such safeguard measures shall be filed with the Commission.

### **13.6 Dissemination Unsolicited Content**

Service Providers shall ensure that no unauthorized and/or unsolicited content is disseminated to consumers either for marketing or other purpose.

Continuous violation of this clause may result in the withdrawal of the numbering resource assigned for the service.

### **13.7 Pricing, Advertising and Promotions of Content**

When advertising and promoting content offered on Short Codes, Premium Rate and other numbers, service providers shall ensure that:

- a) Such advertisement is clear and conspicuous regarding terms and conditions. At all times, the service provider must clearly and conspicuously inform consumers on the service offering and cost of sending and/or receiving a text/voice message service to the number.

- b) The consumer is informed clearly, where the subscription service incurs a recurring or repeated charge to the consumer.
- c) The age of consumers not eligible for such service.
- d) Information on how to unsubscribe from the service.
- e) The **Font Size** of the tariff displayed shall be no less than **0.75** of the size of the number displayed. In the case where the number is not displayed, the corresponding tariff shall also be displayed in the same advertisement.
- f) Content services 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.
- g) All advertisements and promotional materials shall include the identity of the service provider, telephone numbers, and contact details of the service provider including customer support numbers and where applicable the physical location of a support centre;
- h) All advertisements and promotions shall clearly indicate whether a service is a subscription; the terms and conditions of the programme and service pricing information.
- i) All advertising promotional materials, and service help messages shall clearly display the consumer’s right to “opt in” or “opt out” of any promotion, programme or service, whether subscription based or otherwise.

## **14 Procedure for Resource Assignment from the Commission**

### **14.1 Application Form**

Application for the numbering resources from the Commission shall be done using the application form at the Annex II. The most current version of the application form shall be available on the Commission’s Website.

The applicant should generally be required to provide the following information:

- i. Name and address of applicant, the official contact person handling the numbering resources, the physical and postal address, telephone and email address;
- ii. Type of license held by the applicant, its compliance status, the location of the network and the area where the service is required;

- iii. The list of all services that are to be provided by use of the numbering resource (s) including the indication of tariffs, the complaints resolution mechanisms in place and measures for protection of minors and vulnerable groups, where applicable;
- iv. New applicants will provide the network and service rollout plan including a comprehensive schematic and network topology diagram; showing clearly end user distribution and planned interconnectivity with network operators and service providers within and outside the country;

The Commission may inspect the applicant's network to ensure conformance with the scope of the licence; compliance to Type Approval, Interoperability, Spectrum and other conformity requirements;

- v. The applicant may also specify the preferred numbering resource (s). The Commission is, however, not bound to assign any preferred resource;
- vi. Specified target market, the duration of assignment, and utilization of any existing assignments, among others.

#### **14.2 Consideration of the Application for Resources Capacity**

When considering applications for new and additional numbering resource assignments from the numbering plan, the Commission shall follow these Procedures and Guidelines and consider a licensee's compliance with its license and other conditions.

#### **14.3 Additional Assignments of Numbering Resources**

Additional Numbers may be assigned by the Commission where there is:

- Compliance with the Act, Regulations, License conditions, these Procedures and Guidelines and conditions relating to the assignment; and
- Evidence of 80% activation of the assigned numbering resource (s) within a service category.

#### **14.4 Procedure for Secondary Assignments**

Written applications for secondary assignments shall be submitted to those with primary assignment. The primary assignee shall use a standard form for receiving applications for secondary assignments.

##### **14.4.1 General Requirements**

Those providing secondary assignments must request applicants for evidence of:

- a) A licence and a valid Compliance Certificate issued by the Commission;
- b) Compliance with relevant legal requirements enforced by other State Agencies;
- c) 80% utilization of the assigned numbering resource (s) within a service category.

#### **14.4.2 Notification on Secondary Assignment**

A licensee making secondary assignments shall, within seven (7) working days, notify the Commission of the assignment by way of post/courier and email/fax through a standard notification form whose current version is available the Commission's Website.

The notification template is available in Annex III of this document.

#### **14.4.3 General Information in the Notification Form**

The notifications shall generally provide information including but not limited to the resource assigned or reclaimed, name of the service provider, the planned service, any providing partner (s), indication of tariff planned, duration of assignment, contact person(s) names, telephones, email, fax etc.

#### **14.4.4 Secondary Assignments to be used as Common Network Resources**

All secondary assignments of Short Codes, Premium Rate Numbers and Toll Free Numbers associated with facilitating the provision of premium rate services are considered common network resources and therefore capable of being connected and accessed from all fixed and mobile network, subject only to commercial, interconnection and other business agreements.

#### **14.5 Withdrawal of a Primary Assignment**

The Commission may withdraw the whole or part of a primary assignment where the usage of such assignment contravenes any of the following:

- i. The Act, Regulations, and/or these Procedures and Guidelines;
- ii. Any specific conditions relating to the assignment;
- iii. If the whole or part of the assignment is not brought into service within six months, from the date of issue;
- iv. Laws of Kenya.

#### **14.6 Authorization from other Governmental Agencies**

Where the types of services contemplated by a service provider require authorization from other government agencies; such authorization shall first be obtained before any resource allocation is done and a copy of such authorization should be filed with the Commission.

#### **15 Audit process**

Each holder of a primary assignment shall submit to the Commission annual returns on the utilization of the assignments by filling the “Annual Numbering Return (ANR)” whose template is available in Annex IV as may be modified by the Commission from time to time. The current version of the notification form shall be available at the Commission’s website.

#### **16 Industry Code of Practice**

With the guidance of the Commission, the industry may develop a Code of Practice (CoP) on the utilization of Short Codes, Premium Rate Numbers and other numbers 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.

#### **17 Transitional Provisions**

With the coming into effect of these guidelines and in order to ensure smooth transition from the existing 3 & 4-digits Short Codes to 5-digits, the following will be followed: i.e.

##### **17.1 Initial Assignments**

Those eligible for primary assignments will apply for an initial assignment of not more than **4,000** Short Codes and **1,000** Premium Rate from the Commission. This will be done by filling a standard Numbering Application Form available at the Commission’s website.

The template of the application form is available in Annex II, while the available blocks are detailed in Tables IV and V of ANNEX 1.

##### **17.2 Attachments to the Application**

The following documents shall be attached to the application.

###### **17.2.1 List of assigned Short Codes and Premium Rate Numbers**

List of Short Codes and Premium Rate Numbers that had been assigned and the subsequent secondary assignment made. The numbers shall be presented in an ascending order and in a format as detailed in Tables VI of Annex V.

### **17.2.2 Migration plan to the harmonized Short Codes and Network Colour Codes**

All operators that are yet to migrate to the harmonized Short Codes and Network Colour Codes appearing in Tables II and III of ANNEX I respectively shall attach a reasonable migration and implementation plan to the application before any consideration for the Short Code and Premium Rate Number assignments.

### **17.3 Migration Plan to 5-digits Short Code plan.**

- a) All existing 3 & 4 digit secondary Short Code assignments, whose validity period is within six months from the date of these Procedures and Guidelines, will continue to be used until the expiry period. Any new Assignments thereafter will be from the new 5-digit Short Code resource;
- b) Primary Assignees shall develop a migration plan for the permanently assigned 3 & 4-digit Short Codes for implementation within six months from the date of issue of these guidelines. The plan will be done in collaboration with the service provider.

The migration plan to be developed shall consider any of the following options:

- Immediately replacing a current 3 & 4-digit Short Codes with a 5-digit Short Codes;
  - Assigning a suitable new 5-digit Short Code within the service category to run in parallel with the old 3 & 4-digit short codes for the period not exceeding six months from the date of issue of these Procedures and Guidelines;
  - Prefixing the first digit of the assigned series to the existing Short Code to reflect the assigned series;
  - Prefixing the first digit of the assigned series and placing a suitable digit anywhere within the existing short code for easy and convenient migration to the 5-digit plan.
- d) In all cases the Commission shall be notified of the adopted migration plan in the format detailed in TABLE VII of ANNEX V with old numbers presented in ascending order.

**Issued by the Communications Commission of Kenya**

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**Director General**  
**Communications Commission of Kenya**

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**Date**

**18 ANNEX I: SHORT CODE NUMBERING PLAN FOR KENYA<sup>2</sup>****TABLE I: SHORT CODES FOR EMERGENCY AND CUSTOMER SERVICES**

Short Code	Digit Length	Applications	Assignee
100	3	Customer Care And Information Services For Operators	All operators
1011 to 1019	4	Directory and Information Services	Not Activated
102 to 106	3	Spare	
107	3	Rift Valley Provincial Administration of peace building	All operators
108	3	National Steering committee response centre on peace building and conflict management	All operators
109	3	National Emergency response centre	All operators
110	3	Emergency Rescue Services In Lake Victoria, Indian Ocean and Other Waters	All operators
112 & 999	3	Police, Emergency and SoS	All operators
113	3	Reserved for Anti Corruption	Reserved
114	3	Fire Services	Reserved
115	3	Anti Terrorism Activities	Reserved
116	3	Child Helpline	All operators
117	3	Ambulances	Reserved
118	3	Pandemic Disease Outbreaks	Reserved
1190	4	HIV/AIDS services	All operators
1191	4	Ministry of Health, Emergency Health Preparedness	All operators
1192	4	NACADA Authority's Helpline On Alcohol And Drug Abuse	All operators
1193 to 1194	4	Helplines	All operators
1195	4	Health Assistance Kenya Helpline On Gender Based Violence	All operators
1196	4	Helpline	All operators
1197	4	G4S Security Services Limited	All operators
1198	4	Helpline	All operators
1199	4	Kenya Red Cross Emergency Response	All operators

<sup>2</sup> The status of assignments is subject to change

**TABLE II: HARMONIZED SHORT CODES**

Short Code	Applications	Assignee	USSD Format (where applicable)
100	Customer Care And Information Services	All operators	
110	Emergency Rescue Services In Lake Victoria, Indian Ocean and Other Waters	All operators	
116	Child Helpline	All operators	
120	For future designation	Reserved for future use	
121	Voicemail Deposit	All operators	
123	Voicemail Retrieval	All operators	
124	For future use	All operators	
125	For future use	All operators	
130	Recharge	All operators	*130*digits#
131	Check Balance	All operators	*131#
17x	Carrier Selection	Reserved for future use	
18x	Extension of Carrier Selection	Reserved for future use	

**TABLE III: HARMONIZED NETWORK COLOUR CODES (NCC)**

Network Colour Code	Current Status Of Assignment And Use Along Borders With EACO Members	Assignment Status within Kenya	Any Comments/Actions/Implications
0	Spare	Previously Assigned to Airtel Networks Kenya for use within the country and along borders	Previously Assigned to Airtel. Airtel Kenya to provide migration plan from use of NCC 0
1	Spare	Previously Assigned to Airtel Networks Kenya for use within the country and along borders	<ul style="list-style-type: none"> <li>Airtel Kenya to continue with the use of NCC 1. No other network to use the NCC.</li> <li>Future countries joining EACO not to be allocated NCC 1</li> </ul>
2	Assigned for use by Kenya at borders with	<ul style="list-style-type: none"> <li>All Networks for use along borders with EACO member states.</li> </ul>	All networks to implement NCC 2 at borders with EACO

<b>Network Colour Code</b>	<b>Current Status Of Assignment And Use Along Borders With EACO Members</b>	<b>Assignment Status within Kenya</b>	<b>Any Comments/Actions/Implications</b>
	EACO member countries	<ul style="list-style-type: none"> <li>Safaricom system outside borders areas with EACO member states</li> </ul>	
3	Assigned for use by Uganda at borders with EACO member countries	Not Assigned in Kenya	<ul style="list-style-type: none"> <li>Not Usable in Kenya following Assignment of the NCC 3 to Uganda.</li> <li>Any network utilizing the NCC 3 in Kenya to migrate</li> </ul>
4	Assigned for use by Tanzania at borders with EACO member countries	Previously Assigned to Telkom Kenya to be used within the country and along borders	<ul style="list-style-type: none"> <li>Not Usable in Kenya following Assignment of the NCC 4 to Tanzania.</li> <li>Telkom Kenya to provide migration plan from use of NCC 4 to NCC 6.</li> </ul>
5	Assigned for use by Burundi at borders with EACO member countries	Assigned to Essar Telecom Kenya	Essar Telecom Kenya to continue with the use of NCC 5.
6	Assigned for use by Rwanda at borders with EACO member countries	Now Assigned to Telkom Kenya to be used within the country and along borders	Assignment of NCC 4 to Tanzania means that Telkom Kenya to provide plan for migration from use of NCC 4 and to NCC 6.
7	Spare	Spare	Spare

**TABLE IV: SMS PREMIUM RATE AND VOICE COMMON SHORT CODES**

Short Code	Digit Length	Applications	Status
126xx to 149xx	5	Undesignated	Not Available
1501	4	SMS Short Code For Porting Request Validation	Assigned to All Operators
1502 -1514	4	Voice Interactive Helpline	Available
1515	4	SMS Security Information Helpline	Assigned to All Operators
1516-1520	4	Voice Interactive helpline	Available
1521	4	Kenyatta National Hospital Toll Free Helpline	Assigned to All Operators
1522	4	Airtel Money	Assigned
1525	4	M-health	Assigned
1526-1529	4	Voice Interactive helpline	Available
153xx – 154xx	4	SMS and Voice based helplines	Available
1555	4	SMS Short Code for verification of Genuine handsets	Assigned to All Operators
155x (x=0-4, 6-9)	4	Voice Based helplines	Available
160xx to 169xx	5	SMS Banking, Financial Services, And E-Commerce.	Available
17x to 18x	3	Carrier Selection/Pre-selection	Available
190xx to 192xx	4	Directory & Information Services	Available
193xx to 199xx	4	Directory & Information Services	Available
20xxx to 28xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
29xxx	5	Voting, Gaming, Lottery, Price Draws, Phone To Win, Overrides For Mobile Services Only;	Available
30xxx to 38xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
39xxx	5	Voting, Gaming, Lottery, Price Draws, SMS To Win And Related Services	Available
40xxx to 48xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
49xxx	5	Voting, Gaming, Lottery, Price Draws, SMS To Win And Related Services	Available
50xxx to 58xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
59xxx	5	Voting, Gaming, Lottery, Price Draws, SMS To Win And Related Services	Available

Short Code	Digit Length	Applications	Status
60xxx to 69xxx	5	Restricted PIN enabled access to adult content for protection minors	Available
70xxx to 78xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
79xxx	5	Voting, Gaming, Lottery, Price Draws, SMS To Win And Related Services	Available
80xxx to 88xxx	5	Information Alerts, Downloads, Status Checks, Tracing, Follow-Ups, Educational, Quizzes, Internal Operator Use And Related Services	Available
89xxx	5	Voting, Gaming, Lottery, Price Draws, SMS To Win And Related Services	Available
900		Utilised	Telkom Kenya
901xx to 909xx	5	PIN Enabled Downloads and access to Adult Content for protection of minors (for restricted access and protection of minors)	Not Available
910xx to 911xx	5	Undesignated	Not Available
912xx to 919xx	5	Undesignated	Not Available
92xxx to 97xxx	5	Undesignated	Not Available
980xx to 989xx	5	Undesignated	Not Available
99x	3	Utilized	Telkom Kenya
999	3	Emergency Services	All operators

**TABLE V: INTERACTIVE VOICE PREMIUM RATE NUMBERS**

Series	Applications	Assignee/ Status
0900 0xxxxx to 0900 1xxxxx	Information Services, Educational Promotions, Quizzes, Voting, Auctions, Subscription To Information	
0900 20xxxx	Information Services, Educational Promotions, Quizzes, Voting, Auctions, Subscription To Information	Telkom Kenya
0900 21xxxx to 0900 29xxxx	Information Services, Educational Promotions, Quizzes, Voting, Auctions, Subscription To Information	
0900 3xx xxx to 0900 5xx xxx	Information Services, Educational Promotions, Quizzes, Voting, Auctions, Subscription To Information	
0900 60x xxx to 0900 69x xxx	Gaming, Lottery, Price Competition etc and other services requiring approval from other government entities etc	
0900 7xxxxx to 0900 8xxxxx	For future expansion of Premium Rate Services	
0900 90x xxx to 0900 99x xxx	Restricted PIN enabled access to adult content for protection minors	
0901 xxxxxx to 0999 xxxxxx	For future expansion of Premium Rate Services	

**19 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 CCK 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 Commission 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	CCK Remarks
1.					
2.					
3.					
4.					
<b>Total</b>					

*(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 Commission of Kenya  
CCK Centre, Waiyaki Way  
P. O. Box 14448 Nairobi 00800**

<p><b>FOR OFFICIAL USE ONLY</b></p> <p>The applicant MEETS/ DOES NOT MEET the Commission's requirements and is hereby RECOMMENDED/NOT RECOMMENDED to be issued with the following Numbering resource (s):</p> <p>.....</p> <p>.....</p> <p>The reasons for not recommending the applicant for the numbering resource (s) are as follows:-</p> <p>.....</p> <p>.....</p> <p>Name.....</p>
--

Designation.....Signature.....Date :.....
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## 20 ANNEX III: NOTIFICATION ON ASSIGNMENTS AND WITHDRAWALS



### Notification of Secondary Assignments or Withdrawals of Short Codes and Premium Rate Numbers

(According to the Procedures and Guidelines for the Management and Administration of Short Codes and Premium Rate Numbers)

This form will be used by the issuer to notify Communications Commission of Kenya of all Secondary Assignments and Withdrawals of Short Codes and Premium Rate Numbers within seven (7) working days from the date of issue.

Advance copies may be send to Fax number **020 4451866** and/or email [Shortcodes@cck.go.ke](mailto:Shortcodes@cck.go.ke).

#### 1. Information Of Resource Issuer

Name of Issuer: \_\_\_\_\_

Details of Contact Person (s) on the Assignment \_\_\_\_\_

Tel: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

#### 2. Details of the resource applicant or entity whose resource is being withdrawn

##### I. Postal and Physical Address

Nature of Application (i.e Assignment/Withdrawal ) \_\_\_\_\_

Name of Service Provider: \_\_\_\_\_  
CCK Licence Number: \_\_\_\_\_

Postal Address, City/Town and Postal Code: \_\_\_\_\_

City/Town: \_\_\_\_\_

Street Name: \_\_\_\_\_

Building: \_\_\_\_\_

Floor: \_\_\_\_\_

Room: \_\_\_\_\_

**II. Telephone & Email Contacts**

Details of Contact Person (s) on \_\_\_\_\_  
the Assignment

Tel: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

**III. Reason (s) for withdrawal (where applicable)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. Details of the Short Codes/USSD/Premium Rate Numbers assigned**

Short Code/ USSD/PRN/ TFN	Date Of Receipt Of Application	Date Of Assignment	Period Of The Assignment	Service (s) Planned. Including the name of Partner or partnership (If any)	Date Of Activation	Planned Tariff

**4. Details of the Short Codes/USSD/Premium Rate Numbers withdrawn**

Numbering Resource	Date of withdrawal

**Signed on behalf of the issuer**

**Name:**

**Signature:**

**Date:**

**21 ANNEX IV: ANNUAL NUMBERING RETURN FORMS**

NRF1



ANNUAL NUMBERING RETURN FORM FORMAT

**1. GENERAL INFORMATION**

Name of Operator/Service Provider	
Type of License (eg. ASP, CSP)	
License Number	
Registered Physical Address	
Postal Address	P. O. Box-----Postal Code-----
<b>Details of contact person</b>	
Name:	Designation:-
Day time contact telephone:	Mobile Number
Fax:	Email:

**2. LIST OF SHORT CODES UTILIZED DURING THE PERIOD \_\_\_\_\_**

Series Assigned (eg 28xxx, 127xx)	Number of Short Codes Assigned to Service Providers	Number of Short Codes Activated to the network	Percentage of Short Codes Assigned to Service Providers	Percentage of Codes Activated
<b>TOTAL CAPACITY</b>				

**3. PREMIUM RATE NUMBERS UTILIZED DURING THE PERIOD**

Series Assigned (eg 0900 3xxxxx)	Capacity of Premium Rate Numbers Assigned to Service Providers	Number of Premium Rate Numbers Activated to the network	Percentage of Premium Rate Numbers Assigned to Service Providers	Percentage of Premium Rate Numbers Activated
<b>TOTAL CAPACITY</b>				

Name.....

Signature.....

Date.....

