DRAFT FRAMEWORK

FOR

ADMINISTRATION AND MANAGEMENT

OF

TELECOMMUNICATIONS NUMBERING, NAMING, ADDRESSING, AND IDENTIFICATION (NNAI) RESOURCES

IN KENYA

2025

VERSION 1.0

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1. INTRODUCTION

The Communications Authority of kenya , established in 1999 , regulates the communications sector, which comprises telecommunications, broadcasting, postal and courier services, multimedia, electronic commerce, and cybersecurity, a mandate drawn from the Kenya Information and Communications Act, no. 2 of 1998.

Execution of the Authority's mandate entails licensing of sector service providers, management of finite Numbering, Naming, Addressing, Identification, and Frequency Spectrum resources, managing competition and protecting communication service consumers.

This framework, therefore, is designed to ensure the efficient, transparent, equitable, and sustainable allocation and use of Numbering, Naming, Addressing, and Identification (NNAI) resources in public interest for ensuring broader social value.

2. OBJECTIVES

The objectives of the framework are to:

2.1. Streamline and simplify the application, assignment, and utilization processes for NNAI resources.

2.2. Improve and simplify the understanding and operational clarity of the National NNAI Plan among communications service providers.

2.3. Enable the unique identification of persons, devices, systems, networks and services.

2.4. Ensure the long-term sustainability of NNAI resources through efficient management and fair distribution/allocation.

2.5. Promote the orderly development of the communications market in Kenya.

2.6. Prevent misuse, hoarding, and arbitrary or inefficient allocation, and scattered use of NNAI resources.

3. DEFINITIONS

3.1. All terms used in this framework are as defined in the Kenya Information and Communications Act, no. 2 of 1998, and the associated Numbering, Naming, Addressing and Identification (NNAI) regulations.

3.2. The specific terms defined in these guidelines are :

Internet of Things (IoT)	an interconnection of non conventional computing devices (objects) via the internet, enabling them to collect , share and act on the information
Over-The-Top (OTT) services	telecommunication services like voice, audio/video and messaging services, provided over the Internet and thus compete or act as a substitute for telecommunication services provided by licensed telecommunication companies

4. ABBREVIATIONS

ASP	Application Service Provider
CLI	Calling Line Identification
CSP	Content Service Provider
IoT	Internet of Things
NFP	Network Facilities Provider
NNAI	Numbering Naming Addressing and Identification
RAC	Regional Access Code

5. SCOPE

5.1. This framework prescribes the architectiure of the national Numbering, Naming, Addressing, and Identification(NNAI) plan, application procedures , and the fees applicable to various types of numbering resources.

5.2. The applies to all categories of telecommunications Numbering, Naming, Addressing, and Identification resources assigned by the Authority, as well as those resources assigned by the International Telecommunication Union(ITU) either directly to users or through the Authority, for use within the territory of the Republic of Kenya.

6. NUMBERING NAMING ADDRESSING AND IDENTIFICATION RESOURCES

6.1. Numbering, Naming, Addressing and Identification (NNAI) resources refer to any combination of numeric,alphabetic, alphanumeric, or special characters that are allocated, used in combination or singly, for the purposes of routing communication traffic, identifying users or devices, and enabling connectivity across telecommunication networks.

6.2. NNAI resources serve additional functions beyond traffic routing, including:

6.2.1. Identifying applicable tariffs and service categories;

6.2.2. Fcailitating access to value-added and Over-the-top (OTT) services;

6.2.3. Enabling linkages with financial platforms;

6.2.4. Identifying devices and endpoints in Machine-to-machine (M2M) and Internet of Things (IoT) networks;

6.2.5. Proving identification and traceability of licensed service providers.

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6.3. The Authority shall manage and administer NNAI resources in accordance with:

6.3.1. National legislation, including the Kenya Information and Communications Act (CAP. 411A);

6.3.2. Applicable subsidiary legislation and regulatory instruments;
6.3.3.
6.3.4. Relevant international standards, including the ITU-T E-series Recommendations on overall network operation, telephone service, service operation and human factors and Q-series on Switching and signalling, and associated measurements and tests.

6.4. The International Standards recognized for the purposes of this framework include, but are not limited to, those listed in Table 1.

Table 1: List of International Standards

No.	Standard Code	Standard Description
1.	ITU-T E.120	Instructions for Users of the International Telephone Service
2.	ITU-T E.129	Presentation of National Numbering Plans
3.	E.161.1	Guidelines to select Emergency Number for public telecommunications networks
4.	E.190	Principles for the allocation, assignment, reclamation and management of international telecommunications NNAI resources.
5.	ITU-T E.212	The international identification plan for public networks and subscriptions
6.	ITU-T 118	The international telecommunication charge card
7.	ITU-T E.164	The international public telecommunication numbering plan
8.	ITU-T E.123	Notation for national and international telephone numbers, e-mail addresses and Web addresses
9.	ITU-T X.121	International numbering plan for public data networks
10.	ITU-T X. 122.	Numbering plan interworking for the E.164 and X.121 numbering plans
11.	ETS 300 189	Private Telecommunication Network (PTN); Specification, functional models and information flows Control aspects of circuit mode basic services
12.	TS 101 324	Telecommunications and Internet Protocol Harmonization Over Networks (TIPHON)
13.	ISO 3166-1	Country Code Top Level Domain name (ccTLD)
14.	Q.708	Assignment procedures for international signalling point codes

7. TYPES OF NUMBERING RESOURCES

7.1. Table 2 contains the various type of NNAI resources in the Kenyan Telecommunication ecosystem.

Table 2: Types of Numbering resources

No	Type of Number	Structure
1.	Country Code	XYZ X=2;Y=5 ;Z=4
2.	Mobile Country Code	XYZ X=6;Y=3;Z=9
3.	Mobile Network Code	XY $0 \leq X \leq 9$ $0 \leq Y \leq 9$
4.	International Signalling Point Codes	X-ABC-Z X=6; ABC=078; $0 \leq Z \leq 9$
5.	National Signalling Point Code	X-Y-Z X=00-15 Y=00-15 Z=00-64
6.	Mobile Numbers	0XY XXX XXX
7.	Geographical Numbers	0XY ABCD XXX
8.	IMSI	MCC MNC
9.	IIN	CC MNC
10.	MNP Routing Code	XYZ where X=D; Y=3 ;$0 \leq X \leq 9$
11.	Machine to Machine (M2M) Numbers	0300 XXX XXX XXX XXX
12.	Internet of Things Numbers	0300 XXX XXX XXX XXX
13.	Short Codes	XXX ; XXXX; XXXXX
14.	USSDs	*XYZ# ; *XYZ*A#; *XYZ*AB#
15.	Toll Free Numbers	0800 XXX XXX
16.	Premium Rate Numbers	0900 XXX XXX
17.	Network Colour Codes	X
18.	Carrier Pre selection	12X

8. THE NUMBERING PLAN ARCHITECTURE

The National Numbering Plan defines the structure, categorization, and assignment criteria for numbering resources utilized within Kenya's telecommunications ecosystem. The Plan is intended to facilitate efficient resource management, transparent administration, fair access to resources, and flexibility in accommodating technological advancement.

8.1. Structure for voice telephony services

The general architecture for telecommunication numbering resources shall be as detailed in table 3.

Table 3: Generic Framework for NNAI

Level	Sub-level	Range	Service	Comments
0	0	N/A	Escape Digit	
	000	N/A	International Dialling Prefix	This is normally replaced by (+)
00x	00(X)	$1 \leq X \leq 9$	East Africa Regional Access codes	It is used as an alternative to individual country codes when calling within the EAC region
01	01(XY)	$0 \leq X \leq 9$ $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider 10 blocks per service provider
02	02(XY)	$X = 0$ $0 \leq Y \leq 9$	Geographical Number	Nairobi County Region
	02(XY)	$1 \leq X \leq 9$ $0 \leq Y \leq 9$	VoIP	Voice over IP
03	03(XY)	$0 \leq X \leq 4$ $0 \leq Y \leq 9$	M2M	Machine to Machine
	03(XY)	$5 \leq X \leq 9$ $0 \leq Y \leq 9$	IoT	Internet of Things
04	04XY	$0 \leq X \leq 2$ $0 \leq Y \leq 9$	Geographical Numbers	Coastal Counties of Mombasa, Kwale , Kilifi , Tana River , Lamu and Taita Taveta
	04XY	$X = 1$ $0 \leq Y \leq 9$	Geographical Numbers	North Eastern Counties of Garissa Mandera Marsabit Wajir ,Isiolo
	04XY	$X = 2$ $0 \leq Y \leq 9$	Geographical Numbers	Upper Central Counties of Meru Embu Tharaka Nithi

Level	Sub-level	Range	Service	Comments
	04XY	X =3 $0 \leq Y \leq 9$	Geographical Numbers	Eastern Counties of Kitui Machakos and Makueni
	04XY	X =4 $0 \leq Y \leq 9$	Geographical Numbers	Central Counties of Nyandarua, Nyeri , Muranga Kiambu Kirinyaga Laikipia and Nakuru
	04XY	X =5 $0 \leq Y \leq 9$	Geographical Numbers	North Western Counties of Turkana west Pokot and Samburu
	04XY	X =6 $0 \leq Y \leq 9$	Geographical Numbers	Upper western Counties of Trans Nzoia ,Uasin Gishu Elgeiyo Marakwet Nandi and Baringo
	04XY	X =7 $0 \leq Y \leq 9$	Geographical Numbers	Kericho, Bomet ,Kisii ,Nyamira Narok and Kajiado
	04XY	X =8 $0 \leq Y \leq 9$	Geographical Numbers	Vihiga Kakamega Bungoma Busia
	04XY	X =9 $0 \leq Y \leq 9$	Geographical Numbers	Siaya Kisumu Homabay Migori
05	05XY	$0 \leq X \leq 9$ $0 \leq Y \leq 9$	Not Allocated	Reserved For Future services /growth
06	06XY	$0 \leq X \leq 9$ $0 \leq Y \leq 9$	Not Allocated	Reserved For Future services /growth
07	07XY	$0 \leq X \leq 2$ $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider
	07XY	X =3 $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider
	07XY	$4 \leq X \leq 6$ $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider
	07XY	X =7 $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider
	07XY	X =8 $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider
	07XY	X =9 $0 \leq Y \leq 9$	Mobile Telephony	National Service Provider

8.2. Structure of Short Codes

Table 4 contains the structure of short codes.

Table 4:Short codes structure

Level	Sub-level	Range	Service	Comments
1	1XY	$0 \leq X \leq 4$ $0 \leq Y \leq 4$	Common operator services National Government Emergency Services	National Service Provider
	1XYZ	$X = 5$ $0 \leq Y \leq 4$ $0 \leq Z \leq 4$	County governments	Toll free services
	1XYZ	$X = 5$ $Y = 5$ $0 \leq Z \leq 9$	Ministries Departments and Government Agencies and SAGAS	Toll free services
	1XYZ	$6 \leq X \leq 9$ $5 \leq Y \leq 9$ $8 \leq Z \leq 9$	Helplines	NGOs
2	2ABCD	$0 \leq A \leq 9$ $0 \leq B \leq 9$ $0 \leq C \leq 9$ $0 \leq D \leq 9$	Informational	Content Service Providers
3	3 ABCD	$0 \leq A \leq 9$ $0 \leq B \leq 9$ $0 \leq C \leq 9$ $0 \leq D \leq 9$	Financial	Content Service Providers
4	4 ABCD	$0 \leq A \leq 9$ $0 \leq B \leq 9$ $0 \leq C \leq 9$ $0 \leq D \leq 9$	Educational	Content Service Providers
5	5 ABCD	$0 \leq A \leq 9$ $0 \leq B \leq 9$ $0 \leq C \leq 9$ $0 \leq D \leq 9$	Betting,Gaming,Lottery	Content Service Providers
Y	YABCD	$6 \leq Y \leq 8$ $0 \leq A \leq 9$ $0 \leq B \leq 9$ $0 \leq C \leq 9$ $0 \leq D \leq 9$	For future Use	
9	9AB	$0 \leq A \leq 9$ $0 \leq B \leq 9$	Emergency Services	National Service Provider

8.3. USSD (Unstructured Supplementary Service Data) Structure

8.3.1. USSD codes shall be derived directly from the short codes assigned by the Authority and shall retain structural consistency with the category and purpose of the original short code.

8.3.2. The format and classification of USSD codes shall reflect the associated service category, ensuring clarity of service delivery and interoperability across all licensed networks.

8.3.3. The standardised derivation formats for USSD codes shall be as follows:

- SC-3: Format – *ABC#

- SC-4: Format – *ABC*D#

- SC-5: Format – *ABC*DE# or *ABC*< any length of digits >#

8.3.4. All USSD codes, whether assigned directly or derived from short codes, shall conform to the technical specifications issued by the Authority and must be accessible across all public telecommunications networks in Kenya.

8.3.5. The Authority may revise the derivation framework for USSD codes from time to time to align with emerging international standards, enhance user experience, or safeguard consumer interests.

8.3.6. Table 5 contains the structure for USSD's and the associated services

Table 5: Structure For USSDs

Level	Sub-level	Range	Structure	Service
1	1XY	$0 \le X \le 9$ $0 \le Y \le 9$	*1XY#	Emergency Services
	1XYZ	$0 \le X \le 9$ $0 \le Y \le 9$ $0 \le Z \le 9$	*1XY*Z#	Helpline Services
Y	YABCD	$2 \le Y \le 8$ $0 \le A \le 9$ $0 \le B \le 9$ $0 \le C \le 9$ $0 \le D \le 9$ $0 \le E \le 9$	*YAB*CD# or *YAB*<any length of digits >#	2: Informational 3: Financial 4: Educational 5: Betting,Gaming,Lottery 6-8:For future Use
9	9XY		*9XY#	Emergency services

8.4. Length of the Dialling Digits

8.4.1. The standard length of dialled numbers used for commercial voice telephony services, excluding the country code and national prefix (e.g. 0), shall be nine (9) digits.

8.4.2. The structure of voice short codes shall be as follows:

8.4.2.1. SC-3: Three-digit codes designated for emergency and essential services;

8.4.2.2. SC-4: Four-digit codes assigned to public service and non-commercial utilities;

8.4.2.3. SC-5: Five-digit codes allocated for commercial content and value-added services

8.4.3. The Authority reserves the right to recvise the structure and length of dialling digits as may be necessary to align with technological developments, evolving market needs, and international standardization requirements.

8.5. National Emergency Numbers for Kenya

8.5.1. The following numbers are designated as official national contact numbers and shall be reserved exclusively for the provision of emergency services.Tabe 6 contains national emergeny numbers.

Table 6: National Emergency Numbers

Number	Service	Service Provider
999	National Emergency Response Number(police, fire, and ambulance services)	Kenya Police
112	National Emergency Response Number pursuant to ITU-T Resolution 100 (Rev. New Delhi 2024))	Kenya Police
116	National Child Helpline	Department of Children Services

8.5.2. All emergency num,bers shall be universally accerssible free of charge from any telecommunications network, irrespective of the caller's credit balance or subscription status

8.5.3. Network Service Providers shall configure their systems to ensure that calls to emergency numbers are routed to the nearest designated emergency response centre, under the coordination of the national Police Service or any other competent national authority.

8.5.4. Emergency service providers shall not be charged for the installation, routing, or delivery of emergency communications. The provision and transmission of such calls shall be considered a public interest service obligation.

8.5.5. The Authority may, where necessary, allocate additional or temporary numbering resources for crisis response, which shall be made available without charge for the duration of the emergency.

8.6. Dialling Prefixes and East Africa Regional Access Codes (RAC)

8.6.1. Dialling prefixes and Regional Access Codes (RACs) are designated numeric sequences used to identify and route telecommunications traffic as national, regional (within the East African community), or international. These codes are critical for facilitating regional integration and enabling seamless crossborder communications.

8.6.2. The following RACs (as shown in Table 7, are hereby recognized and shall be used when dialling across EAC partner states.

Table 7: EAC RACs

RAC	Dialing Format	Country
003	003 N(S)N	East African Regional Access to Burundi
004	004 N(S)N	East African Regional Access to Rwanda
005	005 N(S)N	East African Regional Access to Kenya
006	006 N(S)N	East African Regional Access to Uganda
007	007 N(S)N	East African Regional Access to Tanzania
000	000 N(S)N	International Access Code for Outside East Africa
0	0 N(S)N	National Dialing Prefix

8.6.3. All international calls to destinations outside the EAC region, the international access code shall be 000. The national dialling prefix for calls within Kenya shall remain 0.

8.6.4. All licensed network opeartors and service providers shall ensure that their systems are configured to support and correctly interpret these dialling prefixes and RACs, in compliance with directives from the Authority and harmonisation frameworks developed under EACO..

8.7. International Signalling Point Codes (ISPCs)

8.7.1. International Signalling Point Codes(ISPCs) are globally unique numeric identifiers used within the Signalling System No. 7 (SS7) architecture to exchange the exchange of signalling messages between national and international networks.

8.7.2. The Authority shall allocate ISPCs exclusively to duly licensed operators of international gateway systems upon demonstration of operational need and subject to compliance with applicable technical standards, regulatory conditions, and national security protocols.

8.7.3. The ISPC format applicable to Kenya conforms to ITU-T international standards and is expressed in the format 6-078-X and 6-079-Y. Table 8 contains ISPCs.

Table 8: ISPCs

ISPC	Description
6-078-X	Where: $\Rightarrow$ 6 is the hierarchical International Point Code Zone for Africa $\Rightarrow$ 078 is the hierarchical International Point Code Area for Kenya $\Rightarrow$ $0 \leq X \leq 9$ is the Authority assigned signalling Point
6-079-Y	Where : $\Rightarrow$ 6 is the hierarchical International Point Code Zone for Africa $\Rightarrow$ 078 is the hierarchical International Point Code Area for Kenya $\Rightarrow$ $0 \leq Y \leq 9$ is the Authority assigned Signalling Point (SP)

8.8. National Signalling Point Codes (NSPCs)

8.8.1. National Signalling Point Codes (NSPCs) are unique numeric identifiers used for routing signalling messages within the domestic Signalling System No. 7 (SS7) network. These codes facilitate efficient interconnection and coordination among telecommunications switches and nodes operating within Kenya.

8.8.2. The format of the NSPC shall follow a tripartite structure X–Y–Z, defined as:

- X: ranges from 00 to 15

- Y: ranges from 00 to 15

- Z: ranges from 00 to 64

8.9. East Africa Harmonized Network Colour Codes (NCCs)

8.9.1. Network Colour Codes (NCCs) are numeric identifiers used to differentiate telecommunications networks and to facilitate effective coordination, particularly in border areas, for the prevention of radio interference.

8.9.2. The assignment and use of NCCs are governed by the regional harmonisation framework established by the East African Communications Organisation (EACO), and are specifically applicable to cross-border operations among EAC Partner States.

8.9.3. The NCCs allocated to EAC Partner States for use in designated border zones are as follows:
- 2 – Kenya (borders with Uganda and Tanzania);
- 3 – Uganda (borders with Kenya, Rwanda, and Tanzania);
- 4 – Tanzania (borders with Kenya, Uganda, Rwanda, and Burundi);
- 5 – Burundi (borders with Rwanda and Tanzania);
- 6 – Rwanda (borders with Burundi, Uganda, and Tanzania);
- 7 – South Sudan (borders with Kenya and Uganda).

8.9.4. NCCs 0 and 1 are reserved and shall not be used for operational purposes.

8.9.5. All licensed network operators shall implement the assigned NCCs in their systems in accordance with the configuration requirements stipulated by the Authority and in a manner that promotes interference-free and interoperable communications across borders.

8.10.   Short Codes for Common Services

8.10.1. Certain short codes are designated as common user service codes and shall be exclusively reserved for essential services that are accessible to the general public across all licensed networks.

8.10.2. These codes shall be uniformly implemented and made accessible on a non-discriminatory basis, subject to compliance with technical and regulatory obligations issued by the Authority.

8.10.3. The following codes are hereby designated for common user services in the Republic of Kenya:

- 100 – Customer Service;

- 110 – Emergency Rescue Services (Lake Victoria and other water bodies);

- 112 – General Emergency Services (as per international harmonisation protocols);

- 121 – Incident reporting for surface and marine transport within the EAC;

- 122 to 125 – Reserved for harmonised services within the East African Community;

- 130 – Airtime Recharge;

- 131 – Balance Inquiry;

- 17x / 18x – Carrier Selection and Pre-Selection Services.

8.10.4. All service providers shall configure their networks to support uninterrupted access to these short codes and shall ensure appropriate public awareness through user education initiatives.

8.11. Dialling Format

8.11.1. The structure for national, regional, and international dialling shall adhere to ITU-T Recommendation E.164 and the national numbering framework established by the Authority.

8.11.2. The following dialling formats shall apply:

8.11.2.1.   National Calls: Format – 0 N(S)N, where:
   o   0 is the national trunk prefix;

   o   N(S)N refers to the National Significant Number, comprising the National Destination Code (NDC) and the Subscriber Number (SN).

8.11.2.2.   Regional Calls within the EAC: Format – RAC N(S)N, where:

   o   RAC is the Regional Access Code for the relevant East African Community (EAC) Member State.
   o   N(S)N is the National Significant Number of the destination.

8.11.2.3. International Calls: Format – +CC N(S)N, where:

- o CC is the Country Code of the destination country;

- o N(S)N is the corresponding National Significant Number.

- o The "+" symbol may be replaced by the international prefix 000.

8.11.2.4. All licensed service providers shall ensure that their systems are configured to recognise and implement the above dialling formats and shall enforce technical controls to prevent deviations from this structure.

9. MINIMUM SERVICE NUMBER ASSIGNMENT PER CATEGORY

9.1. The various maximum and minimum numbering resources assignable per resource type is as shown in table 9.

Table 9: Minimum and Maximum Assignment Per Category

No.	Type	Minimum Assignment	Maximum Assigment
1.	Geographical Numbers	1K	100K
2.	Mobile Numbers	1M	1M
3.	Toll free Numbers	10	10K
4.	Premium Rate Numbers	10	10K
5.	Machine to Machine (M2M) Numbers	1M	10M
6.	Internet of Things Numbers	1M	10M
7.	ISPC	1	1
8.	NSPC	1	1024
9.	SC-3	1	1
10.	SC-4	1	1
11.	SC-5	10	1000

10. ELIGIBILITY FOR APPLICATION OF NUMBERING RESOURCES

10.1. Numbering resources shall be categorised for assignment purposes as `Commercial numbering resources and non commercial numbering resources.

10.2. Commercial numbering resources shall be assigned to licensed telecommunication service providers ,having ASP and CSP licenses .

10.3. Non commercial numbering resources shall be assigned to Non-Governmental Organisations , Ministries , Country Governments , Departments and Agencies (MCDA)

10.4. Eligibility for commercial numbers based on the license category for assignment from the Authority shall be as shown in table 10.

Table 10: Commerical Numbers Eligibility

No.	License Category	Eligible Numbers
1.	International Gateway System Services	International Signalling Point Code (ISPC)
2.	NFP T1	Mobile Network Code (MNC), International Signalling Point Code (ISPC), Mobile Telephony Numbers(MTN), Toll Free Numbers (TFN), Premium Rate Numbers (PRN), Mobile Number Portability Routing Codes (MNP-RC)
3.	ASP	Fixed Telephony Numbers (FTN) , VoIP Numbers (VPN) , Short Codes (SC), National Signalling Point Codes (NSPC)
4.	CSP	Short Codes (SC-5)

10.5. Eligibility for non-commercial numbers for assignment from the Authority shall be as shown in table.

Table 11: Non Commercial Numbers Eligibility

No.	Entity Type	Eligible Numbers
1.	Non-Governmental Organisations	Short Codes (SC-4)
2.	Ministries , Country Governments , Departments and Agencies (MCDA)	Short Codes (SC-4) Short Codes (SC-3)

11. APPLICATION PROCESS

Application for numbering resources shall be via the Numbering Management System (NMS), where the following documentations shall be attached to the application :

11.1. Valid Compliance Certificate for the relevant License from the Authority

11.2. Authorization letters or applicable licenses from other government offices or agencies, where applicable (e.g. CBK, BCLB etc).

11.3. A comprehensive network topology indicating points of interconnection with Network Facility Provider equipment and other licensees as applicable to your service.

11.4. Frequency spectrum assignment letter, where applicable

11.5. Existing numbering resource assignments and utilization status

11.6. Framework for protection of minors, complaints resolution handling and client exit from the service, where applicable.

11.7. A general tariff guide for the various services to be delivered on the numbering resource (s).

11.8. Any other requirement that the Authority may prescribe from time to time

12. ASSIGNMENT CONDITIONS

Numbering resource assignments shall be made on the understanding that the assignee

12.1. shall ONLY utilize the facilities of licensed network pperators for the interconnection of your systems to the international gateway, national and local networks.

12.2. shall utilize the Numbering resource in consistence to the Laws of Kenya, the Kenya Information and Communications Act (CAP 411A), Kenya Communications (Numbering) Regulations, relevant ITU-T Recommendations in particular ITU-T Recommendation E.164 and the scope of your license. It shall be your responsibility to configure your network to ensure compliance to these.

12.3. Shall utilize Type Approved equipment or devices in their network

12.4. The assigned numbers shall NOT be sold, transferred, traded or re-assigned to another entity or user without the authority of the Authority.

12.5. Shall bring the Numbering resource into service within six (6) months from the date of this letter.

12.6. Shall notify the Authority at least four (4) weeks before commissioning its network to enable inspection of the network before commissioning and activation of the numbering resource

12.7. 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.

12.8. Additional Numbers may be assigned by the Authority where on evidence of 90% activation of the assigned numbering resource (s) within a service category.

12.9. 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 networks, subject only to commercial, interconnection and other business agreements.

13. IMPROPER USE OF NUMBERS

Possible improper use of numbering resources shall include:

13.1. Hoarding : where an assignee appliers for and is allocated numbers   in excess of what they really need through false projection

13.2. Scatter assignment of numbers : where an assignee who has been assigned a contiguous block of numbers , assigns numbers to its end users in a haphazard way to create an impression of full numbering use

13.3. Over assignment : where a primary assignee assigns a particular secondary assignee number soin excess of what they actually deserve

13.4. CLI hiding where a voice telephony service provider terminates calls without displaying the calling number

13.5. Misassignment : where a primary assignee assigns a secondary assignee numbers not meant for the service allocated to the assigned numbers

14. NUMBERING FEES

There will be two categories of numbering fees, namely, Application Fees and Annual Numbering Fees.

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

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

14.3. Annex 1 contains the charging model adopted.

14.4. Chargable numbers shall be International Signalling Point Code (ISPC), Mobile Network Code (MNC), Premium Rate Numbers (PRN), Toll Free Numbers (TFN), National Signalling Point Codes(NSPC) and Betting Short Codes

14.5. Certain numbers are Exempt from Charging, among them are:

14.5.1. National Emergency Numbers (112& 999) , Child helpline (116), Customer Care number (100), Customer Care numbers for Mobile Money services

14.5.2. Harmonized East African Short Codes, harmonized Network Colour Codes and dialing prefixes in the range 000 to 009

14.5.3. Numbers for Prepaid credit updates and balance checks

14.5.4. Number Portability Routing Codes

14.5.5. Numbers allocated for use by National and County Governments to support social, security, humanitarian services and promotion of public services.

14.6. The Authority may exempt other numbers from fees, from time-to-time and for a prescribed period

14.7. Annex 2 contains the fees per chargable number category

15. USE OF NUMBERS FOR EMERGENCY SERVICES

15.1. National Telecommunications Emergency Numbers in Kenya are 999 and 112.

15.2. 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.

15.3. 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.

15.4. 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.

15.5. 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.

16. WITHDRAWAL OF ASSIGNMENT

Withdraw of the whole or part of a primary assignment shall happen where the usage of such assignment contravenes any of the following.

16.1. The Act, Regulations, and/or this Framework or any specific conditions relating to the assignment.

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

16.3. Failure to pay the applicable numbering fees

16.4. In the event that the Numbering Resources assignments have been cancelled, the assignee shall have to re-apply for Numbering Registration, of which assignment of the earlier assigned number is not be guaranteed.

17. FACILITATION OF TRAFFIC TO/FROM UNASSIGNED NUMBERS

17.1. Network operators shall NOT facilitate delivery of traffic to/from un-assigned numbers and to/from numbers that are NOT within the National Numbering, Naming, Addressing and Identification (NNAI) Plan.

18. TARIFF TRANSPARENCY IN ADVERTISEMENTS USING NUMBERING RESOURCES

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

18.1. adequate information is provided to consumers to enable them make informed decisions about accessing the services offered.

18.2. 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;

18.3. 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.

18.4. Consumers clearly distinguish content considered suitable only for adults or which should not be made available to minors.

18.5. There are a convenient and efficient complaints handling and refund mechanism;

18.6. 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.

19. MECHANISMS AGAINST DISSEMINATION OF UNAUTHORIZED CONTENT

19.1. 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.

20. EACO HARMONIZED SHORT CODES

20.1. All assignees of telecommunication numbering resources for Voice and SMS shall be required configure there systems to be aligned with the requirements of the EACO Harmonized Short Codes.

21. AUDIT OF NUMBERING RESOURCES

21.1. The Authority shall periodically audit the use and utilisation levels of numbering resources. Assignees shall be required to provide data dumps of their subscriber base to facilitate data analysis to verify utilisation levels.

21.2. The Audit process shall entail physical inspection oft assignees' systems to verify the use and utilisation levels of numbering resources

22. TRANSITION PROVISIONS

22.1. 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.

22.2. Before implementation of this framework, 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.

22.3. Service providers shall be required to progressively ensure compliance with this Framework and be fully compliant after five(5) years of operationalization.

23. AMENDMENTS

23.1. To keep abreast with technological changes, changes in subscriber levels impacting the capacity of the NNAI plan, and other emerging services needing NNAI resources, this Framework shall be periodically reviewed.

24. EFFECTIVE DATE
24.1. This Framework will be effective on the date of publication in the Kenya Gazette.

25. REPEAL

25.1. The Procedures and Guidelines for the Management and Administration of Short Codes and Premium Rate Numbers 2012, stand repealed by this Framework.

Signed:

Director General/CEO	**Date**
Communications Authority of Kenya	

Annex 1: Charging Methodology

$$x = \{(y)/(z)\} * c$$

$x = annual\ fees\ for\ the\ type\ of\ numbering\ resource$
$y = maximum\ numbers\ allocatable\ on\ the\ application\ in\ the\ category$
$z\ = maximum\ resource\ capacity\ that\ exists\ for\ the\ type\ of\ numbering\ resource$
$c = license\ fees\ applicable\ for\ the\ type\ of\ resource\ being\ sought$

Annex 2: Numbering Fees Schedule Per Number

No.	Type of Number	Annual Fees
1	International Signalling Point Code (ISPC)	KES 937,500.00
2	Mobile Network Code (MNC)	KES 150,000.00
3	Premium Rate Numbers (PRN)	KES 10,000.00
4	Toll Free Numbers (TFN)	KES 10,000.00
5	National Signalling Point Codes(NSPC)	KES 6,250.00
6	Betting Short Codes	KES 10,000.00
7	Mobile National Destination Code (MDNC) per MNDC	
	7.1 Platnum numbers in MNDC (x and y are any natural number) a) consecutive 8 digits (07AB CDE FGH) b) repetitive same 6 digits (07xy AA AA AA) c) 3 pair same digits (07xy AAA BBB)	KES 100,000
	7.2 Gold numbers in MNDC a) 2 pair digits repeating 4 times (07AA BB CC DD) b) 2 pair digits repeating 3 times (07xy AA BB CC)	KES 100,000
	7.3 Silver numbers in MNDC a) 3 repetitive digits (07xy xyz BBB or 07xy BBB xyz) b) 3 consecutive digits (07xy ABC xyz or 07xy xyz ABC)	KES 100,000