



**UGANDA
COMMUNICATIONS
COMMISSION**

**THE UGANDA NATIONAL
NUMBERING PLAN GUIDELINES**

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1. Introduction

Under Section 4(g) of the Uganda Communications Act, Cap 106 Laws of Uganda, Uganda Communications Commission (UCC) is mandated to draw up, establish, amend and enforce a national numbering plan and perform block number allocations.

Accordingly, UCC adopted a Numbering Plan that is in conformity with International Telecommunications Union's ITU-T E.164 recommendation. The National Numbering Plan has been reviewed in 2007 and amended to accommodate the changes introduced in the sector by the new licensing regime that itself ensued from the Ministerial policy guidelines of 11th May 2006 and 13th October 2006. These guidelines served to open the Communications Sector in Uganda to full competition.

These amendments in the Numbering Plan take into account the developments in the industry which include emergence of new technologies for provision of the various services as well as an increase in variety of application services.

This document describes the National Numbering Scheme and the associated requirements for the allocation and use of the numbers and codes under the Numbering Scheme.

2. Objectives of the review of the national numbering plan

In light of the importance of numbers in the provision of communications services, the objectives of UCC in reviewing the National Numbering Plan were:

- To promote growth and development of the communications sector in Uganda
- To promote efficient utilisation of the number resource in Uganda
- To promote fair competition in the sector

- To improve existing framework for the administration of the numbering resource to ensure transparency and efficient management
- To ensure future developments are provided for through reservation of numbers

3. Definitions

- a) **Assignee:** a legal person to whom a number, number block or code has been allocated

- b) **Allocation:** permitting the use of the respective number, number block or code by the assignee (service provider, infrastructure provider, application provider or end-user)

- c) **Mobile Network Code:** a 2 (some places 3) digit code that uniquely identifies a mobile network within a country.

- d) **Mobile service:** this has been taken to be a service that provides a user of the service with continued connection to the service provider's network while the user moves from one location to another within the service provider's coverage area.

- e) **National Destination Code:** a decimal digit or combination of decimal digit (excluding the prefix) that identifies networks or services.

- f) **National (Significant) Number:** consists of the National Destination Code (NDC) followed by the Subscriber Number

- g) **Network Colour Code:** a three bit code that enables a mobile terminal to distinguish between two GSM networks operating on the same frequency.

- h) **Number block:** a range of numbers grouped together into a unit of allocation
- i) **Prefix:** a digit or combination of digits that allows the selection of different types of networks and/or services as a destination
- j) **Short Code:** a combination of digits that forms a special number with significantly fewer digits than the National (Significant) Number length or than a subscriber number that can be dialled independent of a NDC to achieve a telephone connection or access an application.
- k) **Signalling point:** A node in a signalling network that originates and receives signalling messages, or transfers signalling messages from one signalling link to another, or both.¹
- l) **Signalling Point Code:** a code used to identify a signalling point
- m) **Public Service Provider:** an operator designated to be a public operator under Section 42 of Cap 106 Laws of Uganda and who is licensed to offer services, for payment and without discrimination to the public including other operators

4. Allocation of numbers and codes

As per its mandate under Cap 106 Laws of Uganda, UCC shall perform the allocation of numbers, number blocks and codes against applications received.

4.1 Application process

Applications shall be made using the forms provided by UCC. In considering applications received, UCC shall process applications in the same order as they are received.

¹ Examples of signalling points include exchanges (switching centres); service control points; signalling transfer points; and operation, administration and maintenance centres

4.2 Application requirements

The required information from each applicant may include the following:

- a) Name and contact details of the applicant;
- b) The applicant's contact person's name, telephone number and email
- c) Details of the licence granted under the Act, the network or application service and other technical details (such as details of the network facilities) under which the applicant intends to operate the allocation sought;
- d) Details of any existing numbers allocations held that are relevant to that application (if any);
- e) date by which the service shall be operational
- f) Details of relevant interconnection arrangements for the allocation being applied for;
- g) Where relevant, the intended end-user profiles and the proposed rates applicable to the service intended for the allocation; (this is for premium rate type etc)
- h) Details of the applicant's utilisation plans for existing allocations detailing allocations which have been assigned to end users and those which are currently in use;
- i) Any other details which the applicant considers relevant to the application.

4.3 Rejecting an application

UCC may reject or deny an application for any one of the following:

- a) The numbers or codes requested are not available for allocation,
- b) The planned services are not in line with the designation of the numbers applied for or the applicant does not possess the requisite licence,

- c) A previous allocation for numbers in the same or associated category is under utilised,
- d) The planned use of numbers or codes is not in line with the provisions of the Act, Cap 106 Laws of Uganda or any regulations that the Commission has formulated.

5. Reservations of numbers

UCC may make a reservation of numbers for any one of the scenarios:

- a) An applicant anticipates a need for additional numbers. Such request shall be accompanied by a two year progressive forecast of demand and plan
- b) For administrative purposes in relation to numbering such as migration of services from one block/range to another or to accommodate future developments.

6. Conditions for allocation of numbers and/or codes

The allocation of numbers and/or codes to an applicant if they satisfy the following conditions:

- a) The applicant is a licensed/authorised provider of communications services in Uganda,
- b) The applicant has fulfilled all requirements and conditions in the application process.

7. Conditions for use of number and/or codes

All numbers and codes allocated shall be used against the following conditions:

- a) It shall be the responsibility of the recipient of each allocation to negotiate with and to notify all respective operators and, where necessary, overseas authorities and/or operators of the implementation of the allocations, within an appropriate time scale.

- b) Operators and others to whom number allocations have been made shall advise UCC of the contact points in their organisations that are to receive notification on numbering.
- c) Allocation of numbers only implies the granting of rights of use. No proprietary rights are granted;
- d) In particular, assignees shall ensure that the numbers allocated to them are used as designated in the National Numbering Plan;
- e) The holder of an allocation shall maintain an up to date record of;
 - The current usage of the allocations issued and reserved;
 - Numbers currently being quarantined from being re-assigned;
 - The type of network services and/or applications services that the allocation is currently being used for;
 - The profile of the allocation holder's end-users; and
 - Any other information as may be specified by the Commission.
- f) Numbers, number blocks or codes shall not be traded.
- g) Allocated numbers, number blocks or codes shall not be directly transferred between assignees without the specific approval of UCC; such transfer can normally only occur by withdrawal and re-allocation;
- h) Allocations shall be used in accordance with any additional specific conditions set down by UCC, the respective UCC regulations and guidelines.

- i) At the time of number allocation or at any time thereafter UCC may, at its discretion, apply additional specific conditions of use to an allocation if it considers that it is in the national interest to impose such conditions. The conditions will relate to the management and use of allocated numbering capacity.
- j) Numbers and/or blocks of numbers must be activated within the time period specified by the UCC. Otherwise the allocation may be reclaimed;
- k) The assignee shall not use network-specific (internal or intra network) numbers that may cause interference with the national numbering plan or prevent evolution of the plan in any way.
- l) Assignees of numbers from the national numbering plan shall ensure that end-users assigned these numbers either:
 - a. are able to call the emergency services free of charge by using '999' and '112', or else
 - b. are made aware of any limitations on such access by an explicit statement to this effect in the contract for services to which the end-users attention has been drawn;
 - c. are advised, in the case of end-users without full access to the emergency services through the use of '999/112', to label their terminal apparatus in a way that appropriately alerts third parties attempting to make emergency calls from the terminals as to the limitations involved;
 - d. are made aware by the provider in writing, prior to entering into a contract, of any other limitations on service compared with what would reasonably be expected from a traditional service associated with the respective number;
- m) Assignees shall conform to all other relevant ITU recommendations.

8. Withdrawal of allocations

Numbers or codes allocated may be withdrawn due in any of the following situations:

- a) There is a serious or repeated breach of terms and conditions set forth for use of the numbers or codes,
- b) The numbers or codes are not brought into services within the period of time specified by UCC,
- c) The withdrawal is necessary to ensure fair competition,
- d) Regional or international harmonisation necessitates such withdrawal,
- e) There is a need to effect a change in the National Numbering Plan,
- f) There is a violation of any of the provisions of the Act, Cap 106 Laws of Uganda and/or any other regulations that have been formulated by UCC.

9. The National Numbering Scheme

The National Numbering Plan is categorised in terms of service. The outline of the current Numbering Plan is attached in annex 1².

9.1 Prefixes

The prefix is the first number dialled or entered prior to an access code and subscriber number.³ Basically all prefixes in Uganda are under level 0.

Table 1: Designation of levels

Level	Format	Designation
0	0	Prefix for local and national calling (fixed and mobile)
	00A	Regional prefix

² This Numbering Plan and all assignments indicated in this Section are correct as at 25th August 2007

³ On the Uganda Telecom network, a closed dial plan is used. If the calling and called party are in the same area or geographical code, no prefix or access/trunk code needs to be dialed first

	(A = 1-9)	<ul style="list-style-type: none"> ▪ 005 for Kenya ▪ 007 for Tanzania)
	000	International prefix ⁴
1,9	1XX, ⁵ 9XX	Short codes
6-8	NXXX for N=6 to 8	SMS/MMS applications
2-5		Reserved

9.2 Numbering of telecommunications services

National numbers are based on the National (Significant) Number format of nine (9) digits (excluding the prefix 0). The designation of these is as follows:

Table 2: First digit designation after the prefix 0

First digit	Designation
1	Reserved
2, 3, 4	fixed telephony services
5, 6	Reserved
7	All mobile services
8, 9	Special rate services

a) Fixed telephony services

The current allocation for provision of fixed telephony services using any technology is available in the Annex.

Only licensed Public Service Providers (voice and data) that already or are going to provide fixed telephony services are eligible for allocation of numbers within the range 02.

⁴ International access can also be achieved using the plus sign “+” before the country code of the called number

⁵ X = 0 to 9

These numbers shall be allocated in blocks of a maximum of 1,000,000 numbers upon successful submission of application using the designated form available from UCC. Additional blocks of numbers to any applicant shall only be allocated upon demonstration of 75 percent usage of the last allocated block.

The assignee must ensure that subscribers assigned these numbers have their place of residence or business location within Uganda.

b) Mobile services

Under the mobile services number range, the allocations that have so far been made are available in the Annex:

Only licensed Public Service Providers (voice and data) that already or are going to provide mobile services are eligible for allocation of mobile numbers. This includes Mobile Virtual Network Operators (MVNOs). The current assignments are available in the Annex.

These numbers shall be allocated in blocks of a maximum of 1,000,000 numbers upon successful submission of application using the designated form available from UCC.

Additional blocks of numbers to any applicant shall only be allocated upon demonstration of 75 percent usage of the last allocated block by the respective applicant. Such request for more numbers shall include the following information:

- Customer growth rates and forecast growth and evidence that numbers will be in service over the next 12 months.
- An explanation of the current number utilisation in terms of the following should also be provided:

- Internal numbers (being used for network testing, temporary assignment to facilitate roaming, and for identification of switches and other network facilities)
- Numbers issued (those allocated to resellers/MVNOs, waiting for activation, reserved by customers, quarantined)
- Numbers available for use

c) **Special rate services**

The current eligibility for allocation of special rate numbers is restricted to Public Service Providers (voice and data). The current assignments are available in the Annex.

Table 5: Special rate services

8	0800 ZXXXXX - Free phone services ⁶ 0810 ZXXXXX – local rate services 0820 ZXXXXX – single rate services
9	0901 ZXXXXX – premium rate services

Like the fixed and mobile numbers, an application using the respective form must be submitted to UCC and allocations shall be made in blocks of up to 500 numbers.

9.3 Routing codes

a) **Mobile Network Code**

ITU has assigned Uganda the Mobile Country Code 641. UCC then assigns a two digit Mobile Network Code (MNC) between 00 and 99 to each Public Service Provider (voice and data) that offers mobility services. The current assignments are as available in the Annex:

b) **Network Colour code**

⁶ Z = 0 to 9

Uganda has declared code 3 as the Network Colour Code (NCC) that can be used along all the borders of Uganda. All codes 0 to 7 may be used in other parts of the country.

c) **Signalling Point Code**

Signalling Point Codes (SPCs) are used as addresses to identify signalling points in a Signalling System No. 7 network.

i) International Signalling Point Code (ISPC)

The ISPC is a 14 bit binary code represented by three decimal numbers in the format 6-082-1. The first or most significant 11 digits constitute the SANC (Signalling Area/Network Code), assigned by ITU to each country. The three least significant bits identify the specific signalling point allocated by UCC. The current assignments are as available in the Annex:

UCC shall assign one ISPC per signalling point upon application by the signalling point operator using the form availed by UCC.

ii) National Signalling Point Code (NSPC)

The NSPC are 14 bits binary codes of the format 6-0-0 as illustrated below.

N M L K	J I H G F E	D C B A
4 bits	6 bits	4 bits

UCC shall assign an eligible provider with an NSPC upon application for the same.

All NSPCs in use by 9th July 2007 for signalling between operator's networks within Uganda shall be notified to UCC and are deemed to be part of the national numbering plan with effect from that date. Requests for new NSPC allocations, for changes

or for recovery of NSPCs shall be carried out in the accordance with the rules laid out in this document.

10. Short Codes

The Commission has designated short codes to be a minimum of 3 digits and maximum of 4 digits depending on the type of application or service. An outline of the short codes provision is shown in table 8.

Table 8: Short codes

NUMBER RANGE	APPLICATION	ACCESSIBILITY
110 - 119,	Emergency Services and Safety Services e.g., 110	All networks
120 - 129	Customer Service enquiries	All networks
130 – 139	Billing related enquiries	All networks
140 - 189	Other Network Services	May be network dependent
190 - 198	Specially-defined UCC applications; <i>e.g., Directory services</i>	All networks
900 – 999	Emergency Services and Safety Services (e.g., 911 & 999);	All networks
6000 - 8999	Application / Information Service Providers ⁷ :	May be network-dependent

The Short codes have been categorised as follows:

- Emergency services codes
- Common network codes
- Independent network codes

⁷ An information or application provider in this case, shall be one that creates and delivers informational products to the general consumer through computer-based applications or other electronic services over the infrastructure of a PSP and/or PIP.

- Special services codes
- Content codes

a) **Emergency services codes**

Emergency services codes are 3 digits long and are to be used to access national services associated with emergency and safety service. All Public Service Provider (voice and data) licensees are obligated to provide access to these services free of charge.

The condition associated with these codes is that the same number must be used across all the networks to access the same service. The ranges of numbers from 110 – 119 and 900 – 999 have been earmarked for this.

b) **Common network codes**

This category consists of codes that are 3 digits long and are to be used by licensed service providers to deliver user assistance services like customer service enquiries and billing related enquiries that are commonly provided across the different networks.

The designation of these codes shall be done by UCC upon application by a service provider or else. The condition associated with these codes is that the same number must be used across all the networks to access the same type of service.

This range of codes has been exempt from the charging of authorisation fees. However, if the service provider chooses to charge the end users for the service, they shall also be required to pay for the use of the respective code. The range of 3 digit codes from 120 – 139 has been earmarked for this as reflected in Table 8.

The following designations have so far been made.

Customer Service	100
Recharge	130
Check Balance	131
Voicemail deposit	121
Voicemail retrieval	123
Emergency, Police & SOS	112

c) **Independent network codes**

These codes are used by end-users only within the assignee's network to access services uniquely offered by the respective service provider.

Operators shall be free to select their own three digits codes from within the range. This range of codes has also been exempt from the charging of authorisation fees. However, if the service provider chooses to charge the end users for the service, they shall also be required to pay for the use of the respective code.

The range of 3 digit codes from 140 – 189 has been earmarked for this.

d) **Special services codes**

This category of codes caters for UCC specified value added or information applications such as directory services, that may be offered by respective operators but can be provided by third parties or non service provider licence holders.

The assignment of these codes is to be done by UCC upon successful submission of a duly completed application form. The code is uniquely assigned to each application provider and

may be used on the networks of the all licensed service providers.

The range has been exempt from the charging of authorisation fees. However, if the service provider chooses to charge the end users for the service, they shall also be required to pay for the use of the respective code.

The range of 3 digit codes from 190 – 198 has been earmarked for this.

e) **Content codes**

This category has so far been reserved for application or information providers whose operations are SMS/MMS based. UCC reserves the right to designate the use of this set of codes to another type of application in the future.

The assignment of these codes is to be done by UCC upon successful submission of a duly completed application form. The code is uniquely assigned to each application/information provider and may be commonly used on the networks of the all licensed service providers.

This range consisting of 4 digits codes from 6000 – 8999 has been earmarked for this.

11. Fees

There shall be no fees charged for number allocations from UCC except for Short Codes. However, the Commission reserves the right to review this position at any time.

ANNEX
UGANDA NATIONAL NUMBERING OUTLINE
(Country code 256)

Category	Designation
International Prefix	000 or '+'
Regional prefix	003 – Burundi (Planned) 004 - Rwanda 005 - Kenya 006 - Uganda 007 - Tanzania
National access codes 'OX'	02 - All other fixed networks 03 - MTN fixed network 04 - Uganda Telecom fixed network 07 - Mobile networks 08 - Special tariffs & other services 09 - Premium rate and Multimedia service
National (Significant) Number	Number length (excluding the country code) is 9 digits
Mobile Network Codes (MNC)	01 - Airtel Uganda Limited 04 - Tangerine Uganda Limited 06 - Afrimax Uganda Limited 10 - MTN Uganda Limited 11 - Uganda Telecom Limited 14 - Orange Uganda Limited 18 - Sure Telecom Uganda Limited 22 - Warid Telecom Uganda Limited 33 - Smile Communications Uganda Limited 40 - Civil Aviation Authority 44 - K2 Telecom 66 - I-Tel Limited
Level 7 mobile networks	700 – 706 Warid Telecom Uganda Limited 710 – 719 Uganda Telecom Limited

allocation	720 - Smile Communications (U) Limited 0723 - Afrimax Uganda Limited 730 - K2 Telecom 740 – 744 Sure Telcom Uganda Limited 750 – 759 Airtel Uganda Limited 760 – 764 iTel Limited 770 – 779 MTN Uganda Limited 780 – 789 MTN Uganda Limited 790 – 794 Orange Uganda Limited
“02”, “03” and “04” fixed networks allocation	200, 201 - Warid Telecom Uganda 20240 - Infocom Uganda Limited 2025 - 2029 - Smile Communications 20300 – 20304 - Afrimax Uganda Limited 2032 - 2033 - I-way 204 - Orange Uganda Limited 2050 – 2054 - Roke Investment International Limited 206000 – 206002 - Datanet Limited 20630 – 20634 - Simbanet Uganda 207 - Airtel Uganda Limited 2080 – 2083 - One Solution 3 - MTN Uganda Limited 4 - Uganda Telecom Limited
<u>Special services</u> Free Phone numbers	0800 1xxxxxx - Uganda Telecom Limited 0800 2xxxxxx - MTN (U) Limited 0800 3xxxxxx - Airtel Uganda 0800 707xxx - Warid Telecom Uganda Limited 0800 777xxx - Warid Telecom Uganda Limited 0800 900xxx - Orange Uganda Limited
Local rate numbers	0810 1xxxxxx - Uganda Telecom

Single charge numbers	0810 2xxxxxx - MTN (U) Limited 0810 3xxxxxx - Airtel Uganda 0820 1xxxxxx - Uganda Telecom 0820 2xxxxxx - MTN (U) Limited 0820 3xxxxxx - Airtel Uganda 0820 777xxx - Warid Telecom Uganda Limited 0820 7781xx - Warid Telecom Uganda Limited
Premium rate services	0901 xxxxxxx - Uganda Telecom 0902 xxxxxxx - MTN (U) Limited 0903 xxxxxxx - Celtel Uganda 0907 777xxx - Warid Telecom (U) Limited 0909 0004xx - Orange Uganda Limited
Emergency, Directory inquiry and other service codes	999 and 112 - Police and fire emergency for mobile/fixed networks 116 – Child Helpline 911 - Ambulance/Medical emergency
Short codes	1XX, 2XX, NXXX for N=6 to 8