



## **GENERAL NOTICE NO. 9/2017**

# **PROPOSED DECISION IN TERMS OF SECTION 32 OF THE SWAZILAND COMMUNICATIONS COMMISSION ACT, 2013: NATIONAL NUMBERING PLAN**

### **1. EXECUTIVE SUMMARY**

- 1.1. The Swaziland Communications Commission ("the Commission") is the regulatory body established in terms of the Swaziland Communications Commission (SCCOM) Act, 2013 responsible for regulating the electronic communications sector in Swaziland including; telecommunications networks and services, broadcasting services, postal services, the use and allocation of radio frequency spectrum, data protection and e-commerce.
- 1.2. The functions of the Commission, as specified in Sections 6, 7 and 8 of the SCCOM Act, 2013, include the responsibility to manage numbering resources for electronic communications services in the country. This responsibility includes, among other things, the establishment, review and enforcement of a national numbering plan, and performing block number allocations.
- 1.3. To effectively carry out this mandate, Section 39 of the Electronic Communications Act (ECA), No. 9 of 2013 and the Electronic Communications (Numbering) Regulations, 2016 provide the legislative and regulatory frameworks for the management of numbering resources for electronic communications services.
- 1.4. Recent developments in the telecommunications sector, conversion of previous licences into technology neutral licences, issuance of new individual and general network and service licences for the provision of public telephony and internet services, as well as the fast changing technology landscape requires the Commission to come up with the necessary tools and processes to ensure that sufficient numbering resources are available for current and future services.

1.5. In this regard, and in accordance with the ECA and Numbering Regulations, the Commission is undertaking an exercise to review and develop a National Numbering Plan (NNP) for electronic communications services in the country. Among other things, the NNP seeks to:

- Provide a framework for planning, allocations, and monitoring of the usage of numbering resources
- Maintain the national electronic communication numbering and address register for all licensees in respect of resources which have been assigned
- Facilitate the maintenance of the national electronic address and user register
- Assigning of call signs to all amateur radio operators in the country
- Reflect the competitive telecommunication market that the regulator mandates for the country.

1.6. In accordance to the numbering regulations, the proposed numbering plan has been developed to include communication numbers used to identify the following;

- Electronic communication networks or various carriers
- Terminal facilities for cellular communications
- Signalling transmission equipment
- Emergency, help, health and enquiry calls
- Terminal transmission line facilities for data communication services
- Unstructured supplementary service data (USSD) applications
- Value added services

## 2. DEFINITIONS AND INTERPRETATIONS

- 2.1. Any word, phrase or expression used in this Plan shall, unless the context requires otherwise or it is expressly defined herein, has the same meaning as in the Communications Act of 2013 and the Electronic Communications (Numbering) Regulations.
- 2.2. **"Access Code"** means a short Non-Geographic Number, usually beginning with '1', that allows End-Users to access a wide range of services;
- 2.3. **"Access Number"** means a Short Code, used to access services of another Operator or certain other services of the same Operator;
- 2.4. **"Act"** means the Electronic Communications Act, 2013;
- 2.5. **"Address"** means a string or combination of digits and symbols that identifies a specific termination point of a connection;
- 2.6. **"Allocated"** means a status of a number or a Number Block that has been assigned to an Operator for a particular purpose. If a number has been ported to another Operator, the Operator to which a number has been ported assumes all the responsibilities and rights under this Plan of the Operator to which a number has been allocated;
- 2.7. **"Allocation Certificate"** means a formal document that testifies allocation of a Number Block (or blocks) to an Operator;
- 2.8. **"Annual Numbering Report"** means an annual report produced by SCCOM that summarises the information supplied by Operators in their own annual reports providing the current position with regard to the allocated numbering resources;
- 2.9. **"Area Code"** Means a set of digits beginning with a trunk prefix "0" which forms part of national numbers and which indicates a defined geographic area within a Country where the subscriber to public network services and public application services associated with the number is located;
- 2.10. **"Assignment"** for the purposes of this plan refers to the processes by which numbers and electronic addresses are assigned to eligible persons to be used in accordance with this Plan;
- 2.11. **"Authorisation"** means a licence or individual right of use that a person may hold or be granted under any law which the Commission is entitled to administer;
- 2.12. **"Call"** means communication conveying voice and/or data;
- 2.13. **"Carrier Pre-Selection Code"** means a non-dial able four (4) digit Network Code that is adopted or otherwise used in connection with the provision of Carrier Pre-Selection;
- 2.14. **"Carrier Pre-Selection"** means a facility which allows a Subscriber to whom a Publicly Available Telephone Service is provided by means of a Public Communications Network to select which Pre-selected Provider of such Services provided wholly or partly by means of that Network is the Pre-Selected Provider he/she wishes to use to carry his/her calls by designating in advance the selection that is to apply on every occasion when there has been no selection of Provider by use of a Telephone Number;
- 2.15. **"Cherished Numbers"** means numbers having the following characteristics: Repeated digits - numbers containing the same digit repeated four (4) or more times consecutively; Increasing or decreasing sequences - numbers containing an increasing or decreasing sequence of four (4) or more consecutive digits; Alternating sequences - numbers containing consecutive alternating digits with a length of six (6) or more alternating digits; Repeated pairs - numbers containing consecutive pairs of repeated digits of a total length of six (6) or more repeating digits; and other patterns regarded as valuable by the Commission;

- 2.16. **"Closed Numbering Scheme"** means a numbering system in which all national numbers are used and are of the same length irrespective of which national geographic area they are dialled from;
- 2.17. **"Commission"** means the Swaziland Communications Commission (SCCOM) established in terms of Section 3 of the Swaziland Commissions Act, 2013;
- 2.18. **"Communication Number"** means the number, sign or other mark that a licensee uses for identification of communication systems when the licensee is delivering communication services in order to connect between the place of transmission and the place of reception, or for the identification of the type of content of transmission the communication system is to deliver;
- 2.19. **"Communications Addresses"** means an address determined by the Commission from time to time, for use in communications;
- 2.20. **"Country Code" ("CC")** means the combination of one, two or three digits that identifies a specific country or countries in an integrated numbering plan or a specific geographic area. The CC for Swaziland is 268;
- 2.21. **"Designated"** means the use of a number series or range of numbers specified for a particular purpose. Designated numbers shall be used only for a purpose specified in the Plan;
- 2.22. **"Electronic Addresses"** means a sequence of numbers which operates using the Internet Protocol to locate devices, and may include Names;
- 2.23. **"Emergency Services/Number"** means the number that allows calls to emergency services;
- 2.24. **"ENUM"** - Means a type of number which enable a subscriber to have a single subscriber number which a calling party may dial and which enables the subscriber to determine the preferred terminating device or destination, such as a mobile phone, email address or fixed-line phone. ENUM-Type Numbers are a form of E.164 numbers;
- 2.25. **"Fixed Mobile Services"** means Telecommunications services other than Mobile Services. Designation of numbers for Fixed Services allows usage of such numbers for any services (including Mobile Services) provided that the wholesale rate for termination of voice calls, if applicable, to users of such services does not exceed by more than 20 per cent the wholesale rate for termination of voice calls to users of PSTN services of the biggest (in terms of number of subscribers) provider of such services in Swaziland. Designation of a Number Range to Fixed Services does not allow direct use of such numbers for provision of Premium Rate Services or Special Services;
- 2.26. **"Free"** is a status of a number or a Number Block that is available for allocation;
- 2.27. **"Freephone /Toll Free Number"** means a number that is designated to a service for which the caller does not have to pay any call charges;
- 2.28. **"Future technological developments"** relates to the process that takes a product or idea from a hypothesis to a usable product to really anything in regards to inventions or innovations. More often than not, development is usually restarted after a product is finished, which is known as a prototype, which means it was at testing to determine if the technology was ready for regular usage;
- 2.29. **"Geographic Number"** means a national number that is used to provide a geographic service, where part of its digit structure contains geographic significance;
- 2.30. **"GSM"** means the Global System for Mobile communications;
- 2.31. **"Inbound services"** means a service used only to receive communication and not to originate communication and can be accessed at a fee by a Customer;
- 2.32. **"Internal Network Portability Code (INPC)"** means a Network Code which is used to ensure that Portability is effective within a Network;

- 2.33. **"Internal Routing Code"** means a Network Code which is used for routing purposes within an Electronic Communications Network;
- 2.34. **"International Mobile Subscriber Identity (IMSI)"** means a string of decimal digits up to a maximum length of 15 digits which identifies a unique subscription to a Mobile Service in accordance with International Telecommunication Union (ITU)-T Recommendation E.212;
- 2.35. **"International Prefix"** means a digit or combination of digits added before the called number to indicate that the call is an international one. In Swaziland, the International Prefix is 00 or "+";
- 2.36. **"International Signalling Point Code (ISPC)"** means a Signalling Point Code that constitutes an independent address for international purposes, in accordance with ITU-T Recommendation Q.708;
- 2.37. **"Internet Access Service"** means an applications service which enables a person to access Internet services and applications in conjunction with either a dial-up connection or a direct connection;
- 2.38. **"Internet services"** means connecting a computer to any other computer or communication device anywhere in the world via dedicated routers and servers;
- 2.39. **"ITU Telecommunications Standardisation Sector" ("ITU-T")** is a permanent organ of the International Telecommunications Union ("ITU"), the United Nation's specialised agency in the field of telecommunications. The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardising telecommunications on a world-wide basis;
- 2.40. **"Licensee's Numbering Plan"** means a plan that an Authorised Operator adopts for such numbers as are allocated to it from the Plan. Such a plan describes the method adopted, or to be adopted, for allocating and re-allocating a number to any network termination point, subscriber, telecommunications apparatus or service element;
- 2.41. **"Licensee"** means a person or Operator licensed or authorised under the Act;
- 2.42. **"Machine related service"** means any service that includes (a) the transmission of communication in wireless and /or wired systems to communicate with other devices or machines with little or no intervention by a person; and (b) communication originating from a device or machine to a person and vice versa;
- 2.43. **"Machine to Machine (M2M) communication"** refers to the automated communication between machines and devices. In cases where M2M communication includes voice communication, these shall mean voice services within a pre-defined service feature and/or within an intended or a closed user group;
- 2.44. **"Maritime Mobile Service Identity"** means a number used for the purpose of identification while using Global Maritime Distress Service System search and rescue facilities on board ships;
- 2.45. **"Mass calling services"** are services typified by heavy traffic volume at single or several short intervals of time and by the brevity of the calls, the aim being a limited retrieval capacity. Mass calling services numbers may only be used to provide a mass calling service;
- 2.46. **"Mobile Number Portability Code (MNPC)"** means a Network Code used for the Portability of Mobile Numbers;
- 2.47. **"Mobile Number"** means a Non-Geographic Number that is adopted or otherwise used as part of a Mobile Service to identify Apparatus designed or adapted to be capable of being used while in motion;
- 2.48. **"Mobile Service"** means a service consisting in the conveyance of Signals, by means of an Electronic Communications Network, where every Signal that is conveyed

- thereby has been, or is to be, conveyed through the agency of Wireless Telegraphy to or from Apparatus designed or adapted to be capable of being used while in motion;
- 2.49. **"Mobile Network Code (MNC)"** means a network code that is part of the international mobile subscriber identity and identifies the Home network of a unique subscription to a Mobile service;
- 2.50. **"National Communication Numbering and Addressing Plan"** means the plan for electronic communications numbers and addresses, postal codes and national addressing systems established by the Commission under Part II Article 5 of the Electronic Communications (Numbering) Regulations 2016;
- 2.51. **"National Destination Code" ("NDC")** means a digit or a combination of digits (not including any prefix) identifying a numbering area within a country (or group of countries included in one integrated numbering plan or a specific geographic area) and/or network/service. NDC is a nationally optional code field, within the international public telecommunications numbering plan as set out in the ITU-T Recommendation E.164, which, combined with the SN, constitutes the NSN. In Swaziland NDC is not used;
- 2.52. **"National Rate"** means an indication that the price for the call is equivalent to the rate for a fixed national call set by the relevant originating Operator;
- 2.53. **"National Signalling Point Codes Plan"** means the plan for Signalling Point Codes as maintained by the Commission;
- 2.54. **"National Significant Number" ("NSN")** is the portion of a number that follows the CC. The NSN usually consists of the NDC followed by the SN. In the Swaziland the NSN is identical with the SN;
- 2.55. **"Non-Geographical Numbers"** means the numbers that do not include any geographical area information. Mobile Numbers, Personal Numbers, VPN Numbers, as well as Special Rate Numbers (Freephone Numbers, Premium Rate Numbers, and Shared Cost Numbers) are evidently included in Non-Geographical Numbers;
- 2.56. **"Number Block"** means a list of number ranges and codes allocated to telecommunication services providers/Operators;
- 2.57. **"Numbering Plan"** means a scheme of identification by numbers prescribed in these Regulations or other regulations made by the Commission for ensuring that electronic communications are correctly and efficiently directed to their intended points of reception;
- 2.58. **"Number Pooling"** means the sharing of numbers within a number block among multiple Licensees serving the same number Block;
- 2.59. **"Number Portability Code"** means a Network Code used for the Portability of Mobile (or fixed) Numbers;
- 2.60. **"Number Portability"** refers to the ability for subscribers to retain their current numbers when they change Operators or their geographical location;
- 2.61. **"Number Range"** means a set of contiguous numbers of a specified or unspecified size;
- 2.62. **"Number Series"** means a set of numbers, having the same leading digit or digits;
- 2.63. **"Number"** means a sequence of digits of the numbering decimal system that uniquely identify the termination point of a public telecommunication network. For telephony and mobile and personal communications networks, the number contains the necessary information for routing the call to the corresponding termination point;
- 2.64. **"Numbering Plan List" ("Number List")** means the list of numbers published by SCCOM on its website and updated on a regular basis in order to provide information on the current status of parts of the Plan, e.g. Allocated, Free, Protected or Reserved;

- 2.65. **"Numbering Scheme"** means the procedures and criteria for the reservation, assignment, and reclamation of numbering resources;
- 2.66. **"Personal numbers"** means numbers that begin with a national service code and that provide access to and from every telecommunications network on one number, regardless of location, device, platform and/or technology;
- 2.67. **"Ported Number"** means a number that has been allocated to a particular Operator, but has subsequently been ported to another Operator according to the laws, rules and regulations governing Number Portability;
- 2.68. **"Premium Rate Services (PRS)"** means services that are used via Telecommunications services and are paid for through the telephone bill of a calling subscriber, and the rate of which is typically higher than the rate applied to calls to subscribers of Mobile Services and Fixed Services. Revenues from Premium Rate Services are typically shared between an Operator providing such services and a called subscriber/Content Provider (i.e. the subscriber/Content Provider to whom the respective number is assigned);
- 2.69. **"Premium Rate Number"** means a non -geographic number that is used to provide a premium rate service;
- 2.70. **"Protected"** is the status of a number or a Number Block that is withheld from allocation and use;
- 2.71. **"PSTN"** means a Public Switched Telephone Network;
- 2.72. **"Broadcasting services"** - Broadcasting is the distribution of audio or video content or other messages to a dispersed audience via any electronic mass communications medium, but typically one using the electromagnetic spectrum (radio waves), in a one-to-many model. The services provided via this media can be referred to as broadcasting services.
- 2.73. **"Recommendation E 164"** means Telephone and ISDN, IN etc. operations, numbering, routing, and the Mobile Services of the ITU –T;
- 2.74. **"Reserved"** is the status of a number or a Number Block that has been reserved for future allocation to an Operator/Operators;
- 2.75. **"Rule"** means an order or a principle that governs the use, management and allocation of the national resource of numbers from the Plan;
- 2.76. **"Schedules"** are those sections of this document that detail the designations of numbers and other conditions of use specific to the Plan;
- 2.77. **"Short Codes"** means a number that is not a supplementary code and has maximum of six (6) digits;
- 2.78. **"Signalling Point Codes (SPC)"** means codes used in the networks to identify the exchanges national or international between which speech path connections are to be established;
- 2.79. **"SMS"** means Short Message Service;
- 2.80. **"Special Services"** means telephone services charged at special rates (with respect to callers) - from free up to, and including, National Rate. Charges for these calls can be paid by the called party, shared between the caller and the called party, or paid wholly by the caller;
- 2.81. **"SS7 /C7"** refers to a standard for common channel signalling in Electronic Communications Networks (also known as 'SS7');
- 2.82. **"Subscriber Number" ("SN")** means a number identifying a subscriber in a network or numbering area;
- 2.83. **"Telemetry"** means an automated communications process by which measurements and other data are collected at remote or inaccessible points and transmitted to receiving equipment for monitoring;
- 2.84. **"Free Phone/Toll Free Services"** means a service that can be accessed free of Charge by a Customer;

- 2.85. **"Trunk services"** means a system to provide network access to many clients by sharing a set of lines or frequencies instead of providing them individually;
- 2.86. **"Trunk code (TC)"** means a digit or combination of digits, not including the national (trunk) prefix, identifying the numbering area within a country (or group of countries included in one integrated numbering plan or a specific geographic area);
- 2.87. **"Type A Short Code"** is designated for use as emergency service codes. The Short Code is allocated against a service (not associated with any Licensed Operator). Callers must be able to call such a short code at any time from any network without charge such as Police, Fire & Rescue; for example, 999;
- 2.88. **"Type B Short Code"** is designated for use as Short Codes, accessible from any network ("Off-Net"); it could be Directory Enquiries;
- 2.89. **"Type C Short Code"** is designated for use as "On-Net" codes for the purpose of accessing the services of a single Authorised Operator on that Operator's own network;
- 2.90. **"UMTS"** means the Universal Mobile Telecommunications System;
- 2.91. **"Universal Number"** means a number which can be used for any purpose except for Special Services and Premium Rate Services;
- 2.92. **"Unstructured Supplementary Service Data (USSD)"** means a Global System for Mobile (GSM) communication technology that is used to send text between a mobile phone (using a number that contains at least one occurrence of a star (\*) or a hash (#)) and an application program in the network;
- 2.93. **"Utilised Number"** means numbers that are allocated to customers or kept for internal system and human communications or that have been distributed to a dealer on SIM cards;
- 2.94. **"Value Added Services (VAS)"** means extra electronic communications services as provided by an assignee in addition to other basic telecommunication services;
- 2.95. **"VAS short code"** means an electronic communications number designated for Value Added Services;
- 2.96. **"VOIP services"** means Voice calls over Internet Protocol services;
- 2.97. **"WISP"** - means Wireless Internet Service Provider; and
- 2.98. **"WASP"** – means Wireless Access Service Provider.



### **3. BACKGROUND AND OVERVIEW:**

#### **3.1. Numbering Resources:**

National electronic communication numbers and addresses (numbers) are considered to be a national resource for the electronic communication networks and services, and as such there is a requirement to ensure that their allocation and use is efficiently managed and monitored. Some of the key responsibilities in relation to numbering resource management include policy development, planning, development of management and governance processes as well as consumer protection. These responsibilities require that, in the development of the necessary processes, the balance in the interests of electronic communications service providers, users and other key stakeholders are taken into account.

- In coming up with regulatory instruments, decisions and processes, the Commission is required to, while taking into account national circumstances, adopt international best-practices and conventions relating to the specific issue at hand. For the development of this National Numbering Plan, the Commission has considered the International Telecommunications Union (ITU) Recommendations E.164, E.123, E.161, E.166 and X.121 which provides guidelines and processes on the international management and allocation of numbering resources. Critically, the planning process recognises that there is current extensive use of numbers by electronic service providers and individual/private users in the country. As a result the proposed numbering plan has been arranged such that:
  - The interests of all stakeholders are taken into account
  - It results in minimum disruptions in current usage of numbering resources;

#### **3.2. The Requirements of a New Numbering Plan**

The Swaziland Communications Commission is advancing to satisfy the following basic requirements in the development of the new Numbering Plan:

- Adequate numbering capacity. It is extremely important to ensure that there is adequate numbering capacity for both geographic significant and geographic insignificant numbers. Hence a good forecasting of demand in numbers is required.
- Competitive neutrality. The allocation system of the new numbering plan should be competitively neutral. This means that numbers should be allocated fairly amongst all competitors.
- User-friendliness. The numbering plan has to be easy to understand and needs to follow a logical structure so that it is easy to convey the type of service and the tariff to be charged for that service. For instance all numbers with prefix 800 should indicate that the call is free of charge

#### **3.3. The Economics of Numbering**

According to the Organization for Economic and Corporation Development (OECD), a good numbering management environment must take into account the following Economic and Regulatory aspects as a critical part of numbering management process;

## - Electronic Communication Numbering As an Economic Resource<sup>1</sup>

The rise of new services and the advent of competition have given to electronic communication numbers a significant economic dimension. Any economic considerations around numbers arise for two main reasons.

The first reason is that a numbering plan that is administered fairly can facilitate competition in service provision and thus bring benefits to users by reducing tariffs and by increasing the quality standards in the services provided. This means that for competition to flourish, Operators and Service Providers must be treated on an equal basis regarding access to the number resources as proprietary rights over numbers could hamper competition and prevent the growth of niche markets in service provision.

The second reason is that numbers become important tools in the hands of value-added service providers. Given that most of these services are highly profitable for Operators, the allocation of specific number ranges to provide exclusive access to services such as mobile telephony, personal communication and premium rate services increases the value of numbers. It is recognised that a limited range of numbers contain "higher" value than others because their memorable structure brings benefits to the called party. The possible exploitation of the true market value of such numbers has been an issue of discussion for the Administrators of National Numbering schemes.

## - The Functions of Numbers

National numbers signify the most appropriate network routing in order to provide access to network subscribers or electronic communication services within a country.

International numbers provide access to telephone subscribers or electronic communication services to different parts of the world.

Within each country, telephone numbers can provide information on:

- the geographic location of the called party,
- the tariff associated with the call,
- the type of service the caller has access to,
- Or a combination of the above.

## - Numbering and Competition

As competition emerges Service Providers and New Entrants need to have access to numbers on an equal footing. The principle of equal access, is easy to put into practice, especially now that almost all countries have established National Regulatory Authorities who have taken over the responsibility of regulating electronic communications.

## - Numbering as a National Resource

The proliferation of numerous other entities, apart from the dominant Carrier, and their involvement in a country's electronic communication industry have increased demand for numbers and consequently their commercial value. As competition increases and new numbering requirements emerge it becomes universally recognised

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<sup>1</sup> OCDE/GD(95)117

that *"telephone numbers are a national resource and should be for the customer - not for the Operators to brand"* (OFTEL, 1993a). New Operators and Service Providers need to have access to numbers and have the right to utilise them in a way that best suits their needs and can facilitate service provision.

- Value Intrinsic in Numbers

All number ranges available in a geographic area do not have the same value to users. Broadly, users may be divided into four categories:

- Residential users,
- Community users (including Government Agencies and Social Welfare groups),
- Corporate Users, and
- Operators/Service Providers.

In the development of the proposed national numbering plan, the Commission has taken the issues highlighted above into consideration. In addition, the following basic principles have been followed in the development of the Numbering and Addressing Plan:-

1. understanding by Subscribers of the numbering scheme in relation to services offered;
2. technical feasibility: numbering plan must have minimum negative impact on revenues and seen to be fair to all;
3. low costs to effect migration;
4. permit access to short codes of the incumbent service providers;
5. avoid overlaps with the current numbering plan;
6. capability of meeting long term demands for:
  - a. Subscriber Numbers
  - b. New Services and
  - c. New Networks;
7. Conformance to international conventions and best practices on the use and allocation of numbers, including the ITU recommendations E.164, E.123, E.161, E.166 and X.121
8. The PSTN/ ISDN should be geographic thereby enabling dialing within a particular area as a local call for all Operators;
9. The Get-me-anywhere or geographic Numbers which include mobile, paging and personal numbers should ideally be having the same prefix.

### 3.4. The Regulatory Aspects of Numbering

The Commission recognises the important fact that Numbering is a dominant feature of the electronic communication networks and services. This is more so in an environment that is developing into a competitive one, where more and upcoming operators want to have access to this national resource. The complexity of the electronic communication environment today and the emergence of new services and technologies call for a collaborative process in the development of regulatory decisions and frameworks relating to numbering resources,

including operators and consumers. In a competitive market, the development of efficient numbering practices requires a wide industry and user involvement in order for policy makers to identify new issues affecting the electronic communication sector with immediate impact on numbering, such as the emergence of new services and the changes in demand.

In this regard, and as part of the this project, the Commission has extensively engaged with all the operators currently providing electronic communications services in the country. The engagement process involved:

- Formal introduction of the project to all stakeholders;
- Information gathering sessions through questionnaires and on site meetings;
- Formal meetings to clarify information requirements and validation of received data;
- Consultation process in accordance with Section 32 of the SCCOM Act, 2013 (this process);

It is the Commission's view that these activities will result to a certain level of ownership and acceptance of the proposed plan.

#### 4. THE CURRENT NUMBERING PLAN

The current numbering plan has been designed and managed by the incumbent operator (SPTC), and is as shown in Table 1 below. The numbering system uses a fixed 8 digits format: NXXX – XXXX where N represents digit 2 and X represents digits between 0 and 9. NXXX is the regional/area code while XXXX is the line number.

##### 3.1 Analysis

- The numbering scheme is closed, implying a single dialling procedure for the whole country. Hence no area code is required.
- The current numbering plan is divided into two main numbering categories:
  - Geographical numbers
  - Non-geographically numbers which can further be divided into:
    - Mobile services numbers
    - Special Services numbers
    - Short codes
- The country is divided into 4 political regions:
  1. Shiselweni
  2. Lubombo
  3. Manzini
  4. Hhohho

The 22xx xxxx numbers have been allocated to Shiselweni, while the 23xx xxxx numbers have been allocated to the Lubombo region, the 25xx xxxx numbers to Manzini and the 24xx xxxx numbers have been allocated to the Hhohho region. Under such a numbering scheme, it can be seen that there is mathematically two million numbers available per region which is definitely more than adequate. The Wireless Local Loop subscribers are allocated numbers in the 255x xxxx range.

- The numbering capacity used for mobile services is consumed very rapidly mainly because the operators do not have the proper allocation plans/mechanism for numbers and clear plans to reuse numbers, especially for pre-paid services.

## 5. THE PROPOSED NATIONAL NUMBERING AND ADDRESSING PLAN

The broad Structure of the proposed Plan is shown in Table 1 below. The broad structure shows the generic allocation of the various services against the number range 0 to 9.

<b>Leading Digit</b>	<b>Main Purpose (the Purpose for parts which are not identified as Protected in this table is detailed in the Schedules of the Plan below)</b>
<b>“+”</b>	International Access Prefix
<b>0</b>	Access Numbers and Type B Short Codes (and Carrier selection if adopted)
<b>1</b>	Type C Short Codes (non-geographic) and Special services
<b>2</b>	Geographic Numbers - (Fixed)
<b>3</b>	Geographic Numbers - (Fixed)
<b>4</b>	<b><i>Protected</i></b>
<b>5</b>	<b><i>Protected</i></b>
<b>6</b>	Future Services
<b>7</b>	Nationwide (non-geographic) Numbers – Mobile
<b>8</b>	Freephone (non-geographic) and Special Services Numbers
<b>9</b>	Type A Short Codes – Emergency and Type B Short codes-Special Services
<b>*</b>	Supplementary Service Codes
<b>#</b>	Supplementary Service Codes

**Table 1. The Broad Structure of the Proposed Plan**

### 5. The Proposed Plan

5.1 The proposed Plan makes use of a Closed Numbering Scheme based on 8-digit NSN length for fixed and mobile services (except for Short Codes, which are explicitly identified as such). Table 2 below shows the structure of the proposed Plan. The geographic number allocation on Level 3 has been split equally between the two mobile Operators (who have expressed interest in providing fixed communication services) so as to avoid misuse of number resources as has been the case on Level 2. The split is such that it currently provides each of the Mobile Operators with 2 000 000 (Two Million) numbers to use for their fixed services.

More geographic number resources can be availed on Level 2 with a cleanup of the current allocation by the incumbent fixed line Operator. Once this clean up has been done, other Operators can then be allocated within that number range as well as ensuring a fair and equitable allocation of number resources.

The Mobile or PLMN services are provided for under the 7XXX XXXX range where the mobile Operators have been allocated with 4 series of 10 blocks each with one million numbers. Other Services and Short Codes are spread through out the numbering structure as shown on Table 2.

The plan has adequate numbers and codes to accommodate both new entrants and new services.

## 5.2 The Proposed Plan Structure.

The proposed plan illustrated in the table below depicts the current numbering resources allocation and the alternative options allocation in the Fixed Network Geographic codes for;

- The incumbent fixed telecommunication network operator (SPTC) and
- The non-geographic mobile operators (Swazi MTN and Swazi Mobile)

It is important to note that the alternative option for SPTC is the recommended allocation, however, this will require a clean up of the numbering structure the Corporation is currently implementing. The Commission is cognisant of the fact that this exercise will require an investment on the operator's side and a significant time period to enable an efficient and seamless clean up operation although inconvenience on the customer side is inevitable.

In this regard, this exercise will enable a uniform allocation of the number resources to all operators and on the same breadth, free up resources for allocation on the 2 digit grouping for another player to come into the space.

Consequently, the 8 digit grouping number resource range also warrants a clean up to enable a uniform allocation of the toll free number resources. The first option requires each operator to configure a network code for each assignment as shown. The second option gives each operator an allocation of 250 numbers each in incremental blocks, i.e. the first operator will be allocated the first 250 numbers, the second the next 250 and so on and so forth.

Digit Grouping	Application/Use	Operator/User	Comment	Min. Digits	Max. Digits
0	Access Numbers	All Operators	"00" or "+" for international Access and	2	2
		All Operators	"0X" for Carrier Selection (X= 1 to 5)	1	2
1	Special Service Codes	All Operators	Off Net Type A 112 and 116	3	6
			On-Net Type C Codes, 1XX to 8XX, X= 0 to 9 (Except 112 and 116)	3	6
2	Fixed Network Operator (Geographic Codes)	SPTC	22XX XXXX - Shiselweni ( <b>X= 0 to 9</b> )	8	8
		SPTC	23XX XXXX - Lubombo ( <b>X= 0 to 9</b> )	8	8
		SPTC	24XX XXXX - Hhohho ( <b>X= 0 to 9</b> )	8	8

		SPTC	25XX XXXX - Manzini (X= 0 to 9)	8	8
		<b>SPTC</b>	<b>255X XXXX - WLL (X= 0 to 9)</b>	8	8
<b>2</b>	Fixed Network Operator (Geographic Codes) <b>ALTERNATIVE OPTION</b>	SPTC	22YX XXXX – Shiselweni (Y = 0 to 4; X=0 to 9)	8	8
		SPTC	23YX XXXX – Lubombo (Y= 0 to 4; X=0 to 9)	8	8
		SPTC	25YX XXXX – Manzini (Y= 0 to 4; X=0 to 9)	8	8
		<b>Option 2</b>	24YX XXXX – Hhohho (Y=0 to 4; X=0 to 9)	8	8
<b>3</b>	Fixed Network Operator (Geographic Codes)	Swazi Mobile	32YX XXXX - Shiselweni (Y=0 to 4; X=0 to 9)	8	8
		Swazi Mobile	33YX XXXX - Lubombo (Y=0 to 4; X=0 to 9)	8	8
		Swazi Mobile	34YX XXXX - Hhohho (Y=0 to 4; X=0 to 9)	8	8
		Swazi Mobile	35YX XXXX - Manzini (Y=0 to 4; X=0 to 9)	8	8
	Fixed Network Operator (Geographic Codes)	Swazi MTN	32YX XXXX - Shiselweni (Y=5 to 9; X=0 to 9)	8	8
		Swazi MTN	33YX XXXX - Lubombo (Y=5 to 9; X=0 to 9)	8	8
		Swazi MTN	34YX XXXX - Hhohho (Y=5 to 9 X=0 to 9)	8	8
		Swazi MTN	35YX XXXX - Manzini (Y=5 to 9 X=0 to 9)	8	8
<b>4</b>	Protected/Spare	Not In Use	Spare		
<b>5</b>	Protected/Spare	Not In Use	Spare		
<b>6</b>	Future Services	Not In Use	Spare		



7	Voice Over IP (VoIP) Services	All Operators	70XX XXXX (X = 0 to 9)	8	8	
	Mobile Network Operators (Non-Geographic)	Swazi MTN Ltd	76XX XXXX (X = 0 to 9)	8	8	
		Swazi MTN Ltd	78XX XXXX (X = 0 to 9)	8	8	
		SPTC One	77XX XXXX (X = 0 to 9)	8	8	
	Swazi Mobile	79XX XXXX (X = 0 to 9)	8	8		
8	Free-Phone/Toll Free Option 1)	SPTC	800 1 XXXX (X = 0 to 9)	8	8	
		Swazi Mobile	800 2 XXXX (X = 0 to 9)	8	8	
		Swazi MTN	800 3 XXXX (X = 0 to 9)	8	8	
	Free-Phone/Toll Free Option 2)	SPTC	800 0000 - 800 0250	7	7	
		Swazi Mobile	800 0251 - 800 0500	7	7	
		Swazi MTN	8000501 - 800 0750	7	7	
	Internet Access-ISP Dial Up	All Operators	860 - A = XXXX , A=1,2,3 and X=0 to 9	8	8	
	Call Centre Business		861X XXXX	8	8	
	Tele-Banking		869 -A-9XXX, A=1,2,3.	8	8	
	Mass Calling		87XX (Where XX = 00 to 99)	4	6	
	Future Special Services		801 A XXXX to 899 A XXXX (except 860 AXXX)	8	8	
	Premium Services		All Operators	900 A B XXXX (A = Operator, B = Operator Tariff Code)	9	9
	Emergency Services			Type A Codes - 99X, X = 0 to 9,	3	6
Internal Services	Type B Codes- 9YX, Y= 0 to 8, X=0 to 9'	3		6		

			and 9YXX, Y=0 to 8, X= 0 to 9		
	Network Codes - Mobile Network Codes	All Operators	XX (Where X = 00 to 99)	2	2
<b>Other</b>	Network Codes - National Signalling Point Codes	Swazi MTN	2-15XX (Where XX = 00 to 99)	4	4
		Swazi Mobile	2- 18XX (Where XX = 00 to 99)	4	4
		SPTC	2 - XX (Where X is 00 to 99) ( To be revisited)	<b>4</b>	<b>4</b>
<b>* and # PAIR</b>	Supplementary Codes (USSD)	All Operators	XXX (Where X = 00 to 9)	3	6

**Table 2: Proposed Plan structure**

### 5.3 SHORT CODES

- 5.3.1 Short Codes are subsets of the number scheme and consist of variations to the full 8-digit number to allow short dialing sequences. Short Codes are designated as one of the following categories:
- 5.3.2 Access Numbers: used to access services of other Operators (using specific Access Numbers allocated to these Operators) or certain other services of the same Operator.
- 5.3.3 Type A: designated for use as emergency service codes. The Short Code is allocated against a service (not associated with any Authorised Operator). Callers must be able to dial such a code at any time from any network without charge ("Off-Net"). Operators are able to obtain information necessary for proper routing of the calls to these numbers from the owners of these numbers; for example, The Police, Fire and Emergency Services.
- 5.3.4 Type B: designated for use as Short Codes accessible from any network ("Off-Net"). All Authorised Operators shall ensure accessibility of these Short Codes from their networks. This includes codes such as directory enquiries, Service Centre, etc.
- 5.3.5 Type C: designated for use as "On-Net" codes for the purpose of accessing the services of a single Authorised Operator on that Operator's own network. Any properly Authorised Operator may use these Short Codes without separate allocation by SCCOM.
- 5.3.6 Short codes can have a maximum length of 6 digits.

5.3.7 The procedures and processes relating to the assignment and use of short codes will be in accordance to Part 3 (Schedules)

## **PART 2 THE NATIONAL PLAN MANAGEMENT RULES AND GUIDELINES**

### **1. Overview - Importance of a Numbering Allocation Framework**

A well-defined numbering allocation approach serves the following main purposes;

- a) It ensures that the integrity of the numbering plan is protected by establishing a framework for allocation of numbers that is consistent with the structure of the Numbering and Addressing Plan.
- b) It provides certainty for Network Operators and end users on how number allocation is undertaken and the procedures and rules involved; and
- c) It provides the necessary platform for other Numbering Administration Policies to be implemented relating, for example, to portability and rights of use of numbers.

A transparent and non-discriminatory allocation system for telephone/electronic numbers is required in a liberalised electronic communication environment. The challenge for the Commission is to determine the best methods and conditions including the legal framework in the allocation of these numbers to Operators. It may be necessary to identify valuable numbers and determine the best ways to allocate them. For applications for numbers and short codes an application fee is proposed.

### **2. Introduction**

**2.1** The Plan is governed by the Numbering Regulations and the number of Rules that are outlined in this section. These Rules apply universally to all aspects of the Plan and generally describe the administrative mechanisms whereby the Plan can be executed. In addition to the Rules a set of Schedules attached to this document defines the Plan in relation to specific numbers.

**2.2** The Rules govern the specifications and the application of the Plan and the Licensees' Numbering Plans. An Operator which has been allocated numbers shall have its own Numbering Plan, which complies with these Rules. Each Authorised Operator with allocated numbers is required to submit its Numbering Plan to the Commission, and to report on a regular basis the status of its usage of numbers.

**2.3** The Commission will publish information on the Plan and the current usage of numbers on its website at [www.sccom.org.sz](http://www.sccom.org.sz)

### **3. Rules**

#### **3.1 Rule 1: Rights and Responsibilities**

##### **3.1.1 SCCOM's Guiding Principles:**

**3.1.1.1** SCCOM is responsible for developing and managing the Plan and issuing the Rules. Numbers are a national resource and the following principles will be taken into account by the Commission when allocating, reserving and managing numbers:

**3.1.1.2** SCCOM will manage the Plan in such a way as to ensure that there are sufficient numbers available to meet all reasonable demands that subscribers and Authorised Operators might have.

**3.1.1.3** The Plan will, where applicable, be compatible with relevant international agreements, standards and recommendations.

**3.1.1.4** The Plan will, wherever possible, seek to ensure that numbers of different types give a broad indication of service type and/or tariff so that users can be aware of the service type they are using and the likely charge for it (if any).

**3.1.1.5** SCCOM will ensure that costs or inconvenience to subscribers, users and Authorised Operators are objectively justified and kept to the minimum, consistent with meeting demands for numbers and sound management of the Plan.

**3.1.1.6** SCCOM will allocate or reserve numbers in a fair and equitable manner, normally to the first Operator that requests the respective numbers (i.e. on a first-come-first-served basis). The Commission will only allocate or reserve numbering capacity to Operators who meet the eligibility criteria set out in Rule 2.

**3.1.1.7** SCCOM will take into account the need to anticipate growth in demand for electronic communication services as well as development of innovative services. In particular, the utilisation of previous numbering allocations will be taken into account when considering new requests for numbers.

### **3.1.2 Operators' Responsibilities**

**3.1.2.1** Operators who have received allocations of numbers shall publish their own Numbering Plans, detailing the use of allocated numbers in accordance with the Numbering Regulations and the plan, and shall submit their Numbering Plans to SCCOM annually by 31st January each year.

## **3.2 Rule 2: Applications for Numbers**

### **3.2.1 Criteria for the Eligibility of Applicants for Number Allocations and Reservations**

**3.2.1.1** Only holders of individual licences or authorisations are eligible to apply for allocations and reservations of numbering capacity.

**3.2.1.2** Other persons who may require an allocation of numbering capacity, but who are not eligible under the above clause, should seek a sub-allocation from an Authorised Operator with an allocation of numbers. Sub-allocations should be made available fairly and reasonably from such Operators. However, short codes for Value Added Services shall be assigned as prescribed in the Numbering regulations.

### **3.2.2 Information to be supplied by an Applicant for a Number Allocation and/or Reservation**

**3.2.2.1** When applying for an allocation or reservation of numbering capacity, the Applicant shall provide the following information to SCCOM on an appropriate application form (as provided for by the Numbering Regulations):

**3.2.2.2** Name and contact details of the Applicant.

**3.2.2.3** Where a person submits an application form on behalf of the Applicant, a signed and dated letter of authorisation shall accompany it from that Applicant.

**3.2.2.4** Details of the licence/authorisation granted under the Swaziland Communications Act under which the Applicant intends to operate the numbering capacity sought.

**3.2.2.5** Preferred numbering allocation and, where appropriate, second and third preferences should be indicated.

**3.2.2.6** Where relevant, details of the type of electronic communication service intended on the range and the proposed tariff rate of the service.

**3.2.2.7** Any other information that the Applicant considers necessary or appropriate to justify the application.

**3.2.2.8** In addition, Applicants shall provide to SCCOM any other information, judged by the Commission to be relevant to the application. This may include a brief description of the Applicant's technical and operational system configuration.

### **3.2.3 Timing of Applications**

**3.2.3.1** Applications for numbering allocations should not, in general, be made more than six months prior to the planned in-service date.

## **3.3 Rule 3: Reservation of Numbers**

### **3.3.1 Making Reservations**

**3.3.1.1** In addition to allocating numbering capacity, SCCOM may, at its discretion, agree to reserve it. Reservations may be appropriate under the following circumstances:

**3.3.1.2** To extend a previously allocated range;

**3.3.1.3** Where an Applicant does not wish to be identified;

**3.3.1.4** Where the reason for the application should not be divulged prior to an application for the allocation.

**3.3.1.5** A reservation may be made against a specific request submitted by any person eligible to receive allocations (for example, for the expansion or growth of existing services or for the introduction of new services).

**3.3.1.6** An application for a reservation shall be made to SCCOM in accordance with Rule 2. Applications for reservations will be made public in the same way as allocations, unless the Applicant requests otherwise and SCCOM agrees that the request for confidentiality is reasonable.

### **3.3.2 Limitations**

**3.3.2.1** Wherever possible, SCCOM will endeavour to convert a reservation into an allocation upon request. However, it should be noted that a reservation does not automatically entitle an Applicant to activate the capacity. Nor, where numbering capacity is reserved, is there any guarantee that a corresponding allocation will subsequently be made.

**3.3.2.2** Reservations will be time-limited and the limit for reservations will normally be three months.

**3.3.2.3** Reservations may be renewable on request to and at the Commission's discretion. Reservations must be converted into allocations before numbers can be activated.

### **3.3.3 Cancellations**

**3.3.3.1** Once an assignment or reservation has been made, that numbering capacity will be unavailable for allocation, except for the purpose and to the Operator for which the reservation was made. However, a reservation will automatically be cancelled if:

**3.3.3.2** The time limit has expired;

**3.3.3.3** The Applicant withdraws the reservation; or

**3.3.3.4** SCCOM and the Applicant agree a substitute reservation or allocation.

### **3.3.4 Competing Requests**

**3.3.4.1** Where available number ranges are limited, and several Operators have requested the same Number Block, SCCOM may reserve the block for more than one Operator, but will allocate it to the first Operator who submits to SCCOM a request for final allocation of the numbers, together with clear and reasonable plans for making use of the respective numbers. In these circumstances, the Commission will inform each of the competing Operators that their reservation is subject to competition.

## **3.4 Rule 4: Consideration of Applications**

**3.4.1** When making number allocations or reservations within the Plan, SCCOM will take into account:

- 3.4.1.1** The guiding principles set out in the Regulations and in Rule 1 above;
- 3.4.1.2** The provisions of the relevant authorisation of the Operator;
- 3.4.1.3** The views of the Applicant and other interested parties (through consultation, where appropriate);
- 3.4.1.4** Any other matters that SCCOM deems relevant (e.g. any requirement to open a new range or make changes to the Plan in order to allocate the required numbers); and
- 3.4.1.5** New number ranges or changes to the Plan.
- 3.4.1.6** Before opening any protected/spare ranges, SCCOM will specify a date for the initial receipt of applications for those ranges and, prior to that date, no applications will be accepted.
- 3.4.1.7** SCCOM will notify the ITU Standardization Sector (ITU-T) of changes to the Plan in order to ensure that correct notification is given to foreign Operators, administrations and other interested parties. Where SCCOM considers it necessary, it will also notify other overseas administrations directly.

### **3.4.2 Number Portability**

**3.4.2.1** SCCOM will take into account how the Applicant intends to provide portability for relevant numbers when considering applications. However, this requires further study for now.

### **3.4.3 Turn-around Time for Handling Applications for Numbering Capacity**

- 3.4.3.1** SCCOM will use all reasonable endeavours to make an allocation or reservation in accordance with the Rules, in response to applications for numbering capacity, within a period of 30 calendar days following receipt of an application that contains all of the information required as prescribed in the regulations and to some extent by Rule 2.
- 3.4.3.2** Additional information is required from the Applicant;
- 3.4.3.3** A period of consultation is necessary, as initiated by SCCOM;
- 3.4.3.4** There are significant issues relating to the application that cannot be reasonably handled within that period;
- 3.4.3.5** SCCOM considers that an alternative period of time is justified.
- 3.4.3.6** Where SCCOM considers that an exception to the normal period is required, then it will inform the Applicant in writing of its reasons and of the revised period.

### **3.4.4 Refusal of Applications for Numbering Capacity**

**3.4.4.1** SCCOM may at its discretion refuse an application for an allocation or reservation of numbering capacity. Alternatively, SCCOM may grant the application not in full, or may attach specific conditions to the allocation which are consistent with the Rules and/or Schedules and relate to the use and management of the numbering capacity allocated. Such specific conditions will be set out in the letter that accompanies the Allocation Certificate.

**3.4.4.2** In the event of a refusal, whether in part or in full, or where specific conditions are attached, SCCOM will inform the Applicant, in writing, of its reasons.

**3.4.4.3** SCCOM may, following consultation with the Applicant, make an alternative allocation that has the potential to satisfy the Applicant's requirements without conflicting with the criteria that caused the original application to be refused.

**3.4.4.4** Where SCCOM refuses an application, either in part or in full, or attaches specific conditions to the allocation, the Applicant may write to the Chief Executive of SCCOM disputing the reasons given by SCCOM for its decision or giving further information for consideration regarding the application. The Chief Executive of SCCOM will then consider the request and respond to the Applicant within 30 calendar days, except where a different period of time is justified.

### **3.4.5 Allocation of Applied for Numbers**

**3.4.5.1** Once SCCOM has made a decision to allocate a range of numbers to an Operator for a specific purpose, it will issue an Allocation Certificate to the Operator. The Operator may not make any use of the requested allocation of numbers until it has this Certificate in its possession.

## **3.5 Rule 5: Terms and Conditions for Allocations**

### **3.5.1 General Conditions**

**3.5.1.1** In addition to any specific conditions that may apply (see Rule 4), the following general conditions relating to the use and management of numbering capacity apply to all allocations made by SCCOM:

**3.5.1.2** The allocation shall be used for the purpose specified in the application (e.g. including any classification by type or tariff as set out in the Plan);

**3.5.1.3** The person originally allocated numbers shall be responsible for them. This does not prevent that recipient from sub-allocating numbers, provided that the sub-allocation is still for the use specified in the original application and in accordance with the Rules;

**3.5.1.4** The holder of the allocation shall maintain a record of the numbers in use;

**3.5.1.5** The holder of the allocation shall maintain a record of Ported Numbers; (SCCOM may want to appoint or manage Ported Numbers). This is still for further review.

**3.5.1.6** An Operator shall not use numbers from the Plan other than those allocated by SCCOM and for which the Operator has in its possession a valid Allocation Certificate (see Rule 4);



**3.5.1.7** Authorised Operators shall use numbers allocated in compliance with number format and length as specified in this Plan. Shortening of numbers is not allowed;

**3.5.1.8** Authorised Operators with allocated numbers, including Authorised Operators with sub-allocations, shall not prevent or delay connection to those numbers, whether on their network or the network of other Authorised Operators.

### **3.5.2 Conditional Allocations**

**3.5.2.1** SCCOM may allocate numbers to an Operator on the condition that they will be used exclusively for traffic to and from a specified third party. In addition, the numbers may be allocated on the condition that they shall be capable of being transferred to that third party if, in due course, that third party becomes eligible to receive allocations of numbers in its own right by satisfying the eligibility criteria in Rule 2.

### **3.5.3 Changes to Allocations**

**3.5.3.1** Those that have been allocated numbering capacity are required to apply to SCCOM to make any changes:

**3.5.3.2** To the ownership of the numbers;

**3.5.3.3** To the purpose or use of the numbering allocation; or

**3.5.3.4** Which relate to conditions of use placed on the allocation.

### **3.5.4 The Audit Process**

**3.5.4.1** Each holder of an allocation shall submit to SCCOM its annual numbering report. The Authorised Operator's Annual Numbering Report shall refer to information at the calendar year end and shall be submitted to SCCOM within one month of the end of that year.

**3.5.4.2** The following information shall be provided in the Authorised Operator's annual numbering report for each allocation:

**3.5.4.3** The current use of the allocation;

**3.5.4.4** Numbers assigned to subscribers (in-service);

**3.5.4.5** Details of numbers set aside for planned growth, customer orders or other usage, with explanations;

**3.5.4.6** Number Blocks allocated to any person for purposes other than end use; and

**3.5.4.7** The proportion of numbers ported, at the request of subscribers, to another Operator, including those ported before allocation to a specific subscriber (Under review).

**3.5.4.8** Each Authorised Operator's annual numbering report shall also provide:

**3.5.4.9** A three-year estimate of demand within significant ranges (SCCOM may specify these in a more detailed manner);

**3.5.4.10** Any other information requested by SCCOM.

**3.5.4.11** This information shall be supplied in a format specified by SCCOM (see Appendix 1).

### **3.5.5 Preparation of Annual Numbering Report**

**3.5.5.1** SCCOM will prepare an Annual Numbering Report on the organisation and use of the Plan for publication each year, usually within 4 months from Year End.

### **3.6 Rule 6: Re-allocation and Withdrawal of Numbers**

#### **3.6.1 Reallocation**

**3.6.1.1** If a substantial proportion of numbers from an allocation has been transferred (e.g. sub-allocated or ported) to another Operator, SCCOM may, with the agreement of the Operators concerned, re-allocate the Number Block to the Operator who has most users in the block. SCCOM will re-allocate Number Blocks only when it has received the written consent of both the existing and the intended new Operator. In these circumstances the original Allocation Certificate will be withdrawn and a new one issued to the new holder of the allocation.

#### **3.6.2 Withdrawal of allocations**

**3.6.2.1** SCCOM may withdraw capacity that it has allocated, or part of such capacity, if its continued use or allocation is not in compliance with:

**3.6.2.2** The Regulations, the Plan, including the Rules and/or Schedules;

**3.6.2.3** Any specific conditions of the allocation; or

**3.6.2.4** It is no longer required.

**3.6.2.5** Withdrawal of an in-service numbering range, which has been allocated by SCCOM, can be made only after SCCOM has consulted with interested parties for a period of not less than 30 calendar days. It will be subject to a period of notice of not less than three months following that consultation.

**3.6.2.6** If an allocation or part of an allocation is not brought into service within six months, it may be withdrawn after consultation with interested parties.

### **3.7 Rule 7: Notification of Allocation and Activation of Numbers**

**3.7.1** SCCOM will via publication on its website (and, if SCCOM at its own discretion considers necessary, via any other appropriate means) inform other Authorised Operators in, and, if necessary, other relevant authorities, including ITU-T, of the new number allocation. Other Authorised Operators, interconnected with the Operator which has been allocated new numbers, shall ensure activation of these numbers in their networks and, if applicable, transit of the traffic to these numbers through their networks as soon as possible. If the activation takes more than one month from the date of publication of the relevant information on SCCOM's website or from the date of receiving a direct request to activate numbers (whichever is the earliest), the activating Operator shall before the expiration of that period inform SCCOM accordingly and provide justification for a specific activation period.

**3.7.2** Those who have been allocated numbering capacity are required to advise SCCOM, on an ongoing basis, of the names and contact details of persons in their organisations to which Allocation Certificates should be sent and who should be contacted for other numbering issues.

**3.7.3** SCCOM will maintain a list of such contacts and will make it available on request to all Operators listed on it, and others who, in SCCOM's opinion, have need of that information.

### **3.8 Rule 8: Maintenance of Numbering Plan Records**

**3.8.1.1** SCCOM will maintain comprehensive records of the status of all numbers referred to in the Plan. The Number List will be kept by SCCOM and made available on SCCOM's website. SCCOM will update the Number List on its website within 5 working days of changes being made.

**3.8.1.2** Where available and not commercially sensitive, details of the Operators' plan for reserved numbering will be included in the Number List on SCCOM's website. However, those requiring further details of reservations are advised to contact the Person for whom the Number Block has been reserved.

### **3.8.2 Publication of Changes**

**3.8.2.1** In addition to updating the Number List, within 5 working days of a relevant action being taken SCCOM will publish confirmations of allocations, reservations or withdrawals, setting out the numbers or Number Range(s) being allocated, reserved or withdrawn, the person to whom the allocation or reservation has been made or from whom it has been withdrawn, and the action date.

### **3.8.3 Status Indicators**

**3.8.3.1** Those parts of the Plan that are not designated have not been set aside for a use specified in the Schedules, and are therefore not available for allocation, reservation and use.

**3.8.3.2** Numbers that have been designated will, unless this is with reference to a Type A, or Type B Short Code, have one of the following, more specific, status indicators within the Number List.

**3.8.3.3** Allocated - indicates numbers that have been allocated to an Operator whose name will be listed alongside. While the majority of numbers shown as allocated may also be in service, these records will not contain information about in-service dates. In addition, allocations will not appear with full details on the Number List when an Applicant maintains a requirement to protect commercially sensitive information prior to the opening of service, subject to SCCOM's agreement with such a requirement.

**3.8.3.4** Free - indicates that these numbers are available for allocation or reservation. Applicants should note that a Number Block shown as Free could have already been requested by another Operator between the time of the last update of the Number List and the time of applying for the Number Block. SCCOM may decide that specific numbers of Number Ranges are not normally available for allocation or reservation while other numbers are still available for allocation for the same purpose. Such status of the number or Number Range will be indicated in the Number List.

**3.8.3.5** Protected - indicates that numbers are protected until the Plan is changed or, where a date is shown, until that date. Numbers are protected, e.g., for future planning purposes or to avoid temporary or permanent dialling problems.

**3.8.3.6** Reserved - indicates a provisional allocation, subject to confirmation by the Applicant and/or SCCOM. The Applicant's name will normally appear alongside the reservation unless SCCOM has agreed to maintain commercial confidentiality.

### **3.9 Rule 9: Procedure for the Plan Review.**

#### **3.9.1 Reviews of the Plan**

**3.9.1.1** SCCOM may from time to time review the Plan upon its own initiative, or upon a request in writing by any Authorised Operator, subscriber or other interested party.

**3.9.1.2** The normal consultation period for changes to the Plan will be three months. However, in exceptional circumstances, a shorter consultation period may be appropriate.

#### **3.9.2 Structure of the Rules and Schedules**

**3.9.2.1** The above Rules set out the general rules or principles concerning the procedures for applications, reservations, withdrawals and other operations of the Plan from both SCCOM's and Applicants' points of view. Specific rules relating to numbers within the Plan are defined in the Schedules below.

### **3.10 Rule 10: Charging for Numbers**

**3.10.1** SCCOM will charge Authorised Operators for managing and maintaining the resource of numbers from 1<sup>st</sup> January 2018.

**3.10.2** The charges to be applied may be reviewed from time to time following consultation.

**3.10.3** Number applications (including applications for reservation and allocation of numbers) will incur an administration charge in accordance with SCCOM's scale of fees.

**3.10.4** Authorised Operators will have to pay for numbers allocated and reserved, an annual fee (normally payable on a quarterly basis) in accordance with SCCOM's scale of fees (for Further review there is need for a policy first).

## **4. SCHEDULES**

**4.1** The following sections contain the Schedules of the Plan. These Schedules contain specific procedures relating to the use of number ranges within Swaziland.

### **Schedule 1: Structure of the Plan**

#### **Schedule 1.1: The National Significant Number (NSN)**

**4.2** The National Significant Number (NSN) is eight digits long (except for Short Codes), notated by the sequence ABCD EFGH.

#### **Schedule 1.2: Allocation Order**

**4.3** Numbers will normally be allocated from the lowest available Number Block upwards – exceptions to this rule will be made only at SCCOM's discretion subject to sufficient justification provided by the Authorised Operator.

### **Schedule 2: Standards and Standard Presentation of Numbers**

#### **Schedule 2.1: Standards**

**4.4** So far as it is practicable, SCCOM aims to ensure that the Plan conforms to the relevant international standards.

#### **Schedule 2.2: Standard Presentation**

##### **Standard 2.2.1 International Service Numbering**

**4.5** ITU-T Recommendations describe the role of the ITU-T in managing the international public electronic communications numbering plan and the introduction of specific global (not related to a specific country) services. The management of allocation of numbers for such services is the responsibility of the ITU-T.

##### **Schedule 2.2.2: Country Code**

**4.6** The Country Code allocated by the ITU-T to the Swaziland is 268. This code follows the international dialling prefix on calls made from outside Swaziland, and should be followed by the National Significant Number (NSN) of the destination within Swaziland.

##### **Schedule 2.2.3: Maximum Number of digits**

**4.7** Particular attention is drawn to ITU-T Recommendation E.164, which states that the maximum number of digits that a national system is expected to handle on an outgoing international call is fifteen (15) (excluding the international dialling prefix). This requirement is implemented in Swaziland by prescribing specific length to numbers in this Plan. (Maximum number of digits for Swaziland is 8)

##### **Schedule 2.2.4: Alphanumeric Arrangements**

**4.8** The Plan will use the decimal character set 0-9 for all number allocations. Letters and other non-decimal characters will not form a part of the Plan to the extent that usage of them does not interfere with the usage of numbers allocated under this Plan.

**Schedule 2.2.5: International Prefix (AB = 00)**

**4.9** The International Prefix 00 is used for international dialling from within Swaziland. The digits of the Country Code and the NSN will directly follow this prefix. Where an Operator supports the use of handsets with the '+' character, this shall be interpreted as the International Prefix when used at the beginning of a dialling sequence.

**Schedule 2.2.6: Consistency of Presentation**

**4.10** Numbers should retain a consistent format for number presentation and there must be no intention to deceive or confuse. The recommended formats for presentation of eight-digit NSNs under the Plan are as follows:

**4.10.1** National format ABCD EFGH.

**4.10.2** International format (incoming)

+268 ABCD EFGH.

**4.10.3** The "+" above stands for the International dialling Prefix of the country originating the call.

**Schedule 3: Procedure for Assignment of Access Numbers**

**4.11** The Numbers Series with leading digit 0 (except for 00) are designated for use as Access Numbers.

**4.12** The Number Series 02CD is designated for national Carrier Pre-Selection ("CPS") Access Numbers, where the CD digits identify an Authorised Operator or a specific service of an Authorised Operator, which needs to be distinguished from other similar services and be available for pre-selection. No Operator shall have a right to use such numbers for call-by-call selection of such an Operator (including for the override of CPS) or any other use where a caller has to enter these digits by himself/herself.

**4.13** The Number Series 04CD is designated for 4-digit Access Numbers for Carrier Selection ("CS"), where the CD digits identify an Authorised Operator or a specific service of an Authorised Operator, which needs to be distinguished from other similar services via the use of a special Access Number (prefix).

**4.14** Access Numbers are allocated serially and individually.

<b>AB</b>	<b>Designation</b>	<b>Number Length</b>
<b>00</b>	International Access	2
<b>01</b>	Protected	

<b>Table 4</b>	<b>02</b>	Carrier Pre-Selection (Suggested)	4
	<b>03</b>	Protected	
	<b>04</b>	Carrier Selection (suggested)	4
	<b>05</b>	Protected	
	<b>06</b>	Protected	
	<b>07</b>	Protected	
	<b>08</b>	Protected	
	<b>09</b>	Protected	

**Designation of the 0X Number (Level 0) Series**

**Schedule 4: Procedure for Assignment of Fixed Numbers**

**4.15** The 22, 23, 24, 25, 32, 33, 34 and 35 Number Series are designated for Fixed Services as 8-digit numbers subject to availability.

**4.16** Allocation of numbers for Fixed Services will be made in Number Blocks of 10,000.

**4.17** Allocation will be made upon the payment of the relevant fees.

**Schedule 5: Procedure for Assignment of Mobile Numbers**

**4.18** The 7 Number Series is designated for Mobile Services as 8-digit numbers.

**4.19** Allocation of numbers for Mobile Services will be made in a number series containing Ten (10) Number Blocks of 100,000 each.

**4.20** Allocation will be made upon the payment of relevant fees.

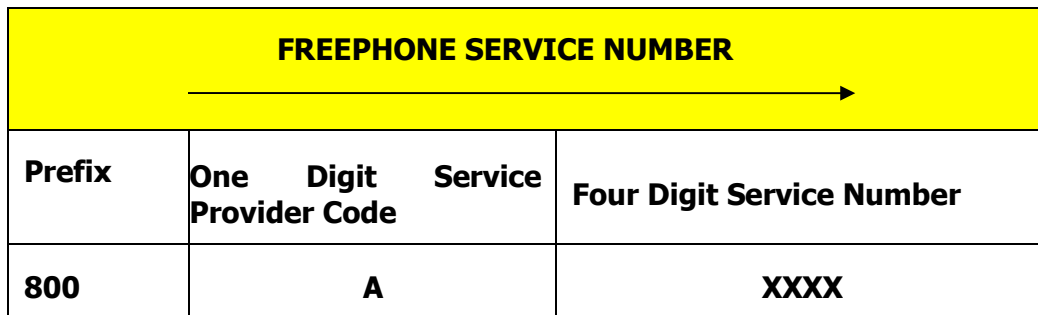
**Schedule 6: Procedure for Assignment of Universal Numbers**

**4.21** The 5 and 6 Number Series is currently protected but may be used as 8-digit for services such as Universal Numbers. The Licensee's Numbering Plan shall include the specific purpose of the Universal Numbers (separate Number Ranges can have different purposes) allocated to a specific Authorised Operator.

**4.22** Allocation of Universal Numbers will be made in Number Blocks of 10,000.

**4.23** Allocation will be made upon the payment of relevant fees.

**Schedule 7: Special Services Numbers (8 Series)**



**Figure 7.1: Number Structure For Freephone Service Numbers**

Where:

800 = Toll Free Service Number Prefix

A = 0 to 9

X = 0 to 9

**4.24** The 8 Number Series is designated exclusively for Special Services.

**4.25** The 800 XXXX series is allocated to Free Phone/Toll Free Services. These services may

be:

**4.26** paid wholly by the called party;

**4.27** shared between the caller and the called party; or

**4.28** paid wholly by the caller.

**4.29** Allocation of numbers in the 8 series will be in Number Blocks of 250.

**4.30** Special Service numbers are designated as follows:

<b>Number Series</b>	<b>Service Provided</b>
800	No charge to caller (8-digit number) cost borne the receiver, etc.
860	Reserved for Dial Up Internet Services
861	Reserved for Call Centre Business
801 -899	Protected Except 860

**Table 5 Allocation of Special Service Numbers in the 8 Series**

**Schedule 8: Procedure for Assignment of Premium Rate Services Numbers (9 Series)**

**Schedule 8.1 General**

**4.31** The 9 Number Series has been designated for Premium Rate Services, Type A and Type B Short Codes.



**4.32** Allocation of numbers in the 9 Number Series (Premium Rate Services Numbers) will be in Number Blocks of 250, except for the Short Codes, which will be allocated serially and individually.

**4.33** Allocation will be made upon the payment of relevant fees.

**Schedule 8.2: Premium Rate Services**

**4.34** Operators are required to publish allocations and sub-allocations in the interests of consumer protection.

**4.35** Operators shall publish a list of the tariffs being applied to their allocated numbers.

**Schedule 9: Procedures for Assignment of Short Codes**

**Schedule 9.1: General**

**4.36** Short Codes are categorised by the type of service for which they are used. There are four types of Short Codes: Access Numbers and Types A, B and C. These types are defined in Clause 3.4 of the Plan. Access Numbers are regulated in Schedule 3. Schedule 9 regulates Types A and B Short Codes.

**Schedule 9.2: Type A Short Codes**

**4.37** Type A codes are three (3) digits in length and are designated as shown in Table 5.

**4.38** These Short Codes will be allocated serially and individually.

**4.39** These Short Codes should be notated as 99X, X= 0 to 9.

**4.40** Prior allocations will be preserved as far as practicable e.g 933 for Fire and Emergency Services.

**4.41** Level 1 Short codes are included for completeness.

<b>Short Code</b>	<b>Proposed Code</b>	<b>Service Provided</b>
112	112	Common international emergency code
116	116	Common Regional Child Abuse
911	991	Ambulance Service (MTN)
977	997	Ambulance
933	993	Fire and Emergency services
991		Protected
992		Protected
993		Protected
994		Protected

995		Protected
996		Protected
997		Protected
998		Protected
999/9999		National Emergency Call Centre

**Table 6: Type A Short Codes**

**Schedule 9.3: Type B Short Codes**

**4.42** Common Type B codes are shown on Table 6 below. The range shall be denoted 9xy, (where x=0 to 8, y=0 to 9). Total= 90 numbers

**4.43** These Short Codes will be allocated serially and individually.

<b>Common Short Code</b>	<b>Services</b>
<b>900</b>	Local Call Operator Assisted Calls
<b>971</b>	Fault Report
	Speaking Clock (English)
	Speaking Clock (Siswati)
<b>941</b>	International Operator Assisted Calls
<b>910</b>	National Directory Enquiries
<b>941</b>	International Enquiries (Operator Services)
<b>922</b>	Customer Care (Swazi MTN)
<b>980</b>	Customer Care (Swazi Mobile)

**Table 7: Common Type B Short Codes**

#### **Schedule 9.4: Type C Short Codes**

- 4.44** **Type C Codes** are "On-Net" and Operators are allowed to use 3-digit Number Series 1XX (except 112 and 116) to 8XX which are not allocated to the Type A and B Short Codes for their own services to their subscribers or for internal network operations.
- 4.45** Authorised Operators do not need specific allocation for such use, but the use of these numbers shall be identified in the respective Licensee's Numbering Plan. For the avoidance of doubt, these numbers cannot be used as Access Numbers.
- 4.46** Authorised Operators must have a plan of allocating these Type C short Codes.
- 4.47** Authorised Operators shall coordinate their use of the Type C short codes and use the same code for the same or similar services for the convenience of consumers.

#### **Schedule 10: Procedures for Dialing arrangements**

- 4.48** The full 8-digit numbers shall always be used for Fixed Services and Mobile Services. Such numbers can be used as an NSN only or in the international format (Schedule 2.6). No prefixes can be used together with these numbers except where the Plan expressly allows them.
- 4.49** Type A and B Short Codes (non-geographic) shall be dialled without any prefixes (including Access Numbers) from the networks of all Authorised Operators.
- 4.50** Type C Short Codes shall be dialled without any prefixes within the network of a specific Operator using this number. Type C Short Codes shall be accessible from any other network using the Carrier Selection code, as identified below, if the respective Operator has such a code.
- 4.51** Carrier Selection codes are used together with any other numbers (dialled after the Access Number) either from the Plan (except Type A and Type B Short Codes) or international numbers (dialled according to the dialling sequence defined in Schedule 2.6). National numbers, dialled after an Access Number, shall be dialled in either the international format (dialling in international format does not apply to the Type C Short Codes) according to the dialling sequence defined in Schedule 2.6 or in the form of NSN only. No digits can be inserted either before an Access Number (when it is used in the public electronic communications network) or between an Access Number and the number dialled after it.

#### **Schedule 11: Procedures for use of Numbers by Subscribers**

- 4.52** Subscribers that have a number assigned to them shall have the right to use the number for making use of other services both of the Operator that has allocated the number to the subscriber, or of other Operators, provided such services comply with the requirements for use of specific numbers. Upon request of the relevant subscriber any Authorised Operator is allowed to route calls directly to the subscriber, bypassing the network of the Operator to which the number is allocated.

## 5. PROCEDURES FOR NETWORK AND SUPPLEMENTARY CODES

**5.1** SCCOM recognises that there is a need to manage other aspects of numbering in addition to those covered above. SCCOM has already undertaken the task of administering these resources and they are now included as part of the Plan under the responsibility of SCCOM. These include:

### 5.2.1 Mobile Network Codes (ITU-T Recommendation E.212);

#### 5.2.1.1 International Mobile Subscriber Identity (IMSI)

International Mobile Subscriber Identity (IMSI) means a string of decimal digits up to a maximum length of 15 digits which identifies a unique subscription to a Mobile Service in accordance with International Electronic communication Union (ITU)-T Recommendation E.212.

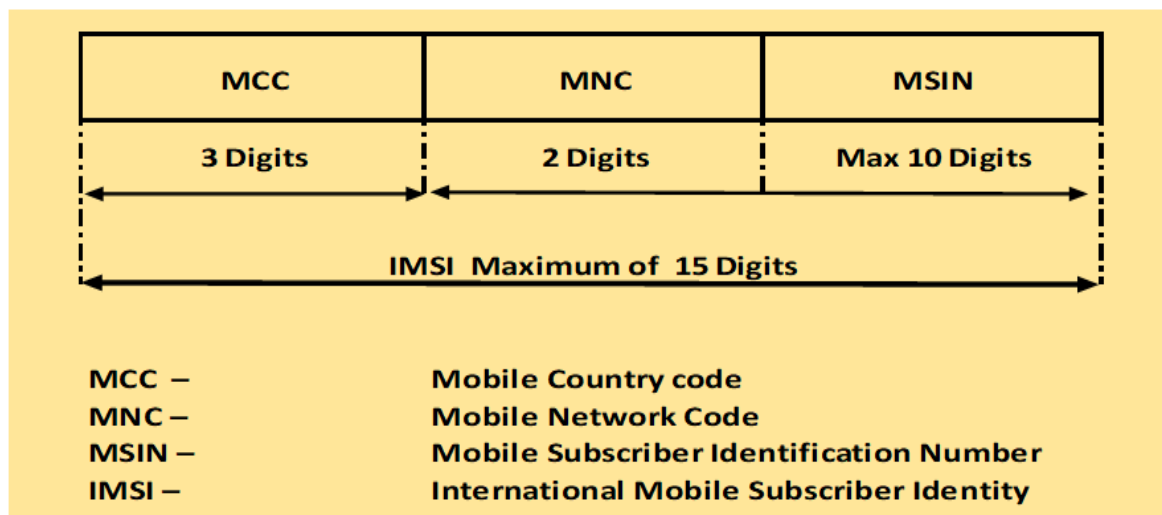
The allocation of the Mobile Country Code (MCC) and the Mobile Network Code which forms part of the IMSI (International Mobile Subscriber Identity) for Swaziland is currently set up as per Table 8.

5.2.1.2 The ITU allocates the MCC.

5.2.1.3 The Regulator allocates the MNC, XX, where X=0 to 9 ( 100 MNC).

5.2.1.4 The MNC will be allocated serially and individually.

5.2.1.5 Upon payment of relevant fees.



**Figure 2: Recommendation E 164 IMSI Structure**

#	Mobile Country Code + Mobile Network Code (MCC and MNC)	Network Operator
1	653 - 01	SPTC One Mobile
2	653 - 02	Swazi Mobile
3	653 - 10	Swazi MTN

**Table 8: Operator Allocation of the MCC and MNC**

**5.2.2 National Signalling Point Codes:**

**5.2.2.1 Current Allocations (SPTC)**

#		Signalling Point
1	2-2	Mbabane
2	2-1	Manzini
3	2-3	Siteki
4	2-6	Matsapha
5	2-41	NGN

For Swazi Mobile 2-1800;

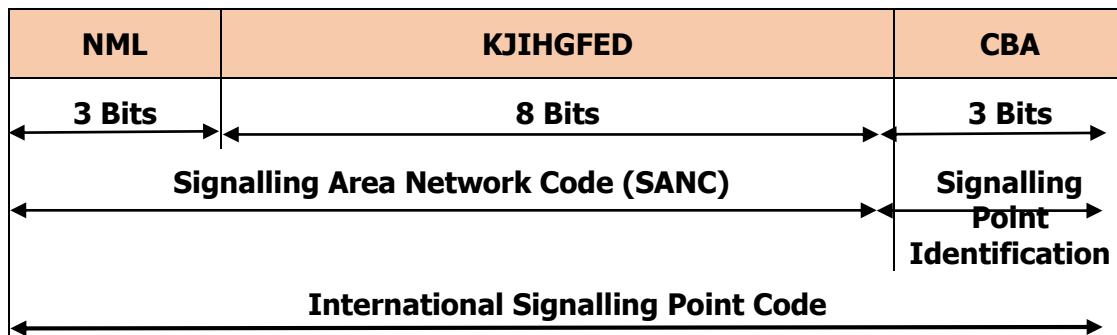
For Swazi MTN2- 1500

5.2.2.2 The regulator allocates the national signalling points

5.2.2.3 Upon payment of relevant fees

**5.2.3 International Signalling Point Codes (ITU-T Recommendation Q.708):**

5.2.3.1 International Signalling Point Code (ISPC) means a Signalling Point Code that constitutes an independent address for international purposes, in accordance with ITU-T Recommendation Q.708.



**Figure 3: Q.708 – Format of the International Signalling point Code (ISPC)**

**5.2.3.2** The format of the 14-bit binary code used for the identification of international signalling points is illustrated in Figure 3. The binary code is represented by three (3) decimal numbers: the first indicating the three (3) most significant bits (NML), with a range of 0 to 7; the second indicating the following eight (8) bits (K-D), with a range of 000 to 255; and the third consisting of the three (3) least significant bits (CBA), with a range of 0 to 6. The combination of the fields containing bits NML and bits K-D is regarded as the SANC (see figure 3 above). The three (3) bits (CBA) identify a specific signalling point which when combined with the SANC forms the 14-bit ISPC; for example, 6-106-1 (**Source: T-Rec Q.708-199903 (International ISPC)**)

### 5.2.3.3 Current Allocations

Swaziland ITU				
#	ISPC	DEC	Name	Operator
1	6-106-0	13136	ISC AXE	Swaziland Posts & Electronic communicationElectronic Corporation (SPTC)
2	6-106-1	13137	IMG MBA/ Soft Switch	Swaziland Posts & Electronic communicationElectronic Corporation (SPTC)
3	6-106-2	13138	CDMA/SMSC	Swaziland Posts & Electronic communicationElectronic Corporation (SPTC)
4	6-	13141	SMSC	Swazi MTN
5	6-106-3		SMSC	Swazi Mobile

5.2.3.3.1 The ITU allocates International signaling points codes.

5.2.3.3.2 Upon payment of relevant fees.

### 5.2.4 Unstructured Supplementary Services Data (USSD)

Unstructured Supplementary Service Data (USSD) means a Global System for Mobile (GSM) communication technology that is used to send text between a mobile phone (using a number that contains at least one occurrence of a star (\*) or a hash (#) and an application program in the network.

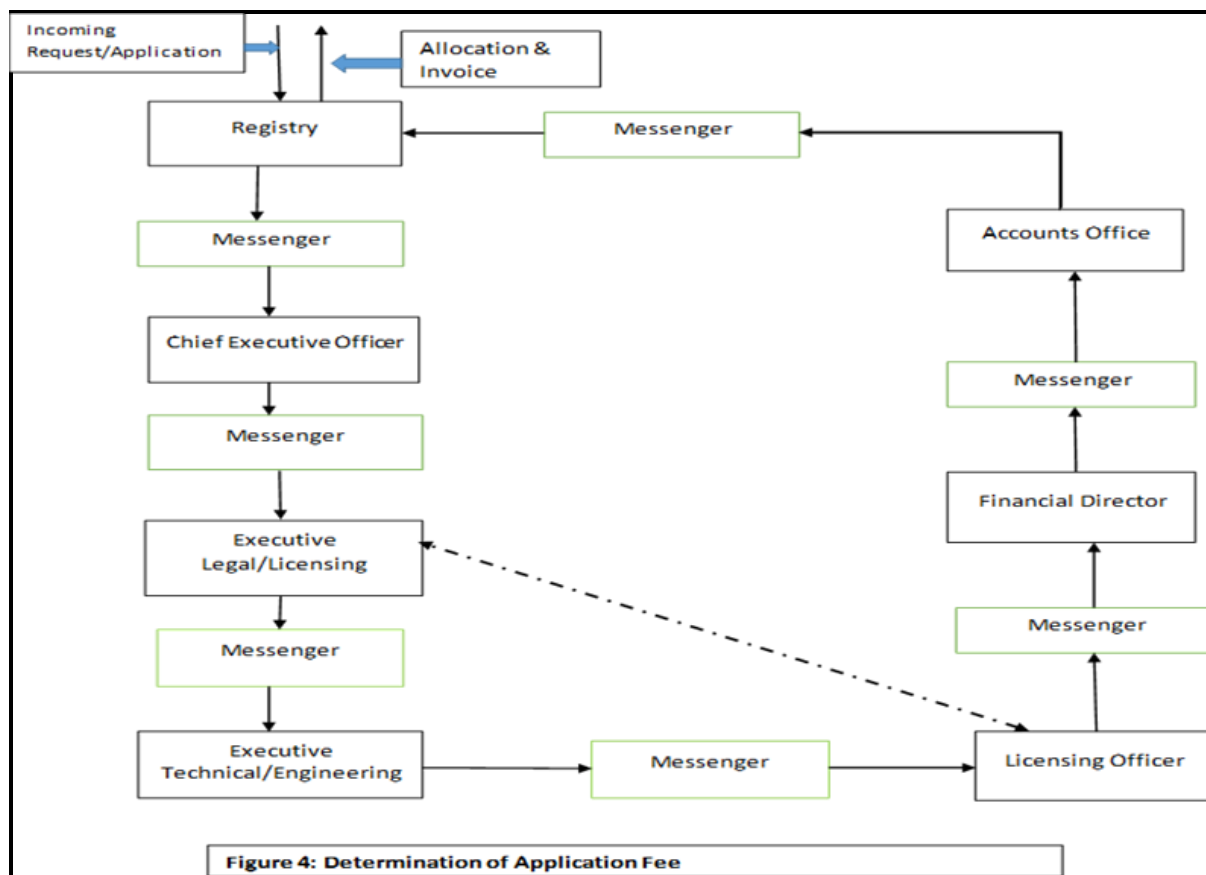
5.2.4.1 The supplementary services codes are being implemented as the GSM 02.90 and 03.90 protocols. The allocation is currently handled independently by the Operators and the allocations can be found throughout the Numbering Plan (0 – 9).

5.2.4.2 Authorised Operators shall coordinate their use of USSD codes and use the same code for the same or similar services for the convenience of consumers.

**5.2** Applications, reservations and withdrawals for these codes are administered in the same way as other numbers, as detailed in the Rules, taking into account adjustments as necessary, in particular in order to comply with the relevant ITU-T Recommendations. Applicants for these codes and their uses shall in addition comply with the relevant ITU-T Recommendations.

## 6. CRITERIA FOR FEE STRUCTURE AND SETTING

The application fee structure will be determined by understainging the process flow. The suggested process below is for discussion with the Regulator.



A charging Policy is required for charging those numbers which have an intrinsic value such as Mobile and Free Phone numbers, etc.

## 6.1 Fees

### 6.1.1 Application Fee

The Commission shall charge an administrative fee for all numbering resource applications to cover human resources and external consulting burden in the management and policy development of numbers. The application fee shall be set at **E2500.00** for each application taking into account the above parameters in processing each application.

### 6.1.2 Annual Fee for Special Geographic Numbers

The annual fee is proposed as a method of:

- 6.1.2.1** Charging for the intrinsic value of the telephone numbers
- 6.1.2.2** Discouraging anti-competitive applications for numbering blocks
- 6.1.2.3** Recovering the running cost incurred by the Commission to administer the numbering resource
- 6.1.2.4** Encouraging the operators to charge for a valuable resource so as to prevent the rapid depletion and misuse of it
- 6.1.2.5** This annual fee will be applied **ONLY** to valuable geographic numbers which are classified to give competitive advantage to corporate users. Hence, a block of 10,000 numbers can be divided into four specific classes formed with respect to the ability of memorizing the numbers. The classification proposed is as shown in Table 1.

Class	Description	% in block of 10, 000 numbers
4	Highly memorable, numbers with Alphanumeric significance	1%
3	Distinctly memorable	4%
2	Slightly memorable or specifically requested	20%
1	Not specifically memorable	75%

- 6.1.2.6** By making use of the estimated percentage of each class of numbers in a block of 10,000 numbers, an attempt is made to derive a charging equation for the annual fee to be imposed on operators and service providers for valuable numbers only.
- 6.1.2.7** As far as standard numbers are concerned, it is proposed that a minimal or no annual fee is charged.
- 6.1.2.8** Henceforth, standard numbers shall be charged **< E0.25** per number annually.
- 6.1.2.9** Valuable geographic numbers shall be charged as prescribed by the Commission



## **7. TRANSITIONAL ARRANGEMENTS**

**7.1** All parties shall bear their own costs in relation to the changes to be effected.

### **7.2 Timeframe:**

**7.2.1** The Commission in accordance to the Numbering Regulations shall give or issue a general notice of at least six (6) months prior to effecting any changes in the event the numbering plan has to change and/or for operators to make adjustments or changes to accommodate the implementation of the numbering plan.

**7.2.2** The Commission is cognisant of the fact that some operators will be more affected by the transition to adopt the new numbering plan than others, hence, if the period of adjustment elapses or is regarded to elapse the six (6) month period of implementation, operators are to engage the Commission in writing formally to present their plans and projections on the full implementation of the numbering plan.

## **8. PROPOSED DECISION**

Based on the narrative and considerations given in the preceding sections and in accordance to the Electronic Communications Act, No.9 of 2013, the Swaziland Communications Commission Act, No.10 of 2013, the Commission hereby proposes, for recommendation to the Minister of Information, Communication and Technology, the National Numbering Plan, as elaborated in Chapter 5 of this document.

The proposed National Numbering and Addressing plan has been developed, in order to preserve and properly manage the numbering resources and realize full economic benefit for the Country. It is the Commission's view that the proposed Plan has adequate capacity to cater for new entrants and new services and this can further enhance the economic benefits.

1. It provides abundant blocks for current and future use;
2. It maintains the 8-digit number length for both fixed and mobile services;
3. No number changes in the directories except in the free phone service area;
4. The removal of "short codes" for free phone service numbers should bring more certainty for customers as to the nature of their numbers and services;
5. The plan mandates access of Type A and B short codes across networks

The following elements need to be addressed in order to reinforce the Plan

- a. Numbering Policy,
- b. Number Portability,
- c. Identification of Cherished/Golden numbers,
- d. Transparency of the allocation and use of the numbers and
- e. Equal Access to numbers.

- f. Continuous assessment on the implementation of the Plan

**Following the above Proposed National Electronic Communications Numbering and Addressing Plan, and as part of the public consultation process contemplated in Section 32 of the Swaziland Communications Commission Act read with the Electronic Communications Act, 2013, the Commission invites written comments from interested stakeholders and the general public on the proposed numbering plan document. This document is also available to the public through the Commission's website [www.sccom.org.sz](http://www.sccom.org.sz)**

The deadline for submission of comments is not later than 17h00 on **19<sup>th</sup> October, 2017**. Enquiries and comments should be addressed to:

**The Chief Executive**

Swaziland Communications Commission  
P.O. Box 7811  
MBABANE  
Email: [legal@sccom.org.sz](mailto:legal@sccom.org.sz)

**MVILAWEMPHI DLAMINI  
CHIEF EXECUTIVE**

Date: 27<sup>th</sup> September 2017