



## **APPLICATION PROCEDURE FOR ALL NUMBERS**

All licensed operators eligible for application for the numbering resources and by use of the application form available on the Commission Website at

<http://www.cck.go.ke/licensing/numbering/application.html>

The application should generally provide the following information.

- Name and address of applicant including the name of the contact person responsible for numbering resource, the physical and postal address, telephone and email address.
- Type of license, the geographical scope of the license, the location of the network and the area where the service is required;
- Purpose or use of the assignment.
- Especially for new application, the network and rollout plan including a comprehensive schematic and network topology diagram; showing clearly subscriber distribution and points of interconnection with other local, national and international networks;
- Preferred numbering blocks and/or codes. (The commission is not bound to assign the preferred resource.)
- Dates by which the assignment is required.
- Dates by which the service is planned to be operational.
- Utilization of the existing assignments in the area of application; as follows:
  - ✓ Volume of numbers allocated to end users
  - ✓ Volume of numbers assigned but not in service.

- ✓ Percentages
- ✓ Reserved capacity.
- A forecast of expected utilization over a period of at least three years.
- A short statement pledging to comply with the Numbering regulations, guidelines and commitment to number portability requirements.
- Any other information that the applicant considers necessary or appropriate to justify the application.

In addition to the above, the commission:

- May ask new applicants to provide evidence of current compliance status and compliance with type approval conditions and other resources.
- Inspect the network of the applicant for familiarity with the network configuration, ensure compliance to type approval, interoperability and other conformity requirements including spectrum,

## **Short Codes**

Short Codes are numbers shorter than the normal national telephone numbers that are easy to remember that may be used to deliver voice and text. The short codes are assigned for the provision of emergency related services, customer services and other end user prepaid and postpaid services. They are also assigned for the provision of premium rate services by and other value added services by service providers. Some examples of value-added services are the event-driven content services (e.g. alerts, stock information, travel information, ringtone download, gaming etc, normally delivered by SMS or MMS).

Due to the high demand for short codes for the provision of value added services via text, the Commission allows mobile service operators to design and allocate short codes to the end users, entities and service providers. This is however applicable to the provision of value added services through short text services (SMS and MMS).

The designed short codes for provision of the value added services should be as follows

- 4 to 6 digits long
- Leading digits 2 up to 8. (i.e 2xxx, 3xxxx, ..., 8xxxx etc.)

Short Numbers in the series 1xx and 9xx are only assigned by the Commission on application and are designated for the provision of emergency services, customer

services, carrier selection and care services. The voice and/or text services delivered by use of these codes is done free of charge by the calling party.

### **Allocation of short codes**

Allocation for short codes to individuals and entities to facilitate the delivery of the required value added services by short text messages over the telecom networks is done by mobile operators. The entities and/or individuals may also approach premium rate and/or content service providers for assistance in the allocation of short codes from the mobile operators. Therefore, entities requiring allocation of the short codes for delivery of services to their customers or the general public need to approach licensed premium service providers or content service providers or the mobile operators.

In all the above cases,

- Individuals and entities seeking allocation for short codes should always ensure that the premium rate and/or content service provider providing short codes and connectivity, have a valid compliance certificate issued by the Commission
- In the allocation of the short codes to end users, mobile operators must ensure that the codes are utilized for the stated purposes and the allocation procedures are fair and transparent. Additionally, as a compliance requirement, the mobile operators are required to file returns for short code utilization, regularly with the Commission.

### **Harmonized Short Codes in East Africa**

In order to supplement the East African Community initiatives including facilitating trade, commerce, tourism and the general cross border activity within East Africa, certain short codes have been harmonized within East Africa and therefore, all operators can only use the numbers for the prescribed reasons. The list of harmonized codes in available at <http://www.cck.go.ke/licensing/numbering/plan.html>