

# TELECOMMUNICATION NUMBERING PLAN FOR KENYA

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**1 NATIONAL DESTINATION CODES (NDCs) OR AREA CODES FOR FIXED TELEPHONE SERVICES**

| <b>NDC</b> | <b>REGION</b>                                       |
|------------|---|
| 20         | Nairobi City  |
| 21-29      | <b>Reserved for future use</b>                      |
| 40         | Kwale Region  |
| 41         | Mombasa, Mariakani and Kilifi Regions               |
| 42         | Malindi, Lamu and Garsen Regions                    |
| 43         | Voi, Taveta, Wundanyi and Mwatate regions           |
| 44         | Machakos, Makueni, Kitui and Mwingi Regions         |
| 45         | Ngong, Kajiado, Loitokitok and Athiriver Regions    |
| 46         | Garissa, Hola, Wajir and Mandera regions            |
| 50         | Naivasha and Narok Regions                          |
| 51         | Nakuru Region                                       |
| 52         | Kericho and Bomet Regions                           |
| 53         | Eldoret, Turbo, Kapsabet, Iten and Kabarnet Regions |
| 54         | Kitale, Moisbridge, Kapenguria and Lodwar Regions   |
| 55         | Bungoma and Busia Regions                           |
| 56         | Kakamega, Butere, Mbale and Mumias Region           |
| 57         | Kisumu, Maseno and Siaya Regions                    |
| 58         | Kisii, Kilgoris, Oyugis and Nyamira Regions         |
| 59         | Homabay and Migori Regions                          |
| 60         | Muranga and Kirinyaga Regions                       |
| 61         | Nyeri Region  |
| 62         | Nanyuki Region                                      |
| 63         | <b>Reserved for future use</b>                      |
| 64         | Meru, Maua and Chuka Regions                        |
| 66         | Thika and Ruiru Regions                             |
| 67         | Kiambu and Kikuyu Regions                           |
| 68         | Embu Region   |
| 69         | Marsabit and Moyale                                 |

## 2 THE OVERALL OPEN NUMBERING PLAN

| <b>INITIAL DIGITS</b> | <b>SERVICES</b>  |
|-----------------------|--|
| 0                     | National Dialling Access   |
| 000                   | International Dialling Access  |
| 005                   | East Africa Regional Access Code for Kenya   |
| 006                   | East Africa Regional Access Code for Uganda  |
| 007                   | East Africa Regional Access Code for Tanzania  |
| 01                    | Reserved for future growth   |
| 020                   | National Destination Code/ Area Code for Nairobi Fixed Telephony Services  |
| 021-039               | Reserved for future growth   |
| 040-045               | Geographical NDC for Fixed Telephony Services  |
| 047-049               | Reserved for future growth   |
| 050-059               | Geographical NDC for Fixed Telephony Services  |
| 060-069               | For Geographical Numbers (2-digit NDC and 7-Digit Geographical Numbers ) Fixed Telephony Services                          |
| 07                    | Mobile Telephony or "Find me anywhere" Services  |
| 08                    | Toll Free, Customer Services or Special Services (e.g. 0800)   |
| 09                    | Premium Rate or Specially-Tariffed Services (e.g. 0900)  |
| 1                     | Emergency Service 112, Short Codes for Customer, Premium Rate Services, Carrier Selection/Preselection and other helplines |
| 2-8                   | 7-digit Geographical Subscriber Numbers and Short Codes for SMS based Premium Rate Services                                |
| 9                     | Emergency 999 and Short Codes for Premium Rate and Customer Services   |

### 3 NATIONAL EMERGENCY SHORT CODES

| NUMBER      | SERVICE                   | Service Provider |
|-------------|---------------------------|------------------|
| 999 and 112 | National Emergency Number | Kenya Police     |

### 4 OTHER TOLL-FREE SHORT CODES FOR PUBLIC INFORMATION AND EMERGENCY SERVICES

| SHORT CODE | SERVICE                                    | Service Provider  | Additional Information     |
|------------|--|---|----------------------------|
| 108        | Peace Building and Conflict Management     | National Steering committee response centre on peace building and conflict management                                     |                            |
| 109        | All Emergency Responses                    | National Emergency response centre  |                            |
| 110        | Emergency Rescue Services in Lake Victoria | Lake Victoria Basin Commission (LVBC) Maritime Rescue and Coordination Centre (MRCC)-An East African Community initiative | Implementation in progress |
| 116        | Child Helpline                             | Child Helpline Kenya in collaboration with the Children department of Home Affairs Ministry                               |                            |

### 5 TOLL FREE HELPLINES BY PUBLIC AND PRIVATE SERVICE PROVIDERS

| SHORT CODE | SERVICE   | Service Provider                         | Operational Status         |
|------------|---|--|----------------------------|
| 1190       | helpline for Victims and those affected by HIV/AIDS   | Liverpool VCT                            | Operational                |
| 1191       | Public Health for emergency health preparedness   | Ministry of Public Health and Sanitation | Operational                |
| 1192       | helpline for victims of Alcohol and Drug abuse  | NACADA Authority                         | Operational                |
| 1195       | helpline for victims of Gender Based Violence   | HealthCare Assistance Kenya (HAK)        | Operational                |
| 1197       | G4S Security Services Kenya Limited public reporting/helpline on security, safety and disaster mitigation and general emergency responses | G4S Security Services Kenya Limited      | Implementation in Progress |
| 1199       | Emergency disaster and health Response Services   | Kenya Red Cross                          | Operational                |

## 6 FIXED TELEPHONY SERVICES

TELEPHONY COUNTRY CODE 254

INTERNATIONAL DIALING PREFIX IS 000

- REGIONAL (EAST AFRICA) DIALING PREFIX

- 005 TO KENYA
- 006 TO UGANDA
- 007 TO TANZANIA

- NATIONAL DIALING PREFIX IS 0

- EMERGENCY NUMBER IS 999, 112

- CHILD HELP LINE 116

### 6.1 NAIROBI CITY

| National Destination Code (NDC) | Current Number Series                                    | National Significant Number (N (S) N) | Operator Assigned | Service Area           | Activation Status |
|---------------------------------|--|---------------------------------------|-------------------|------------------------|-------------------|
| 20                              | 20x xxxx   | 9                                     | Telkom Kenya      | Nairobi Fixed Wireless | Active            |
| 20                              | 21x xxxx<br>22x xxxx                                     | 9                                     | Telkom Kenya      | Nairobi Central        | Active            |
| 20                              | 23x xxxx   | 9                                     | Telkom Kenya      | Nairobi Fixed Wireless | Active            |
| 20                              | 24x xxxx   | 9                                     | Telkom Kenya      | Nairobi Central        | Active            |
| 20                              | 25x xxxx   | 9                                     | Telkom Kenya      | Nairobi Wireless       | Active            |
| 20                              | 26x xxxx   | 9                                     | Telkom Kenya      | Nairobi Central        | Active            |
| 20                              | 270 xxxx<br>271 xxxx<br>272 xxxx<br>273 xxxx<br>28x xxxx | 9                                     | Telkom Kenya      | Milimani               | Active            |
| 20                              | 29x xxxx   | 9                                     | Telkom Kenya      | Nairobi Central        | Active            |
| 20                              | 300 xxxx<br>301 xxxx<br>302 xxxx<br>303 xxxx             | 9                                     | Flashcom          | Nairobi                | Active            |

| <b>National Destination Code (NDC)</b> | <b>Current Number Series</b>                             | <b>National Significant Number (N (S) N)</b> | <b>Operator Assigned</b> | <b>Service Area</b>    | <b>Activation Status</b>   |
|--|--|--|--------------------------|------------------------|--|
| 20                                     | 31 xxxx  | 8  | Telkom Kenya             | Nairobi Central        | Active.<br><i>(To migrate to 310xxxx on replacement)</i>         |
| 20                                     | 32x xxxx   | 9  | Telkom Kenya             | Nairobi Central        | Active   |
| 20                                     | 336 xxxx<br>337 xxxx<br>338 xxxx<br>339 xxxx             | 9  | Sovaya                   | Nairobi                | Active   |
| 20                                     | 34 xxxx  | 8  | Telkom Kenya             | Nairobi Central        | Active.<br><i>(To migrate to 340xxxx on Systems replacement)</i> |
| 20                                     | 35x xxxx   | 9  | Telkom Kenya             | Nairobi Fixed Wireless | Active   |
| 20                                     | 36x xxxx<br>374 xxxx<br>375 xxxx                         | 9  | Telkom Kenya             | Parklands              | Active   |
| 20                                     | 386 xxxx<br>387 xxxx                                     | 9  | Telkom Kenya             | Jamuhuri               | Active   |
| 20                                     | 388 xxxx   | 9  | Telkom Kenya             | Karen                  | Active   |
| 20                                     | 389 xxxx   | 9  | Telkom Kenya             | Jamuhuri Park          | Active   |
| 20                                     | 39x xxxx   | 9  | Telkom Kenya             | Jamhuri                | Active   |
| 20                                     | 40x xxxx<br>418 xxxx                                     | 9  | Telkom Kenya             | Kabete                 | Active   |
| 20                                     | 42x xxxx<br>434 xxxx<br>443 xxxx<br>444 xxxx<br>445 xxxx | 9  | Telkom Kenya             | Westlands              | Active   |
| 20                                     | 465 xxxx   | 9  | iWayAfrica Kenya Limited | Nairobi                | Active   |
| 20                                     | 476 xxxx<br>477 xxxx<br>478 xxxx<br>479 xxxx             | 9  | EM-Communication s       | Nairobi                | Active   |
| 20                                     | 500 xxxx<br>501 xxxx<br>502 xxxx<br>503 xxxx             | 9  | Kenya Data Network       | Nairobi                | Active   |
| 20                                     | 51x xxxx   | 9  | Safaricom                | Nairobi                | Not Active   |

| <b>National Destination Code (NDC)</b> | <b>Current Number Series</b>   | <b>National Significant Number (N (S) N)</b> | <b>Operator Assigned</b> | <b>Service Area</b> | <b>Activation Status</b>                                      |
|--|--|--|--------------------------|---------------------|---|
| 20                                     | 520 xxxx<br>521 xxxx   | 9  | Wananchi Group           | Nairobi             | Active  |
| 20                                     | 55 xxxx  | 8  | Telkom Kenya             | Nairobi South       | Active. <i>(To migrate to 655xxxx on systems replacement)</i> |
| 20                                     | 600 xxxx<br>601 xxxx   | 9  | Telkom Kenya             | Nairobi West        | Active  |
| 20                                     | 683 xxxx<br>684 xxxx<br>685 xxxx                                     | 9  | Telkom Kenya             | Embakasi            | Active  |
| 20                                     | 612 00xx<br>612 01xx<br>612 02xx<br>612 03xx<br>612 04xx             | 9  | Communication Solution   | Nairobi             | Not Active  |
| 20                                     | 617 00xx<br>617 01xx<br>617 02xx<br>617 03xx<br>617 04xx             | 9  | Wananchi Online          | Nairobi             | Not Active  |
| 20                                     | 618 00xx<br>618 01xx<br>618 02xx<br>618 03xx<br>618 04xx             | 9  | MTN Business             | Nairobi             | Not Active  |
| 20                                     | 619 0xxx   | 9  | iWayAfrica Kenya Limited | Nairobi             | Active  |
| 20                                     | 64x xxxx   | 9  | Telkom Kenya             | JKIA                | Active  |
| 20                                     | 653 xxxx   | 9  | Telkom Kenya             | Nairobi South       | Active  |
| 20                                     | 655 xxxx   | 9  | Telkom Kenya             | Nairobi South       | Active  |
| 20                                     | 66x xxxx<br>675 xxxx<br>676 xxxx<br>677 xxxx<br>678 xxxx<br>679 xxxx | 9  | Telkom Kenya             | Eastleigh           | Active  |
| 20                                     | 682 xxxx   | 9  | Telkom Kenya             | Embakasi            | Active  |
| 20                                     | 69x xxxx   | 9  | Telkom Kenya             | Nairobi South       | Active  |
| 20                                     | 712 xxxx<br>72x xxxx   | 9  | Telkom Kenya             | Gigiri              | Active  |
| 20                                     | 752 xxxx   | 9  | DR Wireless              | Nairobi             | Not Active  |

| National Destination Code (NDC) | Current Number Series   | National Significant Number (N (S) N) | Operator Assigned       | Service Area           | Activation Status  |
|---------------------------------|---|---------------------------------------|-------------------------|------------------------|--|
| 20                              | 753 xxxx  | 9                                     | LYLE Kenya              | Nairobi                | Not Active   |
| 20                              | 754 xxxx  | 9                                     | Enterprise Data Freedom | Nairobi                | Not Active   |
| 20                              | 760 xxxx  | 9                                     | MTN Business            | Nairobi                | Active   |
| 20                              | 762 xxxx  | 9                                     | Telkom Kenya            | United Nations Nairobi | Active   |
| 20                              | 778 xxxx<br>779 xxxx<br>78x xxxx  | 9                                     | Telkom Kenya            | Kariobangi             | Active   |
| 20                              | 80x xxxx  | 9                                     | Telkom Kenya            | Nairobi Fixed Wireless | Active   |
| 20                              | 81x xxxx  | 9                                     | Telkom Kenya            | Nairobi Fixed Wireless | Active   |
| 20                              | 82 0xxx<br>82 1xxx<br>82 2xxx<br>82 6xxx<br>82 7xxx<br>82 8xxx<br>82 9xxx | 8                                     | Telkom Kenya            | Embakasi               | Active.<br><i>(To migrate to 682xxxx on replacement)</i> |
| 20                              | 833 xxxx  | 9                                     | Telkom Kenya            | Uthiru                 | Active   |
| 20                              | 840 xxxx  | 9                                     | Jamii Telecom           | Nairobi                | Not Active   |
| 20                              | 850 xxxx  | 9                                     | Telkom Kenya            | Ruaraka                | Active   |
| 20                              | 851 xxxx<br>852 xxxx  | 9                                     | Telkom Kenya            | Karura                 | Active   |
| 20                              | 853 xxxx<br>854 xxxx<br>855 xxxx<br>856 xxxx<br>86x xxxx                  | 9                                     | Telkom Kenya            | Ruaraka                | Active   |
| 20                              | 870 xxxx<br>871 xxxx<br>872 xxxx<br>873 xxxx                              | 9                                     | Telkom Kenya            | Kahawa                 | Active   |
| 20                              | 876 00xx<br>876 01xx<br>876 02xx<br>876 03xx<br>876 04xx                  | 9                                     | Flexible Bandwidth      | Nairobi                | Not Active   |
| 20                              | 877 xxxx  | 9                                     | Airtouch                | Nairobi                | Active   |
| 20                              | 889 xxxx  | 9                                     | Telkom Kenya            | Langata                | Active   |

## 6.2 KWALE REGION

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) Length | Operator Assigned | Service Area | Notes and series Activation Status |
|---------------------------------|-----------------------|--|-------------------|--------------|------------------------------------|
| 40                              | 210 4xxx              | 9  | Telkom Kenya      | Kwale        | Active                             |
| 40                              | 320 xxxx              | 9  | Telkom Kenya      | Diani        | Active                             |

## 6.3 MOMBASA, MARIAKANI AND KILIFI REGIONS

| National Destination Code (NDC) | Current Number Series                        | National Significant Number (N (S) N) Length | Operator Assigned        | Service Area    | Notes and series Activation Status |
|---------------------------------|--|--|--------------------------|-----------------|------------------------------------|
| 41                              | 20x xxxx<br>222 xxxx<br>223 xxxx<br>231 xxxx | 9  | Telkom Kenya             | Mombasa Central | Active                             |
| 41                              | 249 xxxx                                     | 9  | Telkom Kenya             | Makupa          | Active                             |
| 41                              | 26x xxxx                                     | 9  | Telkom Kenya             | Mombasa Central | Active                             |
| 41                              | 343 xxxx                                     | 9  | Telkom Kenya             | Changamwe       | Active                             |
| 41                              | 447 5xxx                                     | 9  | Telkom Kenya             | Nyali           | Active                             |
| 41                              | 50x xxxx                                     | 9  | Safaricom                | Mombasa         | Not Active                         |
| 41                              | 53x xxxx                                     | 9  | Telkom Kenya             | Bamburi         | Not Active                         |
| 41                              | 548 xxxx                                     | 9  | Telkom Kenya             | Bamburi         | Active                             |
| 41                              | 619 00xx<br>619 01xx<br>619 02xx<br>619 02xx | 9  | iWayAfrica Kenya Limited | Mombasa         | Not Active                         |
| 41                              | 63x xxxx                                     | 9  | Telkom Kenya             | Makupa          | Not Active                         |
| 41                              | 620 0xxx                                     | 9  | Kenya Data Network       | Mombasa         | Not Active                         |
| 41                              | 66x xxxx<br>670 xxxx<br>672 xxxx<br>673 xxxx | 9  | Broadband Access         | Mombasa         | Not Active                         |
| 41                              | 733 3xxx                                     | 9  | Telkom Kenya             | Mariakani       | Active                             |
| 41                              | 752 2xxx                                     | 9  | Telkom Kenya             | Kilifi          | Active                             |

#### 6.4 MALINDI, LAMU AND GARSEN REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) Length | Operator Assigned | Service Area | Notes and series Activation Status                       |
|---------------------------------|-----------------------|--|-------------------|--------------|--|
| 42                              | 212xxxx<br>213xxxx    | 9  | Telkom Kenya      | Malindi      | Active   |
| 42                              | 233xxxx               | 9  | Telkom Kenya      | Watamu       | Active   |
| 42                              | 44xxx                 | 7  | Telkom Kenya      | Garsen       | Active.<br><i>(To migrate to 454xxxx on replacement)</i> |
| 42                              | 463xxxx               | 9  | Telkom Kenya      | Lamu         | Active   |
| 42                              | 633xxx                | 8  | Telkom Kenya      | Mpeketoni    | Active.<br><i>(To migrate to 663xxxx on replacement)</i> |

#### 6.5 VOI, WUNDANYI, MWATATE AND TAVETA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) Length | Operator Assigned | Service Area | Notes and series Activation Status |
|---------------------------------|-----------------------|--|-------------------|--------------|------------------------------------|
| 43                              | 2030xxx               | 9  | Telkom Kenya      | Voi          | Active                             |

#### 6.6 MACHAKOS, MAKUENI, MWINGI AND KITUI REGION

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) Length | Operator Assigned | Service Area | Notes and series Activation Status                        |
|---------------------------------|-----------------------|--|-------------------|--------------|---|
| 44                              | 20xxx<br>21xxx        | 7  | Telkom Kenya      | Machakos     | Active.<br><i>To migrate to 7-digit 202xxxx in future</i> |
| 44                              | 33xxx                 | 7  | Telkom Kenya      | Makueni      | Active.<br><i>To migrate to 7-digit 343xxxx in future</i> |
| 44                              | 442xxxx               | 9  | Telkom Kenya      | Kitui        | Active  |
| 44                              | 50xxxxx               | 9  | Safaricom         | Machakos     | Not Active  |
| 44                              | 822xxx                | 8  | Telkom Kenya      | Mwingi       | Active.<br><i>To migrate to 7-digit 882xxxx in future</i> |

## 6.7 NGONG, KAJIADO, LOITOKITOK AND ATHI-RIVER REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area  | Notes and series Activation Status                          |
|---------------------------------|-----------------------|---------------------------------------|-------------------|---------------|---|
| 45                              | 23xxx<br>24xxx        | 7                                     | Telkom Kenya      | Ongata Rongai | Active;<br><i>(To migrate to 7-digit 312xxxx in future)</i> |
| 45                              | 334xxxx               | 9                                     | Telkom Kenya      | Ngong         | Active  |
| 45                              | 6622xxx               | 9                                     | Telkom Kenya      | Athi River    | Active  |

## 6.8 GARISSA, HOLA, WAJIR AND MANDERA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                          |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 46                              | 2012xxx               | 9                                     | Telkom Kenya      | Garissa      | Active.   |
| 46                              | 421xxx                | 8                                     | Telkom Kenya      | Wajir        | Active.<br><i>(To migrate to 7-digit 442xxxx in future)</i> |
| 46                              | 450xxxx<br>451xxxx    | 9                                     | Bell Western      | Mandera      | Not Active  |
| 46                              | 51xxxxx               | 9                                     | Safaricom         | Garissa      | Not Active  |
| 46                              | 52xxx                 | 7                                     | Telkom Kenya      | Mandera      | Active<br><i>(To migrate to 7-digit 535xxxx in future)</i>  |
| 46                              | 62xxx                 | 7                                     | Telkom Kenya      | Hola         | Active.<br><i>(To migrate to 7-digit 626xxxx in future)</i> |
| 46                              | 750xxxx<br>751xxxx    | 9                                     | Bell Western      | Mandera      | Not Active  |
| 46                              | 850xxxx               | 9                                     | Bell Western      | Mandera      | Not Active  |

## 6.9 NAIVASHA AND NAROK REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                          |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 50                              | 202xxxx<br>205xxxx    | 9                                     | Telkom Kenya      | Naivasha     | Active  |
| 50                              | 22xxx<br>23xxx        | 7                                     | Telkom Kenya      | Narok        | Active.<br><i>(To migrate to 7-digit 222xxxx in future)</i> |
| 50                              | 40x xxxx              | 9                                     | Telkom Kenya      | Gilgil       | Active  |

## 6.10 NAKURU REGION

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned  | Service Area | Notes and series Activation Status                         |
|---------------------------------|-----------------------|---------------------------------------|--------------------|--------------|--|
| 51                              | 221xxxx<br>224xxxx    | 9                                     | Telkom Kenya       | Egerton      | Active   |
| 51                              | 222xxxx               | 9                                     | Telkom Kenya       | Nakuru       | Active   |
| 51                              | 80xxxxx               | 9                                     | Telkom Kenya       | Nakuru       | Active   |
| 51                              | 83xxxxx               | 9                                     | Safaricom          | Nakuru       | Not Active   |
| 51                              | 8400xxx               | 9                                     | Kenya Data Network | Nakuru       | Not Active   |
| 51                              | 85xxx                 | 7                                     | Telkom Kenya       | Lanet        | Active<br><i>(To migrate to 7-digit 888xxxx in future)</i> |

## 6.11 KERICHO AND BOMET REGIONS

| National Destination Code (NDC) | Current Number Series   | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                          |
|---------------------------------|-------------------------|---------------------------------------|-------------------|--------------|---|
| 52                              | 30xxx<br>31xxx<br>32xxx | 7                                     | Telkom Kenya      | Kericho      | Active.<br><i>(To migrate to 7-digit 203xxxx in future)</i> |
| 52                              | 402xxxx                 | 9                                     | Jamii Telecoms    | Kericho      | Not Active  |
| 52                              | 64xxx                   | 7                                     | Telkom Kenya      | Londiani     | Active<br><i>(To migrate to 7-digit 666xxxx in future)</i>  |

## 6.12 ELDORET, TURBO, KAPSABET, ITEN AND KABARNET REGIONS

| National Destination Code (NDC) | Current Number Series         | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                          |
|---------------------------------|-------------------------------|---------------------------------------|-------------------|--------------|---|
| 53                              | 201xxxx<br>203xxxx<br>206xxxx | 9                                     | Telkom Kenya      | Eldoret      | Active  |
| 53                              | 42xxx                         | 7                                     | Telkom Kenya      | Iten         | Active.<br><i>(To migrate to 7-digit 414xxxx in future)</i> |
| 53                              | 43xxx                         | 7                                     | Telkom Kenya      | Kesses       | Active.<br><i>(To migrate to 7-digit 434xxxx in future)</i> |
| 53                              | 52xxx                         | 7                                     | Telkom Kenya      | Kapsabet     | Active<br><i>(To migrate to 7-digit 525xxxx in future)</i>  |
| 53                              | 80xxxxx                       | 9                                     | Telkom Kenya      | Eldoret      | Active  |
| 53                              | 82xxxx                        | 8                                     | Telkom Kenya      | Kabarnet     | Active.<br><i>(To migrate to 7-digit 882xxxx in future)</i> |

## 6.13 KITALE, MOIS BRIDGE, KAPENGURIA AND LODWAR REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status  |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 54                              | 21xxx                 | 7                                     | Telkom Kenya      | Lodwar       | Active<br><i>(To migrate to 7-digit 222xxxx on systems replacements)</i>  |
| 54                              | 30xxx<br>31xxx        | 7                                     | Telkom Kenya      | Kitale       | Active<br><i>(To migrate to 7-digit 203xxxx on systems replacements)</i>  |
| 54                              | 32xxx                 | 7                                     | Telkom Kenya      | Lokichogio   | Active.<br><i>(To migrate to 7-digit 333xxxx on systems replacements)</i> |

#### 6.14 BUNGOMA AND BUSIA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status  |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 55                              | 22xxx                 | 7                                     | Telkom Kenya      | Busia Kenya  | Active.<br><i>(To migrate to 7-digit 232xxxx on systems replacements)</i> |
| 55                              | 24xxx                 | 7                                     | Telkom Kenya      | Nambale      | Active.<br><i>(To migrate to 7-digit 252xxxx on systems replacements)</i> |
| 55                              | 30xxx                 | 7                                     | Telkom Kenya      | Bungoma      | Active.<br><i>(To migrate to 7-digit 203xxxx on systems replacements)</i> |

#### 6.15 KAKAMEGA, MBALE, BUTERE AND MUMIAS REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status  |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 56                              | 30xxx                 | 7                                     | Telkom Kenya      | Kakamega     | Active;<br><i>(To migrate to 7-digit 203xxxx on systems replacements)</i> |
| 56                              | 45xxx                 | 7                                     | Telkom Kenya      | Wodanga      | Active;<br><i>(To migrate to 7-digit 464xxxx on systems replacements)</i> |
| 56                              | 51xxx                 | 7                                     | Telkom Kenya      | Maragoli     | Active;<br><i>(To migrate to 7-digit 555xxxx on systems replacements)</i> |
| 56                              | 641xxx                | 8                                     | Telkom Kenya      | Mumias       | Active;<br><i>(To migrate to 7-digit 664xxxx on systems replacements)</i> |
| 56                              | 70xxxxx               | 9                                     | Safaricom         | Kakamega     | Not Active  |

## 6.16 KISUMU, MASENO AND SIAYA REGIONS

| National Destination Code (NDC) | Current Number Series                               | National Significant Number (N (S) N) | Operator Assigned        | Service Area | Notes and series Activation Status  |
|---------------------------------|---|---------------------------------------|--------------------------|--------------|---|
| 57                              | 202xxxx<br>204xxxx<br>205xxxx                       | 9                                     | Telkom Kenya             | Kisumu       | Active  |
| 57                              | 250xxxx   | 9                                     | Jamii Telecommunications | Kisumu       | Not Active  |
| 57                              | 34xxx   | 7                                     | Telkom Kenya             | Ugunja       | Active;<br><i>(To migrate to 7-digit 343xxxx on systems replacements)</i> |
| 57                              | 351xxx  | 8                                     | Telkom Kenya             | Maseno       | Active;<br><i>(To migrate to 7-digit 435xxxx on systems replacements)</i> |
| 57                              | 62xxx   | 7                                     | Telkom Kenya             | Nyangori     | Active;<br><i>(To migrate to 7-digit 666xxxx on systems replacements)</i> |
| 57                              | 7610xxx   | 9                                     | Kenya Data Network       | Kisumu       | Not Active  |
| 57                              | 81000xx<br>81001xx<br>81002xx<br>81003xx<br>81004xx | 9                                     | MTN Business             | Kisumu       | Not Active  |
| 57                              | 85xxxxxx  | 9                                     | Safaricom                | Kisumu       | Not Active  |

## 6.17 KISII, KILGORIS, OYUGIS AND NYAMIRA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status  |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 58                              | 30xxx                 | 7                                     | Telkom Kenya      | Kisii        | Active;<br><i>(To migrate to 7-digit 203xxxx on systems replacements)</i> |
| 58                              | 6144xxx               | 9                                     | Telkom Kenya      | Nyamira      | Active  |

## 6.18 HOMABAY AND MIGORI REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status  |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 59                              | 21xxx<br>22xxx        | 7                                     | Telkom Kenya      | Homabay      | Active.<br><i>(To migrate to 7-digit 212xxxx on systems replacements)</i> |
| 59                              | 43xxx                 | 7                                     | Telkom Kenya      | Sare         | Active.<br><i>(To migrate to 7-digit 604xxxx systems replacement)</i>     |

## 6.19 MURANGA AND KERUGOYA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                                |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 60                              | 21xxx                 | 7                                     | Telkom Kenya      | Kerugoya     | Active.<br><i>(To migrate to 202xxxx on systems replacements)</i> |
| 60                              | 30xxx<br>31xxx        | 7                                     | Telkom Kenya      | Muranga      | Active.<br><i>(To migrate to 313xxxx on systems replacements)</i> |
| 60                              | 46xxx                 | 7                                     | Telkom Kenya      | Sagana       | Active.<br><i>(To migrate to 474xxxx on systems replacements)</i> |

## 6.20 NYERI REGION

| National Destination Code (NDC) | Current Number Series                    | National Significant Number (N (S) N) | Operator Assigned  | Service Area | Notes and series Activation Status                                |
|---------------------------------|--|---------------------------------------|--------------------|--------------|---|
| 61                              | 200xxxx<br>201xxxx<br>202xxxx<br>203xxxx | 9                                     | Telkom Kenya       | Nyeri        | Active  |
| 61                              | 52xxx                                    | 7                                     | Telkom Kenya       | Othaya       | Active. <i>(To migrate to 515xxxx on systems replacements)</i>    |
| 61                              | 72xxx                                    | 7                                     | Telkom Kenya       | Karatina     | Active.<br><i>(To migrate to 457xxxx on systems replacements)</i> |
| 61                              | 8330xxx                                  | 9                                     | Kenya Data Network | Nyeri        | Active  |
| 61                              | 84x xxxx                                 | 9                                     | Safaricom          | Nyeri        | Not Active  |

## 6.21 NANYUKI REGION

| National Destination Code (NDC) | Current Number Series                               | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status |
|---------------------------------|---|---------------------------------------|-------------------|--------------|------------------------------------|
| 62                              | 203xxxx   | 9                                     | Telkom Kenya      | Nanyuki      | Active                             |
| 62                              | 79000xx<br>79001xx<br>79002xx<br>79003xx<br>79004xx | 9                                     | MTN Business      | Nanyuki      | Not Active                         |

## 6.22 MERU, MAUA AND CHUKA REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned  | Service Area | Notes and series Activation Status                                |
|---------------------------------|-----------------------|---------------------------------------|--------------------|--------------|---|
| 64                              | 21xxx                 | 7                                     | Telkom Kenya       | Maua         | Active.<br><i>(To migrate to 202xxxx on systems replacements)</i> |
| 64                              | 30xxx                 | 7                                     | Telkom Kenya       | Meru         | Active.<br><i>(To migrate to 313xxxx on systems replacements)</i> |
| 64                              | 51xxx                 | 7                                     | Telkom Kenya       | Nkubu        | Active.<br><i>(To migrate to 505xxxx on systems replacements)</i> |
| 64                              | 52xxx                 | 7                                     | Telkom Kenya       | Isiolo       | Active.<br><i>(To migrate to 535xxxx on systems replacements)</i> |
| 64                              | 610 0xxx              | 9                                     | Kenya Data Network | Meru         | Active  |
| 64                              | 630xxx                | 8                                     | Telkom Kenya       | Chuka        | Active.<br><i>(To migrate to 563xxxx on systems replacements)</i> |

## 6.23 NYAHURURU AND MARALAL REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                             |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|--|
| 65                              | 202xxxx               | 9                                     | Telkom Kenya      | Nyahururu    | Active   |
| 65                              | 62xxx                 | 7                                     | Telkom Kenya      | Maralal      | Active. <i>(To migrate to 506xxxx on systems replacements)</i> |

#### 6.24 KIAMBU AND KIKUYU REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                                |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 66                              | 232xxxx               | 9                                     | Telkom Kenya      | Kiambu       | Active.<br><i>(To migrate to 232xxxx on systems replacements)</i> |

#### 6.25 THIKA AND RUIRU REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                                |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|---|
| 67                              | 2xxxx                 | 7                                     | Telkom Kenya      | Thika        | Active.<br><i>(To migrate to 212xxxx on systems replacements)</i> |
| 67                              | 52xxx                 | 7                                     | Telkom Kenya      | Kalimoni     | Active.<br><i>(To migrate to 535xxxx on systems replacements)</i> |
| 67                              | 585xxxx               | 9                                     | Telkom Kenya      | Ruiru        | Active  |

#### 6.26 EMBU REGION

| National Destination Code (NDC) | Current Number Series   | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                                |
|---------------------------------|-------------------------|---------------------------------------|-------------------|--------------|---|
| 68                              | 30xxx<br>31xxx<br>32xxx | 7                                     | Telkom Kenya      | Embu         | Active.<br><i>(To migrate to 223xxxx on systems replacements)</i> |

#### 6.27 MARSABIT AND MOYALE REGIONS

| National Destination Code (NDC) | Current Number Series | National Significant Number (N (S) N) | Operator Assigned | Service Area | Notes and series Activation Status                             |
|---------------------------------|-----------------------|---------------------------------------|-------------------|--------------|--|
| 69                              | 2102xxx               | 9                                     | Telkom Kenya      | Marsabit     | Active   |
| 69                              | 52xxx                 | 7                                     | Telkom Kenya      | Moyale       | Active. <i>(To migrate to 305xxxx on systems replacements)</i> |

## 7 MOBILE NETWORK TELEPHONY NUMBERS

| <b>National Destination Code (NDC) and Number Series</b> | <b>National Significant Number (N(S)N)</b> | <b>Licensee</b>       | <b>Number Series Activation Status</b> |
|--|--|-----------------------|--|
| 0700 xxxxxx to 0708 xxxxxx                               | 9  | Safaricom             | Active                                 |
| 0710 xxxxxx to 0719 xxxxxx                               | 9  | Safaricom             | Active                                 |
| 0720 xxxxxx to 0729 xxxxxx                               | 9  | Safaricom             | Active                                 |
| 0730 xxxxxx to 0739 xxxxxx                               | 9  | Airtel Networks Kenya | Active                                 |
| 0750 xxxxxx to 0755 xxxxxx                               | 9  | Essar Telecom Kenya   | Active                                 |
| 0770 xxxxxx to 0775 xxxxxx                               | 9  | Telkom Kenya          | Active                                 |
| 0785 xxxxxx to 0789 xxxxxx                               | 9  | Airtel Networks Kenya | Active                                 |

## 8 ACTIVE TOLLFREE NUMBERS FOR TOLLFREE SERVICES

| <b>Toll Free Numbers</b>     | <b>Licensee</b>                       | <b>Type of Service</b>             |
|------------------------------|---------------------------------------|------------------------------------|
| 0800 2xx xxx                 | Telkom Kenya                          | Toll free                          |
| 0800 400 00x to 0800 400 04x | Adtel Phone Company                   | Toll free                          |
| 0800 41000x                  | Internet Protocol Extreme Company LTD | Call centre                        |
| 0800 545455                  | Adtel Phone Company                   | Toll free                          |
| 0800 720xxx to 0800 724xxx   | Safaricom                             | Toll free                          |
| 0800 730xxx to 0800 734xxx   | Airtel Kenya                          | Toll free                          |
| 0800 75000x to 0800 75002x   | Essar Telecoms                        | Toll free                          |
| 0800 767683                  | EM -Communications                    | Toll free                          |
| 0844 and 0845                | Telkom Kenya                          | For activation of prepaid Services |

## 9 PREMIUM RATE NUMBERS FOR PREMIUM RATE SERVICES

| Premium Rate Number Series | Associated Services/Applications   | Numbers Assigned   | Licensee (s) assigned  | Type of Service offered                     | Activation Status |                      |        |
|----------------------------|--|--|--|---|-------------------|----------------------|--------|
| 0 900 0xxxxx               | Information Services, educational promotions, quizzes, subscription to information | 0900 02000X  | Information Convergence Technology   | Blogging                                    | Not Active        |                      |        |
|                            |  | 0900 002030<br>0900 004444<br>0900 004688<br>0900 005678<br>0900 007282<br>0900 008382 | Fixed and Mobile operators   | Access of e-government information services | Not Active        |                      |        |
|                            |  | 0900 088888  | MTECH  | Promotion                                   | Active            |                      |        |
|                            |  | 0 900 2xxxxx   | Information Services, educational promotions, quizzes, subscription to information | 0900 2XXXXX                                 | Telkom Kenya      | Promotion activities | Active |
|                            |  | 0 900 3xxxxx   | Information Services, educational promotions, quizzes, subscription to information | 0900 331XXX                                 | VTS Phoneworx     | Downloads            | Active |
| 0 900 4xxxxx               | Information Services, educational promotions, quizzes, subscription to information | 0900 400221<br>0900 400222<br>0900 400223<br>0900 400224                               | Cellulant  | Downloads                                   | Active            |                      |        |
| 0 900 4xxxxx               | Information Services, educational promotions, quizzes, subscription to information | 0900 44XXXX  | Cellulant  | Downloads                                   | Active            |                      |        |
| 0 900 5xxxxx               | Information Services, educational promotions,                                      | 0900 50000X  | Internet Protocol Extreme co. LTD  |   | Active            |                      |        |

| <b>Premium Rate Number Series</b> | <b>Associated Services/Applications</b>  | <b>Numbers Assigned</b>    | <b>Licensee (s) assigned</b> | <b>Type of Service offered</b>   | <b>Activation Status</b> |
|-----------------------------------|--|----------------------------|------------------------------|--|--------------------------|
|                                   | quizzes, subscription to information   |                            |                              |  |                          |
|                                   |  | 0900 55XXXX                | Interactive Media Services   | <ul style="list-style-type: none"> <li>• Charity;</li> <li>• Donations; support;</li> <li>• Harambee;</li> <li>• Redeemable mobile SMS Vouchers</li> <li>• IVR Services</li> </ul> | Active                   |
| 0 900 7xxxxx                      | Auctions, Voting, lottery and gaming   |                            |                              |  |                          |
| 0 900 7xxxxx                      | Information services, auctions, lottery and gaming                                 | 0900 770XXX                | Call Handling Interactive    | Premium rate   | Active                   |
|                                   |  | 0900 77300X<br>0900 77301X | Jibutel                      | Premium rate   | Active                   |
| 0 900 8xxxxx                      | Information Services, educational promotions, quizzes, subscription to information | 0900 881XXX                | Adtel Phone Company          | Premium rate   | Active                   |
|                                   |  | 0900 888XXX                | Cellucom Kenya               | Premium rate   | Active                   |
| 0900 9xxxxx                       | Information Services restricted to Adults  |                            |                              |  |                          |

## 10 INTERNATIONAL SIGNALLING POINT CODES (ISPC)

Signaling Area/Network Codes (SANC) assigned by ITU 6-078 and 6-079  
(In Accordance with ITU-T Recommendation Q708)

| ISPC    | NAME OF ASSIGNED OPERATOR    | ACTIVATION STATUS |
|---------|------------------------------|-------------------|
| 6-078-0 | Telkom Kenya                 | Active            |
| 6-078-1 | Telkom Kenya                 | Active            |
| 6-078-2 | Safaricom                    | Active            |
| 6-078-3 | Airtel Networks Kenya        | Active            |
| 6-078-4 | Safaricom                    | Active            |
| 6-078-5 | Telkom Kenya                 | Active            |
| 6-078-6 | Jamii Telecommunications LTD | Active            |
| 6-078-7 | Kenya Data Network           | Active            |
| 6-079-0 | Essar Telecom Kenya Limited  | Active            |

## 11 GSM NETWORK COLOUR CODES

| ASSIGNED NETWORK COLOUR CODE<br>(Codes in Decimal numbers) | NAME OF ASSIGNEE            | SERVICE AREA   |
|--|-----------------------------|--|
| 2  | ALL OPERATORS               | For all GSM operator sites near borders with Uganda and Tanzania |
| 0 and 1  | Airtel                      | For all other GSM sites far from borders                         |
| 2  | Safaricom                   | For all other GSM sites far from borders                         |
| 4  | Telkom Kenya                | For all other GSM sites far from borders                         |
| 5  | Essar Telecom Kenya Limited | For all other GSM sites far from borders                         |

## 12 SHORT CODES

### 12.1 SHORT CODES FOR EMERGENCY AND CUSTOMER SERVICES

| SHORT CODE  | APPLICATION OR SERVICE  | ASSIGNEE                      | ACTIVATION STATUS |
|-------------|---|-------------------------------|-------------------|
| 100         | Customer care and information services  | All operators                 | Activated         |
| 1011        | Directory information service   | Jambo Call Information Centre | Not Activated     |
| 108         | National Steering committee response centre on peace building and conflict management   | All operators                 | Not Activated     |
| 109         | National Emergency response centre  | All operators                 | Operational       |
| 110         | Emergency Rescue Services in Lake Victoria  | All operators                 | Not Activated     |
| 112 and 999 | Police, Emergency and SoS   | All operators                 | Operational       |
| 116         | Childline help  | All operators                 | Operational       |
| 1190        | Liverpool VCT helpline on HIV/AIDS  | All operators                 | Operational       |
| 1191        | Ministry of Public Health for emergency health preparedness   | All operators                 | Operational       |
| 1192        | NACADA Authority helpline for victims of Alcohol and Drug abuse   | All operators                 | Operational       |
| 1195        | HealthCare Assistance Kenya (HAK) assistance helpline for victims of Gender Based Violence  | All operators                 | Operational       |
| 1197        | G4S Security Services Kenya Limited public reporting/helpline on security, safety and disaster mitigation and general emergency responses | All operators                 | Operational       |
| 1199        | Kenya Red cross Emergency Response  | All operators                 | Operational       |

### 12.2 SHORT CODES ASSIGNED FOR VOICE MAIL AND OTHER PREPAID SERVICES

| SHORT CODE | APPLICATION                            | ASSIGNEE      | USSD FORMAT   |
|------------|--|---------------|---|
| 100        | Customer care and information services | All operators |   |
| 120        | For future use                         | All operators |   |
| 121        | Voicemail deposit                      | All operators |   |
| 123        | Voicemail retrieval                    | All operators |   |
| 124        | For future use                         | All operators |   |
| 125        | For future use                         | All operators |   |
| 130        | Recharge                               | All operators | *130*digits# on Essar Telecom and Telkom Kenya networks |
| 131        | Check Balance                          | All operators | *131# on Essar Telecom and Telkom Kenya networks        |

**12.3 HARMONIZED SHORT CODES IN EAST AFRICA**

| <b>AREA OF HARMONIZATION</b>               | <b>SHORT CODES</b> |
|--|--------------------|
| Customer Service                           | 100                |
| Recharge                                   | 130                |
| Check Balance                              | 131                |
| Voicemail deposit                          | 121                |
| Voicemail retrieval                        | 123                |
| Emergency, Police & SOS                    | 112                |
| Emergency Rescue Services in Lake Victoria | 110                |
| Carrier Selection/Pre-selection            | 17x/18x            |

## 12.4 FIVE (5) DIGIT<sup>1</sup> COMMON SHORT CODES FOR SMS BASED PREMIUM RATE SERVICES

| SHORT CODE     | APPLICATION OR SERVICE.  | ANY COMMENTS                           |
|----------------|--|--|
| 126xx to 149xx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 145xx to 149xx | Voting, gaming, lottery, price draws, phone to win etc   | Available                              |
| 1501           | Porting Service Access Code  | Assigned to all operators              |
| 1509           | Anti-counterfeit equipment check   | Assigned to all operators              |
| 1525           | M-health services  | Assigned to Safaricom and Telkom Kenya |
| 155xx to 169xx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 17xx to 18xx   | Carrier Selection/Pre-selection  | Available                              |
| 190xx to 199xx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 20xxx to 25xxx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 26xxx to 29xxx | Voting, gaming, lottery, price draws, phone to win etc   | Available                              |
| 30xxx to 35xxx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 35xxx to 39xxx | Voting, gaming, lottery, price draws, phone to win, overrides for mobile services only;  | Available                              |
| 40xxx to 45xxx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 46xxx to 49xxx | Voting, gaming, lottery, price draws, phone to win etc   | Available                              |
| 50xxx to 59xxx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 60xxx to 69xxx | Controlled access to adult content for protection of minors  | Available                              |
| 70xxx to 79xxx | Short text downloads, educational and information services like horoscopes, status checks, follow-ups, weather information and related services. | Available                              |
| 80xxx to 89xxx | Voting, gaming, lottery, price draws, phone to win etc   | Available                              |
| 900xx to 989xx | SMS bases VAS information services, educational promotions, quizzes and SMS alerts information, Job alerts and recruitments and related services | Available                              |

<sup>1</sup> 5-digit Short Codes shall be Assigned beginning March 2012