



## **NUMBERING REGULATION**

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Licensing Department

National Communications Authority

Federal Republic of Somalia

## Contents

1.	Citation.....	1
2.	Interpretation .....	1
3.	Legal Powers .....	<b>Error! Bookmark not defined.</b>
4.	Applicability.....	<b>Error! Bookmark not defined.</b>
5.	Scope of the Regulation .....	3
5.	Right to the Numbering Resources .....	3
6.	Eligibility.....	3
7.	E164 Numbering Structure.....	3
8.	Shor Codes .....	4
9.	Standard for Numbers .....	4
10.	The Numbering Plan .....	4
11.	Transitional Arrangements.....	5
12.	Numbering Register .....	5
13.	Status of Numbering Resources .....	6
14.	Customer’s Dialling Procedure .....	6
15.	Application Process for an allocation of numbering resources .....	6
16.	Reservation of Numbering Resources.....	8
17.	Notification of Number Activation .....	8
18.	Confidentiality of Applicant’s Information.....	9
19.	Withdrawing Numbers .....	9
18.	Appeals against withdrawal and Allocation Decission .....	9
19.	Duration of Allocation .....	10
12.	Protecting Numbers.....	10
13.	Freeing Numbers .....	10
14.	Fees for Numbers .....	11
15.	Operations with Numbers.....	11
16.	Assignment of Numbers.....	12
17.	Reveiw and Revisison of the Regulation.....	<b>Error! Bookmark not defined.</b>

## **1. Citation**

This Regulation may be cited as the Federal Republic of Somalia National Communication Authority Numbering Regulation, 2020.

## **2. Interpretation**

2.1 “Allocation” means an authorization for a communications provider to use particular numbers, particularly by assigning them if they are National Significant Numbers. This is not as in ITU-T Recommendation E.101.

2.2 “Assignment” means an authorization for a user to use particular numbers, typically by making or receiving communications on terminals associated with them. This is not as in ITU-T Recommendation E.101.

2.3 “Authority” means the National Communications Authority established in accordance with the Communications Act, 2017.

2.4 “Availability Indicator” means an indication of whether a number is allocated, available for allocation or protected from allocation. It can be ‘Allocated’, ‘Free’ or ‘Protected’.

2.5 “Country Code” means the sequence of digits at the start of an International Significant Number indicating a country, an international service or an international network. For Somalia it is ‘252’ and the Authority as stated in the Communications Act, 2017, manages its use.

2.6 “Dialling” means the origination of a communication, such as a call or a message, through the input of a number at a terminal.

2.7 “Geographic Number” means a National Significant Number in which the National Destination Code indicates a geographic usage (such as “Banadir”).

2.8 “Internal Network Code” means a number that facilitates routing communications without being used in Dialling. In particular, an International Signalling Point Code, a National Signalling Point Code or a Mobile Network Code is an Internal Network Code.

2.9 “International Prefix” means a sequence of digits that in Dialling is followed by an International Significant Number to route a communication from one country to another country. For Somalia it is ‘00’.

2.10 “International Significant Number” means a Country Code followed by a National Significant Number.

- 2.11 “ITU” means the International Telecommunication Union, which is the specialized agency of the United Nations that is responsible for telecommunications.
- 2.12 “ITU-T” means the Telecommunication Standardization Sector of the ITU, which develops standards for telecommunications.
- 2.13 “National Destination Code” means the sequence of digits at the start of a National Significant Number that indicates the usage.
- 2.14 “National Prefix” means a sequence of digits that in Dialling is followed by a National Significant Number to route a communication inside one country. For Somalia it is ‘0’.
- 2.15 “National Significant Number” means a National Destination Code followed by a Subscriber Number.
- 2.16 “Non-Geographic Number” means a National Significant Number in which the National Destination Code indicates a nongeographic usage (such as “Mobile” or “Freephone”).
- 2.17 “Numbering Register” means the records maintained by the Authority that state the Availability Indicators and other details of the numbers that are identified in the Numbering Plan.
- 2.18 “Numbering Plan” means the document prepared by the Authority that sets out numbers with their uses for telecommunications services.
- 2.19 “Number Range” means a series of consecutive numbers. It may be identified by its leading digits (so, for example, ‘67 xxx’ and ‘67 xxx–69 xxx’ are Number Ranges).
- 2.20 “Short Code” means a number that without being preceded in Dialling by a National Destination Code identifies a special service (such as confidential advice and support to children and young people).
- 2.21 “Subscriber Number” means a number that when proceeded in Dialling by a National Destination Code identifies a subscriber to a general service (such as mobile access).

### **3. Legal Powers**

Based on the National Communication Act, 2017 the National Communication Authority (the “Authority”) has the power to issue regulations, orders, procedures and resolutions for the allocation of telephone numbers and numbering plans.

### **4. Applicability**

- 4.1 These Regulations are applicable to the allocation for and use of the Federal Republic of Somalia numbering resources as set out in this Regulation.
- 4.2 Unlicensed providers may not use numbering resources in any manner that contravenes or compromises the use of numbering resources as specified in these Regulation.

## **5. Scope of the Regulations**

These Regulations are made to provide a regulatory framework for the control, planning, administration, management and assignment of number resources pursuant to the National Communication Act.

## **6. Right to Numbering Resources**

6.1 Numbering Resources for electronic communications purposes are a national resource. Title in the numbering resources remains with the Authority who grants rights to use of the resources to providers.

6.2 Providers shall not trade the rights to use numbering resources.

6.3 Providers shall not transfer the rights to use numbering resources other than the transfer or takeover of the provider's corporate assets by another provider after obtaining the permission of the Authority.

## **7. Eligibility**

7.1 Numbering Resources for electronic communications purposes are a national resource. Title in the numbering resources remains with the Authority who grants rights to use of the resources to providers.

7.2 Only Licensees holding a Communications Infrastructure and Services Provider (CISP) License shall be eligible to apply for numbering resources.

7.3 Unlicensed providers may not use numbering resources in any manner that contravenes or compromises the use of numbering resources as specified in these Regulations.

## **8. E.164 Number Structure**

To achieve the numbering policy aims, the Authority has structured the numbering resource based on E. 164 numbering plan.

## **9. Short Codes**

9.1 Short Codes used for voice, SMS text messaging and related communication services form part of the Federal Republic of Somalia National Numbering Plan.

9.2 Short Codes are categorised as follows:

9.2.1 Emergency Services: All providers are required to route calls dialed by their customers to the correct terminating point without charge to the calling customer. Where the call is routed via a second or subsequent network no interconnection charges will be payable between the providers operating the networks; and

9.2.2 Any other Services as provided for in the Authority's short code guidelines.

9.3 The Authority shall publish harmonized short codes for key services provided in the short code guidelines.

## **10. Standards for Numbers**

10.1 The Licensee shall adopt numbering that complies with international standards, which include, but are not limited to, ITU-T Recommendations E.164, E.212 and Q.708. In particular, ITU-T Recommendation E.164 implies that in Somalia:

10.2 National Significant Numbers shall have at most twelve (15) digits; and

10.3 Digit analysis outside the Federal Republic of Somalia shall need at most the first four (4) digits of National Significant Numbers.

10.4 The Authority may supplement the international standards if it considers that doing so is justified.

10.5 Every Licensee shall inform its customers regularly about the need to precede a written National Significant Number by '0' or '+252' and by no other digits.

## **11. The Numbering Plan**

11.1 The Authority shall specify in the Numbering Plan the usages of all of the numbers that are allocated or available for allocation.

11.2 The Authority shall make the Numbering Plan publicly available online.

11.3 The Authority shall review the Numbering Plan annually to consider:

- 11.3.1 The forecast demand for numbers;
  - 11.2.3 any significant developments affecting the services offered by Licensees;  
and;
  - 11.3.4 Any likely revisions to this Regulation.
- 11.4 The Authority shall amend the Numbering Plan only after conducting a public consultation lasting at least Forty-Five - (45) Days. All of the amendments shall be objectively justifiable in the light of the cost and inconvenience to Licensees and users.
- 11.5 If Authority shall amends the Numbering Plan it shall:
- 11.5.1 Update the Numbering Register; and
  - 11.5.2 Inform the ITU, using the formats provided in ITU-T Recommendation E.129, if possible.

## **12. Transitional Arrangements**

- 12.1The Authority shall confirm and allocate numbering resources that are already in service with customers provided their use is in accordance with the permitted use in these Regulations.
- 12.2The Authority shall determine those numbering resources, including prefixes and short codes, that are to be withdrawn or migrated due to use other than that specified in these regulations or because they are not in service with customers when these Regulations are adopted.
- 12.3Existing providers affected by the changes introduced in this Regulation shall be given 3-year transition period to use numbering resources in accordance with the permitted use in these Regulations.

## **13. Numbering Register**

The Authority shall maintain in the Numbering Register up-to-date, accurate and comprehensive records about all of the numbers that are allocated or available for allocation. The Numbering Register shall contain:

- 13.1The lengths, usages and Availability Indicators of the numbers; and
- 13.2 Identities of any Licensees to whom the numbers are allocated
- 13.4 The Authority shall audit the Numbering Plan annually to correct any discrepancies between the Numbering Register and the information held by the

Licensees about the numbers allocated to them.

13.5 The Authority shall make the Numbering Register publicly available online.

#### **14. Status of Numbering Resources**

The Authority shall assign numbering resources within the Federal Republic of Somalia National Numbering Plan a status in accordance with the following descriptions-

14.1 Allocated: The rights to use of the number block has been allocated to an electronic service provider for use in their network(s);

14.2 Application under consideration: The rights to use of the block are available but an application has been received by the Authority and the block is temporarily reserved pending the Authority's decision on the application;

14.3 Available: The rights to use of the number block are available for allocation to an electronic service provider using the prescribed application procedures;

14.4 Reserved: For the purposes of managing the number resources the Authority has deemed the rights to use of number block unavailable for allocation at this time; and

14.5 Protected: The rights to use the number block are unavailable for allocation.

#### **15. Customers' Dialing Procedure**

15.1 When dialing calls to services within the Federal Republic of Somalia customers shall dial the complete number.

15.2 When dialing international outgoing calls customers must begin with International Escape Prefix "00". Mobile customers may replace the 00 with the + symbol in accordance with the GSM standards.

#### **16. Application process for an allocation of Numbering Resources**

16.1 Providers must inform the Authority in writing of the following information before their first application:

16.1.2 the legal company name of the Provider;

16.1.3 the name and contact details of applicant;

16.1.4 the services intended to use the Assignment;

- 16.1.5 the quantity of numbers requested for inclusion in the assignment
- 16.1.6 Providers must ensure that the Authority is advised in writing of any change to the above information.
- 16.2 Applications for the allocation of numbering resources must include the following information-
  - 16.2.2 the electronic communications services provider's internal reference number (if any);
  - 16.2.3 the name and job title of the person making the application;
  - 16.2.4 the Numbering Plan Level that the applicant wants the blocks to be allocated from;
  - 16.2.5 a brief description of the service to be offered using the numbers and, in the case of applications for a Short Code, the category that the applicant believes applies to the service;
  - 16.2.6 in the case of SMS Short Codes information on the same or similar services provided by other providers within the Federal Republic of Somalia or their third party service providers;
  - 16.2.7 the planned in-service date for the numbers;
  - 16.2.8 for provider that have been offering the described service for more than twelve months, the percentage utilisation achieved with existing allocations;
  - 16.2.9 the anticipated utilisation of existing allocations and the numbers applied for twelve months after the date of the application;
  - 16.2.10 the current utilisation of existing assignments to the applicant for the intended services;
  - 16.2.11 any other information that the applicant considers necessary or appropriate to justify the application;
  - 16.2.12 any other information that the Authority may, from time to time require to assess the application; and

16.2.13 a declaration of compliance with the obligations and general conditions of use described in these regulations.

16.3 The Authority may request additional information in respect of any numbering application it may receive. Applications will be deemed to have been withdrawn by the applicant if the requested additional information is not received within thirty (30) days of such a request being made. The time for the Authority to respond to an application shall be measured once the Authority has received all the requested information.

16.4 All applications will be processed in the order that they are received by the Authority and successful applications will be allocated the next free block of numbers from the appropriate level in the National Numbering Plan.

## **17. Reservation of Numbering Resources**

The Authority may, at its sole discretion, reserve one or more number blocks for any reason including anticipation of future application(s) from providers.

## **18. Notification of number activation**

18.1 The Authority shall inform, in writing, the applicant of its decision regarding the application for the allocation of numbers within 30 days. Where an application is refused, a brief summary of the reasons will be provided with the notification. This will be provided electronically if the Authority adopts an on-line application process.

18.2 It is the responsibility of the Authority to notify the ITU and all providers in the Federal Republic of Somalia of the allocation and the proposed date that provider will start assigning numbers from the number block(s) allocated to customers.

18.3 Providers notified by the recipient of the allocation must activate the numbers in their network(s) within the terms of the Interconnection Agreement or other agreements between the providers, and, in any case, no longer than four weeks after receiving the notification.

## **19. Confidentiality of Applicant's Information.**

Information provided to the authority will be treated as public unless the applicant specifies that it is confidential. Where applicants wish to submit confidential information, including information they consider to be commercially sensitive, they must provide confidential and non- confidential versions of their submissions highlighting the confidential information.

## **20. Withdrawing Numbers**

- 20.1 A provider may request in writing that the Authority withdraw an allocation of numbering resources made to that provider.
- 20.2 The Authority may revoke allocations the following circumstances:
  - 20.2.1 The holder of the right to use the numbering resource does not pay the fee the grant of use for the numbering right or the yearly extension;
  - 20.2.2 The use of the numbering resource is against the grant of numbering right;
  - 20.2.3 the numbering resource is not taken into use within a reasonable time after the grant of the numbering right or its use has been discontinued; or
  - 20.2.4 the holder of the right to use the numbering resource does not rectify its conduct within one month after being requested to do so in writing.
- 20.3 The Authority shall notify the holder of the right to use the numbering resource of its decision to revoke or not to revoke the right to use the numbering resource.
- 20.4 Before the Authority revokes the right to use a numbering resource, it shall give the holder of the right to use the numbering resource prior written notice of at least thirty (30) working days and the holder of the right to use the numbering resource shall have thirty (30) working days in which to respond in writing to the notice unless otherwise extended by the Authority demonstrating that it is utilising the numbering resource in compliance with this Regulation and the conditions.

## **21. Appeals Against Allocation And Withdrawal Decisions**

- 21.1 Applicants that believe a numbering management decision by the Authority is unreasonable and contrary to the objectives in this Regulation may lodge an

appeal with the relevant Court of Law.

21.2 During the period that the appeal is being considered, the decision of the Authority, which is causing the concern, shall stand if the number (s) requested is not already in use.

## **22. Duration of Allocations**

Unless otherwise specified in the Authority's decision on a numbering resource application, all allocations will last until the end of the License period of the provider, and will be automatically extended if the License is renewed or extended.

## **23. Protecting Numbers**

23.1 The Authority shall protect numbers that are available for allocation only after conducting a public consultation lasting at least Forty-Five (45) Days.

23.2 If the Authority protects numbers that are available for allocation:

23.2.1 It shall amend the Numbering Plan and update the Numbering Register to record that the numbers have become protected from allocation (so their Availability Indicators change from 'Free' to 'Protected'); and

23.2.2 It shall inform the ITU.

## **24. Freeing Numbers**

24.1 A Licensee shall maintain, and make available to the Authority on request, up-to-date, accurate and comprehensive information about all of the numbers allocated to it.

24.2 At the end of every 3 calendar years every Licensee to whom the Authority has allocated numbers shall submit to the Authority an inventory in a prescribed format containing information about all of the numbers allocated to the Licensee. For National Significant Numbers the information shall include:

24.2.1 The lengths and usages of numbers allocated to the Licensee;

24.2.2 The quantities of numbers already assigned to users;

24.2.3 The quantities of numbers still assignable to users;

24.2.4 The forecast demand for numbers over three (3) years; and

24.2.5 Any other information that the Authority requests and that can be

provided without placing an undue burden on the Licensee.

## **25. Fees for Numbers**

The Authority shall determine the fees payable for the use of numbering resources that compensate for the management costs of the numbering plan and the control of its use and encourage the efficient use of number assignments.

## **26. Operations with Numbers**

26.1 Every Licensee shall use numbers allocated to it only as specified when the relevant application to the Authority was granted. In particular, it shall respect any usage set out in the Numbering Plan.

26.2 Every Licensee shall remain responsible for the numbers allocated to it by the Authority even if it subsequently allocates the numbers to another organization.

26.3 Every Licensee shall notify communications providers inside and outside the Federal Republic of Somalia about numbers that it brings into service or removes from service and that those communications providers might need to recognize

26.4 Every Licensee shall inform the Authority of up-to-date contact details that the Authority will make available on request to other communications providers who notify others about numbers that they bring into service or remove from service.

26.5 A Licensee may associate numbers with itself or another Licensee in advertising and other publicity material only to provide contact details. In particular, National Destination Codes shall have national significance and shall not be associated with particular Licensees.

26.6 Every Licensee shall enable a Short Code to be the destination address for communications if:

26.6.1 It has already enabled another number to be the destination address for communications that have the purpose associated with the Short Code in the Numbering Plan; or

26.6.2 An existing organization is equipped with terminals to receive communications that have the purpose associated with the Short Code in the Numbering Plan and that are free of charge to the Licensee.

- 26.7 Every Licensee shall avoid inefficient uses of numbers. These include, but are not limited to:
- 26.7.1 Failing to inform the Authority that a Number Range is no longer needed;
  - 26.7.2 Scattering assignments of numbers throughout a Number Range, thereby making the unassigned numbers difficult to withdraw;
  - 26.7.3 Assigning to corporate customers many more numbers than forecasts justify; and
  - 26.7.4 Assigning National Significant Numbers that have lengths less than the maximum allowed in the Numbering Plan for them.

## **27. Assignment of Numbers**

- 27.1 A Licensee may assign a number to a user only if:
- 27.1.1 The number is a National Significant Number;
  - 27.1.2 The number is already allocated to the Licensee by the Authority or another Licensee;
  - 27.1.3 The Subscriber Number embedded in the number does not match any Short Code even if digits are post fixed to it or the Short Code (but not to both); and
  - 27.1.4 The number does not match any number that is already assigned to a different user even if digits are post fixed to it or the other number (but not to both).
- 27.2 A Licensee may change a number assigned to a user only if:
- 27.2.1 It has been permitted in writing to do so by the Authority and has notified the user, with an explanation, at least thirty (30) Days before the intended date of change; or
  - 27.2.2 It has been requested to do so by the user.
- 27.3 A Licensee shall change a number assigned to a user if the user justifies a request for a change to avoid frequent unwanted calls.
- 27.4 A Licensee may discontinue the assignment of a number to a user only if:
- 27.4.1 It has been permitted in writing to do so by the Authority and has notified the user, with an explanation, at least thirty (30) Days before the intended date of discontinuation; or
  - 27.4.2 During the previous one (1) year the user has not made or received any communications on terminals associated with the number and has not recharged any accounts associated with the number.

- 27.5 A Licensee shall discontinue the assignment of a number to a user if during the previous one (1) years the user has not made or received any communications on terminals associated with the number and has not recharged any accounts associated with the number.

## **28. REVIEW AND REVISION OF THE REGULATIONS**

- 28.1 Periodically the Authority shall review and may amend these Regulations to ensure continued support for the growth of the information and Communications sector in the Federal Republic of Somalia.
- 28.2 The Authority may from time to time issue additional rules, directions or guidelines on any aspect of this Regulation, and either of general applications or specific to a Licensee.