



## **SPECIAL NUMBERING RESOURCES ADMINISTRATIVE FRAMEWORK & GUIDELINES**

*The document outlines the processes and procedures applied in administering the special numbering resources in Ghana by the National Communications Authority, established under the NCA Act, 2008, Act 769. The framework is developed pursuant to Section 65 of the Electronic Communications Act, 2008, Act 775.*

ADMINISTRATIVE  
FRAMEWORK AND  
GUIDELINES



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## 1 Introduction

The National Communications Authority (hereinafter referred to as 'the Authority') was established under the National Communications Authority Act, 2008, Act 769, to license and regulate communications services in Ghana. Section 65 of the Electronic Communications Act, 2008, Act 775, mandates the Authority to establish and manage the National Electronic Numbering Plan.

The Authority manages communications resources including numbers as mandated by Acts 769 and 775. In this respect, the Authority, amongst others, develops and administers the National Electronic Numbering resources and provides guidelines on allocation and use of numbering resources. Among the National Electronic Numbering resources is a category which are non-geographic and non-network dependent known as the Special Numbering Resources (SNR). They include Short Codes, Premium Rate Numbers, Toll Free Numbers, and Shared Cost Numbers and are used for carrying voice and data. This category shall be updated from time to time.

Short Codes are Numbers that are shorter than the ITU-T E.164 format and may be used for short message services (SMS) which have become popular for providing Value Added Services (VAS). These services include premium rate communication services offered by licensed Value Added Services Providers (VASP).

As it is with the current practice, licensed Communication Network Operators use these SNRs especially the short codes without seeking approval from the Authority and also assign them either in bulk or single to other VASP. VASP in turn issue out to other third parties. This has resulted in unequal access to the resources and less competition with a single code having multiple assignees on different networks as well as lack of protection for consumers.

The Authority, in light of the foregoing, deems it obligatory to make available these guidelines in order to ensure that numbering resources are efficiently and continuously managed. This will enable the Authority to also create equal access, transparency, fair competition and ensure an acceptable level of consumer protection.



## 2 Citations

- 2.1 Under the functions of the Authority; Section 3 of the National Communications Authority Act, 2008, Act 769 provides: for the purpose of achieving its object, the Authority shall:
- (a) establish and monitor the implementation of national communications standards and ensure compliance accordingly;
  - (r) issue guidelines and standards from time to time;
  - (w) establish and manage a national numbering plan for network and application services;
- 2.2 Under regulatory and best practice of the Authority; Section 5 of the National Communications Authority Act, 2008, Act 769 provides: the Authority shall in the performance of its functions have regard to:
- (c) the protection of the interests of consumers or users of communications networks or communications services and in particular to the interests of consumers' choice, quality of service and value for money;
- 2.3 The National Electronic Communications Numbering Plan; Section 65 of Electronic Communications Act, 2008, Act 775 provides:
- (1) The Authority shall establish, control, and manage a National Electronic Communication Numbering Plan for network and applications services.
  - (2) The plan may set out for network and applications services conditions which include:
    - (a) the use of different numbers for different kinds of service including emergency services,
    - (b) the assignment of numbers,
    - (c) the transfer of assigned numbers,
    - (d) the use of assigned numbers,
    - (e) requirements for network service providers and applications service providers to maintain a plan to assign and reassign numbers,
    - (f) the portability of assigned numbers, and
    - (g) the rates which may be imposed by the Authority for the assignment and transfer of numbers.
  - (3) The Authority shall publish in the Gazette the National Telecommunications Numbering Plan which shall specify
    - (a) the numbers that the Authority has determined to be available for allocation as telephone numbers,
    - (b) restrictions that the Authority considers appropriate for the adoption of numbers available for allocation in accordance with the plan, and
    - (c) restrictions that the Authority considers appropriate for all other uses to which numbers available for allocation in accordance with the plan may be put.
  - (4) The Authority shall periodically but in any case within two years review the National Telecommunications Numbering Plan.
  - (5) Subject to subsection (3), the Authority shall publish the plan on its website and in



any other manner that appears to the Authority to be appropriate to bring the contents of the plan to the attention of the general public.

2.4 Use of electronic communications for direct marketing; Regulation 32 of the Electronic Communications Regulations of 2011, LI1991 provides:

(1) A person who wishes to send or cause another to send an unsolicited communication to a subscriber for direct marketing purposes by means of

- (a) a fax machine,
- (b) an automatic calling system,
- (c) a call,
- (d) an electronic mail, or
- (e) text messaging shall first obtain the consent of the subscriber

(2) Where a person sends, or causes another to send an unsolicited communication with the prior consent of the subscriber, the person shall include in the communication the name and either the address or telephone number on which the person can be reached free of charge.

(3) Where the unsolicited communication is by means of an electronic mail the person shall ensure that the person's identity is not concealed and shall provide a valid address to which the subscriber can send a request to the person to desist from sending the subscriber any further communication.

### 3 Definitions in This Document

**Application Service Provider** – means an entity that provides an application service.

**Code of Practice**- means the provision of a framework for minimum standards, good practice procedures and a complaints procedure.

**Core communication Services** – refer to basic services such as voice, and fax services offered primarily by a network service provider.

**E.164 Number Format**- is a minimum of fifteen (15) digit international numbering format for public telephone systems in which each assigned number contains a country code, national destination code and a subscriber number.

**Communication Network Operators** - means an entity that is licensed to provide network services either wired or wireless or an entity that maintains the operation of a communications service.

**Service Provider** – means an entity that provides some form of communications service, storage service or processing service or any combination of these to the public or other business entities or the state.

**Shared Cost Numbers**- these are numbers that are used in an intermediate level of telephone call billing, where the charge for calling a particular phone number is partially, but not entirely paid for by the recipient or the caller.



**Short Code** – Numbers that are shorter than the E.164 format and may not be regionally limited.

**Special Numbering Resource** - These are non-geographic and non-network dependent codes used in sending voice or data.

**Non-Transactional Electronic Communications or Promotional/Commercial Electronic Communications** - means a form of electronic communications sent as information, promotion, advertising or marketing and with the purpose of offering to supply products, services or business opportunity for purposes not designated by the NCA.

**Number-** is a string of decimal digits that unambiguously identifies an end user in a given context

**Number Resource (s)-** in this document refers to Short Code (s), Premium Rate Number(s), Toll Free and Shared Cost Numbers.

**Number Administration-** is the process of validation, processing, assignment, reservation and reclamation performed by those entrusted with the numbering resource in public interest;

**Numbering Plan-** in this document means the method put in place for the managing and administering numbering resources structured in a standard format to provide unique telephone addresses and to provide identities to user-to-network interface, services or end user.

**Premium Rate Numbers** – these are numbers that are used to offer services that generally cost higher than the normal call rate and it is the caller that pays the bills. Part of the bill may be paid to the network provider and also the service provider.

**The Act** – refers to the Electronic Communications Act, 2008, Act 775

**The Authority** – National Communications Authority

**Toll Free Numbers** - also known as the Advanced Free Phone Numbers (AFN) allows users to call an organization using a single unique toll free number without paying for the call charges.

**Transactional Electronic Communications** - means a form of electronic communications sent as information, promotion, advertising or marketing and with the purpose of offering to supply products, services or business opportunity for the purposes of enhancing consumer experience on their network for services designated by the NCA for a Communication Network Operator



**Value Added Services** – non-core telecommunication services beyond the normal voice and fax services on the telecommunication network. The VASP comprises, in this document, ASP, CSP, and Network Aggregator Services.



## 4 Abbreviations

3GPP	Third Generation Partnership Project
ASP	Application Service Provider
AFN	Advanced Freephone Numbers
CSC	Common Short Code
CSP	Content Service Provider
CoP	Code of Practice
ESBS	Emergency and Security Based Services
ID	Identification Document
L.I.	Legislative Instrument
MMS	Multimedia Messaging Service
MNP	Mobile Number Portability
MTTD	Motor Transport and Traffic Directorate
NADMO	National Disaster Management Organisation
PRN	Premium Rate Number
PRS	Premium Rate Service
PRSP	Premium Rate Service Provider
SMSC	Short Message Service Centre
SMS	Short Message Service
SLA	Service Level Agreement
SCN	Shared Cost Numbers
SNR	Special Numbering Resources
TFN	Toll Free Number
USSD	Unstructured Supplementary Service Data
VAS	Value Added Services
VASP	Value Added Services Provider



## **5 Legal Basis of the Guidelines**

- 5.1 These Guidelines are issued pursuant to Sections 3(a), 3(r), 3(w) of Act 769 and Section 65 of Act 775.

## **6 Objectives of the Guidelines**

- 6.1 The objectives of the Guidelines are:
- 6.1.1 To provide a regulatory framework for the efficient and continuous administration of the numbering resources.
  - 6.1.2 To provide guidance on the processes and standards to be followed in providing services using Special Numbering Resources.
  - 6.1.3 To ensure equitable access, fair competition and protection of the consumer.
  - 6.1.4 To safeguard a well-developed and structured Special Numbering Resource market in Ghana with suitable legal framework that parallels international best practice.
  - 6.1.5 To formulate minimum standard of practice for service providers in the use of Special Numbering Resources and to provide procedure for the provision of these services.

## **7 Scope and Operation of the Guidelines**

- 7.1 This document shall cover:
- 7.1.1 Public and Private Communications Network Operators
  - 7.1.2 Governmental and non-governmental agencies with interest in Special Numbering Resources
  - 7.1.3 Network Facilities Providers
  - 7.1.4 Applications Service Providers /Value Added Service Providers
  - 7.1.5 Entities with interest in acquiring Special Numbering Resources
- 7.2 Authorization to own a Special Numbering Resource does not replace Value Added Services Certificate.
- 7.3 Obtaining a Value Added Service Certificate does not automatically provide you the right to Special Numbering Resources.
- 7.4 Authorization to use a Special Numbering Resource is not the same as a licence to operate a communication network.



## 8 Key Principles

- 8.1 The principles set out below provide the extensive framework for the administration of Short Codes, Premium Rate Numbers, Toll Free Numbers, Shared Cost Numbers and other associated numbering resources used to offer a variety of communications services, having due regard to public policy. The principles are outlined as follows:
- 8.1.1 Special Numbering Resources allocated for security and emergency services such as Police, Fire, Ambulance, and helplines and for other specific information relating to emergencies, disasters and public concerns offered by government agencies shall be national in nature and common to all operators.
  - 8.1.2 The corresponding services associated with these Special Numbering Resources referred to in clause 8.1.1 are to be accessed free of charge by the public.
  - 8.1.3 No entity, be it licensed or unlicensed shall issue, allocate or assign a numbering resource either to itself or a third party. It is the function of the Authority to administer the entire numbering resources on behalf of the State.
  - 8.1.4 Special Numbering Resource assigned to facilitate the provision of customer services on operator networks are to be accessed free of charge by end users.
  - 8.1.5 These Guidelines may be reviewed as and when the Authority deems it fit to do so.
- 8.2 Numbering resources that are used in providing communications services are scarce and finite national resources, hence it is in the national interest to administer them efficiently.

## 9 Responsibilities

- 9.1 The following responsibilities rest with the Authority:
- 9.1.1 In pursuance of Section 65 of the Electronic Communications Act, 2008, Act 775, the Authority has the overall responsibility for assignment, reservation and reclamation of numbering resources.
  - 9.1.2 In implementing this function, the Authority has the responsibility to ensure that there is adequate supply of the resource to meet the needs of the industry and the market.
  - 9.1.3 The Authority shall implement models that prevent hoarding of numbering resources.
  - 9.1.4 The Numbering Resources shall be allocated in a fair, transparent, non-discriminatory and impartial manner in accordance with these Guidelines.



- 9.1.5 In developing and administering the numbering resources, the Authority shall consider costs and convenience to Communication Network Operators, Businesses, Service Providers and Consumers.
- 9.1.6 The Authority shall develop a National Electronic Communication Numbering Plan that shall provide sufficient capacity to cater for future needs of the industry and flexible enough to support migration to higher levels of service and technology without undesirable frequent number changes.
- 9.1.7 In developing the National Electronic Communication Numbering Plan, the Authority shall consider regional and international agreements, standards and recommendations.
- 9.1.8 The Authority shall make available the means by which numbering resources can be acquired.
- 9.1.9 The Authority may make available as public information, assigned numbering resources, through its website.
- 9.1.10 The Authority shall periodically conduct audits on numbering resource utilization to ensure that they are used in accordance with these Guidelines and for the intended purposes.

9.2 The following responsibilities rest with the Assignee:

- 9.2.1 Assignees of numbering resources shall be responsible for ensuring that such assignments are utilized in accordance with these Guidelines, the agreed numbering plan and for the intended purposes, in order to ensure efficiency.
- 9.2.2 The assignee may contact any licensed Communication Network Operator, licensed Value Added Service Provider, for their appropriate network needs.
- 9.2.3 Assignees shall submit operational data on an assigned Special Numbering Resource(s) when requested by the Authority.
- 9.2.4 Network Service Providers and Communication Network Operators shall not forward traffic to or from prohibited or unassigned numbers. Such providers shall always confirm such numbers with the Authority.
- 9.2.5 Numbering resources assigned by the Authority are not transferable to another entity without the prior written approval of the Authority.
- 9.2.6 Communication Network Operators shall ensure that the allocated numbers are dialled in the agreed format including the approved Unstructured Supplementary Service Data (USSD) protocol formats.
- 9.2.7 Other than the standardized USSD formats assigned by the Authority, Communication Network Operators and VAS Providers may develop USSD formats with the assigned SNR.



9.3 The following responsibilities rest with the network operator:

- 9.3.1 A Communication Network Operator shall offer and provide uniform, non-preferential service on a first-come, first-served basis to assignees within its geographical market area who request the services and who meet predetermined conditions approved by the Authority for the provision of the service.

## 10 Eligibility and Allocations

The following entities are eligible for Special Numbering Resources:

- 10.1 All Communication Network Operators that require numbers for their operations
- 10.2 Application Service Providers, Value Added Service Providers and Governmental Agencies.
- 10.3 Entities not listed in 10.2 may obtain Special Numbering Resources through an authorised Value Added Service Provider.
- 10.4 A Communication Network Operator shall not assign or transfer an SNR that has been assigned to it by the Authority to a third party which renders services for the Communication Network Operator directly or indirectly.
- 10.5 The authorised Value Added Service Provider applying for SNR on behalf of an entity shall not use the same SNR for more than one entity in the provision of services.
- 10.6 An applicant requesting for SNR must present the following requirements:
  - 10.5.1. A completed NCA Application Form.
  - 10.5.2. Business and Technical Proposal where applicable
  - 10.5.3. Terms and conditions of the intended service
  - 10.5.4. Any recognized valid National Identification Document of the company representative.
  - 10.5.5. Valid Contact Details
- 10.7 At all times, the Authority shall allocate requested numbers based on availability. Where it becomes necessary, the Authority shall assign the numbering resources in block or in bulk.



## **11 Programme Requirements**

- 11.1 Except with the prior written approval of the Authority, the use of short codes for provision of voice based services shall not be allowed.
- 11.2 The use of Short Codes shall be limited to data and SMS only, except otherwise permitted or specified by the Authority.
- 11.3 Premium Rate Numbers, Shared Cost Numbers, and Toll Free Numbers may be used for voice, data and SMS applications.
- 11.4 Toll Free Numbers shall be used for toll free services only and shall be at no cost to customers using the services.
- 11.5 The Authority may assign or approve the use of Short Codes to government and other state agencies for provision of Safety and Public Emergency Services such as Police, Fire, Ambulance, Disaster Responses, Rescue Services, and mitigation against Disease Outbreaks, Anti-Terrorism, Conflict Mitigation, Peace Building, and Specified Public Helpline and other such services.
- 11.6 The short codes referred to in clause 11.5 shall be common to all Operators and the corresponding services will be provided and accessed free of charge by end users.
- 11.7 Communication Network Operators shall not charge interconnectivity rate for emergency services referred to in clause 11.5 that is routed through their networks from other Communication Network Operators.
- 11.8 The Authority may assign Special Numbering Resources to Communication Network Operators for use as helplines and to support Public Services offered by Private Service Providers, Governmental Agencies, Non-Governmental Organisations or Public Private Partnerships.
- 11.9 The Short Codes referred to in clause 11.8 shall be common to all operators and shall be accessed free of charge by end users. However, Communication Network Operators may negotiate with such organisations for the purpose of recovering part or all of the costs of delivering the service.
- 11.10 An assigned SNR shall not be used for any other services except the service for which it was assigned. The assignee shall display the SNR in use whenever messages are broadcasted at the tail end of the message.

## **12 SNR Structure**

- 12.1 The four categories specified in these Guidelines are Short Codes, Premium Rate Numbers, Shared Cost Numbers and Toll Free Numbers.
- 12.2 The Authority may in accordance with these Guidelines introduce other categories of the Special Numbering Resources as and when it becomes necessary.



- 12.3 The format of the Toll Free Numbers, Shared Cost and Premium Rate Numbers shall be ten digits long unless otherwise stated by the Authority.
- 12.4 The format of Short Code Numbers shall be from three digits to six digits or as shall be determined and made available by the Authority.

### **13 Revenue Sharing Arrangements and Service Level Agreements**

- 13.1 Whereas revenue sharing arrangement as may be determined between Communication Network Operators and Value Added Service Providers are strictly commercial agreements, such charges should be cost based, fair and in compliance with relevant regulations and directives from the Authority.
- 13.2 Where a dispute arises, the disputing parties shall refer the matter to the Authority only when they fail to resolve using all available mechanisms.
- 13.3 The Communication Network Operators and Value Added Service Providers/Aggregators shall submit copies of Service Level Agreements, revenue sharing and other related agreements to the Authority.
- 13.4 This shall be submitted at least ten (10) working days before launch of service.

### **14 Content Broadcasting**

- 14.1 Content broadcasting shall conform to any Regulations and Guidelines that shall be issued by the National Media Commission or other Government Agencies concerned.
- 14.2 Numbers in E.164 formats shall not be used to broadcast recorded or promotional messages in any form.

### **15 Authorization from other Governmental Agencies**

- 15.1 The Authority may require where applicable a copy of an authorization where services to be provided by a service provider require authorization from other government agencies. Such authorization shall first be obtained before any resource allocation.

### **16 Industry Code of Practice**

- 16.1 The Authority may develop a Code of Practice (CoP) in consultation with the relevant stakeholders on the utilization of Special Numbering Resources to be adhered to by all players.

### **17 Number Assignment Framework**

- 17.1 An application form that shall be available at the numbering portal shall be used to communicate intent to use a numbering resource.



- 17.2 The numbering portal (whenever available) shall allow an applicant to search for a numbering resource of choice and apply upon availability.
- 17.3 The applicant shall pay the required application fees as shall be advertised by the Authority.
- 17.4 There are two types of fees involved in the request for a numbering resource namely Application Fee and Authorisation Fee.
- 17.5 Upon submission of application, the applicant has eight (8) business days to pay the application processing fee.
- 17.6 The status of the chosen number within the eight business days (8) shall display *“unavailable pending confirmation”*.
- 17.7 The Authority shall evaluate the application within seven (7) working days.
- 17.8 If the application is approved, the applicant would have three (3) working days to effect payment of applicable authorisation fees.
- 17.9 The Authority shall release the applied numbering resource as *“available”* if the applicant fails to comply with clause 17.8.
- 17.10 A Certificate of Authority shall be issued to the assignee after payment of applicable authorisation fees.

## **18 Audit Process**

- 18.1 The Authority shall periodically audit the usage of an assigned numbering resource. The assignee shall submit to such audit processes of the Authority

## **19 Compliance and Usage Discontinuity**

- 19.1 The Authority may withdraw an assigned resource where the usage of such assigned resource contravenes any of the following:
  - 19.1.1 Laws of Ghana
  - 19.1.2 The Act, Regulations, and/or these Guidelines
  - 19.1.3 Any specific conditions relating to the assignment
  - 19.1.4 If the assigned resource(s) is (are) not brought into service within the stipulated time of issue
- 19.2 If an assignee decides not to use an issued SNR any longer, the assignee shall inform the Authority of the availability of the SNR.
- 19.3 The Authority shall be notified in writing on delay in implementation to avoid clause 19.1.4.
- 19.4 The use of an assigned Special Numbering Resource shall be discontinued when there is a national and / or international numbering plan change that may affect the numbering resource.
- 19.5 When there is a national need for use of an assigned Special Numbering Resource, the Authority shall within forty five (45) days notify the assignee of its intention to withdraw the SNR and the Authority may not be required to give specifics involved.



19.6 The minimum lease period of an SNR is three (3) calendar months and a maximum of twelve (12) calendar months. However, apart from Short Codes, the other SNRs may be allowed up to a five year lease period.

19.7 An SNR that is expired must be re-applied for. This shall attract the appropriate application and regulatory fees.

19.8 An SNR with a lease period of twelve (12) calendar months shall not lie dormant for more than three (3) calendar months from the date of issue and within the period of issue. Also an SNR with a lease period of six (6) and nine (9) calendar months shall not lie dormant for more than two (2) calendar months from the date of issue and within the period of issue.

19.9 Failure to comply with clause 19.8 shall result in withdrawal of the numbering resource.

## **20 Dispute Resolution**

20.1 The Authority shall resolve any dispute arising as a result of using a Special Numbering Resource only when the disputing parties are unable to settle the matter among themselves.

20.2 The Authority shall be notified in writing of the subject of dispute by any of the parties or both.

20.3 The Authority may set a board of enquiry with the function of investigating and settling the dispute.

20.4 Where necessary, the Authority may refer the matter for arbitration under the Alternative Dispute Resolution Act, 2010, Act 798.

## **21 Directives and Notices**

21.1 The Authority shall periodically issue directives and notices consistent with these Guidelines on any aspect of the Special Numbering Resources.

## **22 Harmonized Special Numbering Resources and Services**

22.1 The following network based services have been harmonized by the Authority as indicated below:

SN.	HARMONIZED SERVICES	HARMONIZED CODE
1	CALL CENTER	100
2	CREDIT RECHARGE	134
3	CHECK BALANCE	124
4	VOICE MAIL DEPOSIT	108
5	VOICE MAIL RETRIEVAL	109
6	PORTING SERVICES (MNP)	600
7	VERIFICATION OF SIM REGISTRATION	400
8	SIM FRAUD REPORT	419



Table 1

22.2 The following Emergency and Security Based Services (ESBS) have been harmonized by the Authority as indicated below:

SN.	HARMONIZED SERVICE	HARMONIZED CODE
1	National Security	190
2	Ghana Police Service	191
3	Fire Service	192
4	Ambulance	193
5	Accidents MTTD	194
6	Police Patrol	195
7	Fraud /Crime	196
8	NADMO	197
9	Ghana Red Cross	198
10	Reserved	199
11	Child Help	116
12	Emergency SOS	112

Table 2

22.3 The following SNRs are reserved for harmonization and Mobile Number Portability (MNP) purposes and shall not be available for any other use except as stated.

SN	SNR Range	Services
1	600-699	MNP
2	180-199	Security/Emergency
3	100-140	Network Based Services

Table 3

22.4 The table below indicates non-short code allocations:

SN.	SERVICE NAME	SERVICE CODE	DIGIT LENGTH	RANGE
1	Toll Free Services	0800	10	000000-999999
2	Premium Rate Services	0900	10	000000-999999
3	Shared Rate Services	0880	10	000000-999999

Table 4



22.5 The table below indicates ranges of Short Codes to be administered

SN	SNR RANGE	DIGIT LENGTH
1	000-999	3
2	0000-9999	4
3	00000-99999	5
4	000000-999999	6

Table 5

22.6 Seven to nine digit length codes are reserved for special services and shall not be used by any Service Provider. Any network service provider requiring the use of these resources shall make a formal request to the Authority.

22.7 The following short codes have been reserved for licensed Communication Network Operators' Transactional Electronic Communications and shall not be directly or indirectly associated with any other third party service provider. The licensed Communication Network Operator shall apply for codes to be used for Non-Transactional Electronic Communications. Examples of Transactional Electronic Communications include free airtime, double bonus and matters in like manner.

SN	SNR RANGE
1	450-599
2	5000-5999

Table 6

22.8 In accordance with 3GPP standard document TS22.030 and its subsequent revisions, the following short codes are reserved. These codes shall not be used for any other purpose except for the purposes indicated in the 3GPP TS22.030 and its subsequent revisions.

ANNEX A AND C 3GPP TS22.030		
SN.	Digit Length	CODES
1.	2D	00-99
2.	3D	300-370

Table 7

22.9 The following range of short codes are reserved for future use and shall not be made available for assignment. Services currently on these ranges shall be migrated to new short codes that shall be assigned by the Authority upon request.

SN.	Digit Length	SNR RANGE
1.	4D	0000-0999
2.	4D	7000-7999
3.	4D	8000-8999
4.	5D	00000-09999
5.	5D	60000-69999
6.	5D	70000-79999
7.	6D	000000-099999
8.	6D	100000-199999
9.	6D	200000-299999



Table 8

22.10 The following range of Short Codes are protected and shall not be made available for assignment.

SN.	DIGIT LENGTH	SNR RANGE
1.	7	00000000-99999999
2.	8	00000000-99999999
3.	9	000000000-999999999

Table 9

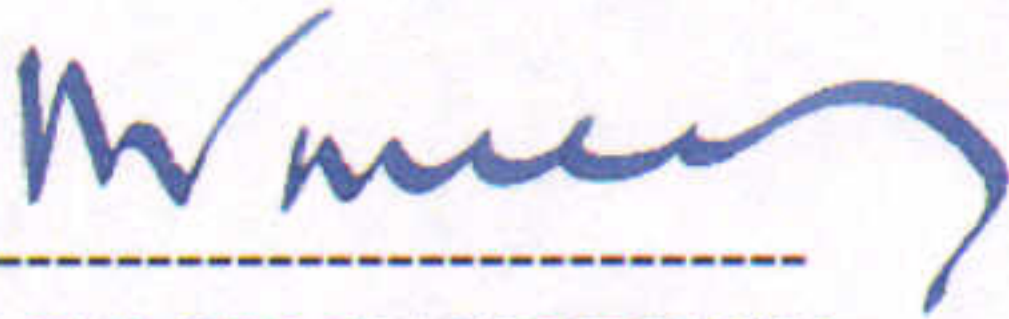
## 23 Reclamation of Existing SNRs

23.1 All SNRs except those assigned by the Authority for the purpose of harmonization shall on December 31, 2014 revert to the Authority.

23.2 Current users of the affected SNRs shall make formal application to the Authority.

## 24 EFFECTIVE DATE

24.1 This Special Numbering Resource Administrative Framework and Guidelines shall be effective on the date of its issue as stated below:



PAAROCK VANPERCY  
DIRECTOR GENERAL  
NATIONAL COMMUNICATIONS AUTHORITY  
1<sup>ST</sup> DECEMBER, 2014



## 25 ANNEXURE A: SNR APPLICATION FORM

### Application Checklist

- ☐ Application Cover Letter
- ☐ A completed Application Form
- ☐ Business Registration Documents (for first time applicants)
- ☐ Copy of any recognized valid National ID of the contact person



NCA FORM AP 13

Payment Receipt No: \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_:  
                    MM / DD / YYYY

## Special Numbering Request Application Form

*It is to be noted that*

- a) Special Numbering Resources are issued to Companies which are registered and operate in Ghana.*
- b) Short codes are not to be used for voice services unless otherwise authorized by the NCA.*
- c) Individuals/Companies shall go through registered Value Added Service Providers for SNR requests.*



**A. DETAILS OF APPLICANT**

- a) Name of Company: \_\_\_\_\_
- b) Legal Type:  
Company ☐ Government Agency ☐ Specify Unit/Agency: \_\_\_\_\_
- c) Business Registration Certificate Number: \_\_\_\_\_
- d) Physical Address: \_\_\_\_\_
- e) Post Office Box: \_\_\_\_\_
- f) E-mail: \_\_\_\_\_ Website: \_\_\_\_\_
- g) Tel: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**B. DETAILS OF CONTACT PERSON** (If the form is being completed on behalf of a Client by VASP, Please Indicate the details of the VASP and VASP Representative)

- a) First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_
- b) Identification Document: \_\_\_\_\_
- c) Identification Document No: \_\_\_\_\_
- d) Physical Address: \_\_\_\_\_
- e) Post Office Box: \_\_\_\_\_
- f) E-mail: \_\_\_\_\_ Cell Phone: \_\_\_\_\_
- g) Position in Organization: \_\_\_\_\_
- h) Name of Organization: \_\_\_\_\_

**C. DETAILS OF NETWORK PROVIDER (S)**

- a) Please Indicate the Name (s) of Network Provider (s) / Value Added Service Provider

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**D. DETAILS OF SPECIAL NUMBERING RESOURCE (SNR) REQUEST**

- a) Special Numbering Resource Type:  
Toll Free Number ☐ Premium Rate Number ☐ Shared Cost Number ☐ Short Code ☐
- b) For Short Code Application Services (*Check All That Applies*)  
SMS ☐ USSD ☐ Other Data Applications ☐ Specify Digit Length (3-6): \_\_\_\_\_
- c) For Non-Short Code Application Services (*Check All That Applies*)  
SMS ☐ USSD ☐ VOICE ☐ Other Data Applications (*Please Specify*) ☐ : \_\_\_\_\_
- d) Resource Lease Period Required : Six Months ☐ Twelve Months ☐







**H. FOR OFFICE USE ONLY**

Application Number: \_\_\_\_\_

Application Status

Approved ☐ Rejected ☐

Allocated Special Numbering Resources: \_\_\_\_\_

Remarks: \_\_\_\_\_

Director, Regulatory Administration

Application Reviewed By

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

MM / DD / YYYY

Date: \_\_\_\_\_

MM / DD / YYYY



## 26 ANNEXURE B: SPECIAL NUMBERING RESOURCE SCHEDULE OF FEES

Resource	Application fees (GhC)	Annual Authorisation Fees (GhC)
Toll Free (0800)	N/A	15
Premium (0900)		100
Shared Cost Service (0888)		50
Three Digits	100.00	2,000
Four Digits	100.00	400
Five Digits	100.00	200
Six Digits	100.00	150
3 Digits Assigned To Operators for Internal Use Only (Only Active SNRs)	N/A	200
4 Digits Assigned To Operators for Internal Use Only (SNRs)	N/A	100