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## GENERAL NOTICES • ALGEMENE KENNISGEWINGS

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### INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA NOTICE 396 OF 2020



#### **HARMONISATION OF SHORT CODES FOR NATIONAL EMERGENCY SERVICES**

1. The Independent Communications Authority of South Africa ("the Authority") hereby issues a notice intending to harmonise one of the following short codes: **103**; **104**; **105**; **106**; **118**; and **139** in terms of regulation 4(3) read with Schedule 1 of the Numbering Plan Regulations, published on 24 March 2016 in Government Gazette No. 39861 ("the Numbering Plan Regulations").
2. The Authority published notice No. 244 on 15 April 2020 to harmonise and mandate the short code "111" for COVID-19 national emergency services, in line with regulation 17 of the Numbering Plan Regulations. It follows that the "111" short code is being used by Vodacom customers to access Vodacom's customer care centres. Consequently, the National Department of Health advised that the COVID-19 health communications centres were inundated with calls made by Vodacom customers.
3. To circumvent the above challenges, the Authority publishes this notice with the intention to review and withdraw the "111" short code as a COVID-19 emergency services code, and to re-mandate and re-harmonise one of the short codes indicated in paragraph 1 above for COVID-19 national emergency services.
4. The COVID-19 national emergency services centre accessed either by call or short messaging services (SMS), through the service code, shall incur no charges to the caller or sender and between service providers in line

with paragraph 10.2 of the Electronic Communications, Postal and Broadcasting Directive issued Under Regulation 10.8 of the Disaster Management Act of 2002 (Act 57 of 2002), as amended, published in Government Gazette No. 43209 on 6 April 2020.

5. The selected service code will be harmonised for COVID-19 national emergency services during the National State of Disaster. The Department of Health will be obliged to return the service code to the Authority within nine (9) months after the termination of the National State of Disaster.
6. Licensees and the public are invited to make written submissions to the Authority in relation to the service codes listed in paragraph 1 above within seven (7) working days from date of this publication at [Eletlape@icasa.org.za](mailto:Eletlape@icasa.org.za).
7. Enquiries can be directed to Mr Elias Letlape at **+27 12 568 3323 or +27 82 921 6438**.



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**Adv. Dimakatso Qocha**

**Acting Chairperson**

**Date: 21 /07/2020**