

**DEPARTMENT OF COMMUNICATIONS AND DIGITAL TECHNOLOGIES**

**NO. 5502**

**01 November 2024**

**ELECTRONIC COMMUNICATIONS ACT, 2005 (ACT NO. 36 OF 2005)**

**PROPOSED POLICY DIRECTION TO THE INDEPENDENT COMMUNICATIONS  
AUTHORITY OF SOUTH AFRICA ON PHASING OUT THE 10177, 10111 AND 107  
EMERGENCY NUMBERS**

1. The Minister of Communications and Digital Technologies intends to issue the proposed Policy Direction in the Schedule to the Independent Communications Authority of South Africa to consider phasing out the 10177, 10111 and 107 emergency numbers, in terms of section 3 of the Electronic Communications Act, 2005 (Act No. 36 of 2005).
2. Interested persons are invited to provide written comments on the proposed Policy Direction, within 30 working days of the date of publication, addressed to-

The Director-General, Department of Communications and Digital Technologies; For attention: Mr. T Ngobeni, Deputy Director-General: ICT Infrastructure Development and Support
Private Bag X860, Pretoria, 0001
mpaul@dcdt.gov.za; 0813478007

3. An interested person making a written submission is deemed to have consented to its disclosure to a requester, except if otherwise requested by such interested person based on one of the grounds for refusal of access to records as provided in the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).
4. Comments received after the closing date may be disregarded.



**MR. SOLLY MALATSI, MP**  
**MINISTER OF COMMUNICATIONS AND DIGITAL TECHNOLOGIES**  
**DATE:**

## SCHEDULE

### PROPOSED POLICY DIRECTION TO THE INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA ON PHASING OUT THE 10177, 10111 AND 107 EMERGENCY NUMBERS

#### 1. Background

- 1.1 Sections 76 to 79A of the Electronic Communications Act, 2005 (Act No. 36 of 2005) (the Act) provide for matters relevant to the 112 national public emergency number.
- 1.2 Section 76(7) empowers the Independent Communications Authority of South Africa (the Authority) to prescribe regulations to ensure the implementation of matters concerning the 112 national public emergency number including imposing obligations on electronic communications network service licensees and electronic communications service licensees.
- 1.3 The Authority prescribed the regulations contemplated in section 76(7) of the Act in 2008 (Government Gazette No. 31230, General Notice No. 862 of 11 July 2008) (the Regulations). Regulation 3.1 provides for different emergency numbers including 10177, 10111 and 107. Regulations 3.2 and 3.3 contemplate the use of the 112 number as the exclusive national public emergency number and the phasing out of the other emergency numbers, linked to the establishment of the first public emergency communications centre known as '112 Emergency Centres'.
- 1.4 Even though no public 112 Emergency Centre was established, electronic communications network service licensees use their own communications centres where the 112 - emergency number is routed to while others use Automatic Voice Response (AVR) to route the call to the relevant destination.
- 1.5 The policy intention is to phase out emergency numbers other than the 112 - emergency number.
- 1.6 To ensure that the 112 number becomes the exclusive national public emergency number, the Authority should consider amending the Regulations to delete references to public 112 Emergency Centres. Therefore, the transitional provisions in Regulations 3.2 and 3.3 should not be dependent on the establishment of the first public 112 Emergency Centre but should rather commence upon amendment of the Regulations.

#### 2. Policy Direction

- 2.1 The Authority is hereby directed, in terms of section 3(2) of the Electronic Communications Act, 2005 (Act No. 36 of 2005) (the Act) to consider phasing out the 10177, 10111 and 107 emergency numbers including the amendment of the Regulations published in Government Gazette No. 31230, General Notice No. 862 of 11 July 2008 for this purpose, to ensure that the 112 number becomes the exclusive national public emergency number.