



**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# **SPECIAL NUMBERING RESOURCES**



**Short Codes**

**Toll Free Numbers**

**Shared Cost Numbers**

**Premium Rate Numbers**

## **INTRODUCTION**

The NCA in executing its functions to ensure the judicious use of the telecommunication resources in Ghana manages communications resources including numbers as mandated by the 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 which are generally termed Special Number Resources (SNR). The SNR's include Short Codes, Premium Rate Numbers, Toll Free Numbers and Shared Cost Numbers which are used for carrying voice and data.

Currently, Licensed Telecommunication 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 Value Added Service Providers (VASP). VAS Providers in turn sell them 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 the consumers.

## **Special Numbering Resources**

Special Numbering Resources (SNR) is part the National Electronic Numbering resources which may be non-geographic and non-network dependent. It comprises of Short Codes, Premium Rate Numbers, Toll Free Numbers, and Shared Cost Numbers which are used for carrying voice and data.

## **Benefits of Allocating and Assigning SNR**

- To ensure that numbering resources are efficiently and continuously managed.
- To also create equal access, transparency, fair competition.
- To enhance acceptable level of consumer protection.
- To reduce the complaints of Unsolicited Electronic Communications.
- To help both consumers and the authority trace and track the source of all Electronic Communications.
- To help the general public in accessing the Social Service Institutions like the Police, Fire Service, Ambulance Service etc. with ease.

## **Who Can Apply for Special Numbering Resources**

- All licenced telecommunications network operators.
- Governmental and non-governmental agencies with interest in Special Numbering Resource.
- Network Facilities Providers/Aggregators.
- Applications/ Value Added Service Providers.
- Private Telecommunications Networks.
- Entities with interest in acquiring Special Numbering Resource.

## **Requirements for Application**

An entity requesting for SNR must present the following:

- A completed application form supplied by the Authority.
- Business Proposal including Technical Proposal where applicable.

- Directors and Shareholders of the company (where applicable).
- Terms and conditions of the intended service.
- Any recognized valid National ID of the company representative.
- Valid Contact Details.
- Must be registered with the Registrar General's Department before applying to the Authority.

## **Number Assignment Procedure**

- An application form that would be available at the numbering portal would be used to communicate intent to use a numbering resource.
- The portal would allow an applicant to search for a numbering resource of choice and apply upon availability.
- The applicant shall pay the required application fees as shall be advertised by the Authority.
- There are two types of fees involved in request for a numbering resource namely application fee and regulatory fees.
- Upon receipt of application, the applicant has eight (8) business hours to pay application processing fee.
- The status of the chosen number within 24 business hours shall display "unavailable pending confirmation".
- The Authority shall evaluate the application within the 24 working hours.
- If application is approved, the applicant would have 24 working hours to pay for the specified regulatory fees.

- The Authority shall release as available if applicant fails to comply with the rules and regulations governing the issuance.
- A certificate of Authority shall then be issued to the Assignee.

## Key Principles

The principles set out below provide the extensive framework for the administration of the 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:

- Special Numbering Resource allocated for emergency services such as Police, Fire Services, ambulances, help lines and those for specific information services offered by government agencies shall be national in nature and common to all operators. They will be accessed free of charge by the public.
- No entity being 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 country.
- Special Numbering Resource assigned to facilitate provision of customer services such as support services, service activation, etc. on operator networks are to be accessed free of charge by end users.

These procedures and guidelines may be reviewed as and when the Authority deems it necessary.

***For further enquiries please contact***

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