



# Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA  
REPUBLIEK VAN SUID AFRIKA

Vol. 645

1 March  
Maart 2019

No. 42272

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ISSN 1682-5843



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**GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS**

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**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA**

NO. 289

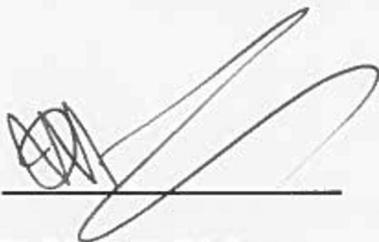
01 MARCH 2019

**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA****SHORT CODE "116" FOR CHILD HELPLINE SERVICES**

1. The Independent Communications Authority of South Africa ("the Authority") hereby gives notice of its intention to amend regulation 17 of the Numbering Plan Regulations, 2016 published in Government Gazette 39861 ("the Regulations") in order to harmonize the short code "116" for child helpline services.
2. The third (3<sup>rd</sup>) Communications Regulatory Association of Southern Africa's ("CRASA") Annual General Meeting ("AGM") held 24<sup>th</sup> - 28<sup>th</sup> March 2014 in Lesotho, took the resolution that member states were to implement the reservation and assignment of the 3-digit code '116' for Childline services. The implementation of the above resolution was to give effect to the harmonisation of numbers assigned for Child Helpline Services among the SADC member states.
3. The above resolution was tabled for the consideration by the Honourable Ministers responsible for Postal services, Telecommunications and Information and Communications Technologies ("ICT") through the Southern African Development Community ("SADC") Secretariat, and included the following resolution pertaining to the use of the code "116":
  - (a) The SADC Member States that have existing Child Helpline services operating on a variety of telephone numbers consider introducing 116 number in parallel to the other numbers being used; and
  - (b) The SADC Member States to consider providing free of charge communication services to persons calling Child Helpline services to assist a child in distress.

4. In terms of section 4(3)(i) of the Independent Communications Authority of South Africa Act No 13 of 2000, the Authority **must implement the decisions adopted by the United Nations Specialised Agencies and any other bodies to which the Republic is a party.**
5. In line with the above, the Authority proposes amendments to regulation 17 of the Regulations to give effect to the above resolution. Interested parties are hereby invited to submit representations on the abovementioned amendments as reflected in the schedule attached.
6. Written representations must be submitted to the Authority within thirty (30) working days from the date of publication of this notice by email to the following email address:

Email: [TKhomo@icasa.org.za](mailto:TKhomo@icasa.org.za)



**Rubben Mohlaloga**  
**Chairperson**

Date: 26/02 /2019

**AMENDMENT OF THE NUMBERING PLAN REGULATIONS, 2016 IN TERMS OF  
THE ELECTRONIC COMMUNICATIONS ACT, 2005 (ACT NO. 36 OF 2005)**

**SCHEDULE**

**1. Definition**

In these regulations "the Regulations" means the regulations published by Government Notice No. 370 in Government Gazette 39861 of 24 March 2016 as amended by Government Notice No.240 in Government Gazette 40723 of 27 March 2017.

**2. Amendment of regulation 17 (4) of the Regulations**

Regulation 17 (4) of the Regulations is hereby amended by the addition of the following paragraph:

"(j) the service code "116" is a harmonised number for child helpline services. Child helpline services accessed through the service code "116" shall incur no charges to the caller and shall be subject to the toll-free framework in line with schedule 2 of the Regulations."

**3. Short Title and Commencement**

These regulations are called the Numbering Plan Amendment Regulations, 2018 and shall come into operation on 01 April 2019.

# **WARNING!!!**

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Siraj Rizvi (012) 748-6380 ([Siraj.Rizvi@gpw.gov.za](mailto:Siraj.Rizvi@gpw.gov.za))

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Publications: Tel: (012) 748 6053, 748 6061, 748 6065