

South Africa

Electronic Communications Act, 2005

Mandating of a COVID-19 Short Code for the National Emergency Services

Legislation as at 2020-09-22.

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South Africa

Electronic Communications Act, 2005

**Mandating of a COVID-19 Short Code for the National
Emergency Services**

General Notice 512 of 2020

Published in [Government Gazette no. 43729](#) on 22 September 2020

Assented to on 18 September 2020

Commenced on 22 September 2020

[Up to date as at 22 September 2020]

1. The Independent Communications Authority of South Africa ("the Authority") hereby issues a notice to mandate the short codes "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 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.
3. There will be no origination or termination charges between electronic communications network service licensees for the mandated COVID-19 Short Code.
4. The service code "139" is mandated 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.

Dr. Keabetswe Modimoeng

Chairperson