

**POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE
(POTRAZ)**



ZIMBABWE NATIONAL NUMBERING PLAN

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1. Definitions

Country Code (CC)

Country Code (CC) is a digit or a combination of digits (one, two or three) identifying a specific country or countries.

Dialling Plan

A string or combination of decimal digits, symbols, that defines the method by which the numbering plan is used. A dialling plan includes the use of prefixes, suffixes, and additional information, supplementary to the numbering plan, required to complete the call.

Geographic Area Code or Area Code (AC)

This refers to an area code that has a defined geographic boundary. Geographic area codes are for conventional fixed-line (or land line) services terminating at fixed points.

The Public Switched Telephone Network (PSTN) is divided into several geographic areas. Each of the geographic area is allocated an area code.

International Access Prefix (IAP)

A digit or combination of digits used to indicate that the number following is an international directory number. In Zimbabwe the International Dialling Access Prefix is '00'

National Access Prefix (NAP) or Trunk Prefix

A digit or combination of digits used by a calling subscriber to make a call to another subscriber in his own country, but outside his own numbering area or network. It provides access to the automatic outgoing trunk equipment.

In Zimbabwe, the digit zero ('0') is used as the National Access Prefix, indicating a call to another Geographic Area (fixed network) or a call from fixed to mobile network, mobile to mobile and any other network to VoIP network.

National Destination Code (NDC)

The NDC is a combination of digits identifying a different specific geographical area within the country or a different network or service group (Mobile or VoIP services).

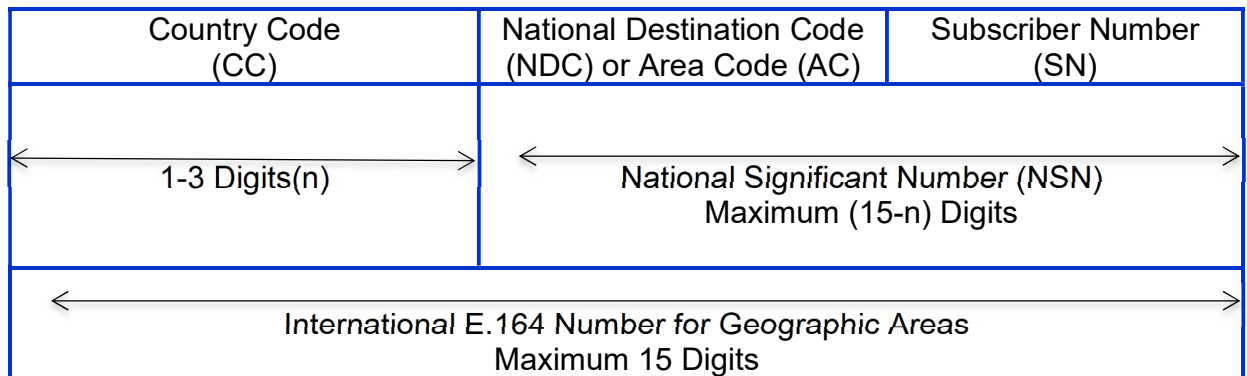
Subscriber Number (SN)

The portion of the international E.164-number that identifies the subscriber in a network or numbering area is called the Subscriber Number (SN).

X - The notation used in this plan to represent any digit from 0 to 9

2. Structure of the international E.164-number

The international E.164-number for geographic areas is composed of a variable number of decimal digits arranged in specific code fields. The international E.164-number code fields are the Country Code (CC) and the National Significant Number (NSN). National Significant Number (NSN) is the combination of the NDC and the SN.



3. Dialling Plan

Local Dialling (PSTN)

A subscriber in the same geographic area dials the Subscriber Number (SN) only.

Dialled digits for local PSTN call	SN (XXXXXXXX)
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National Dialling

A subscriber dialling a number in a geographical area that is outside own geographic area dials National Access Prefix, Area Code plus the subscriber number. A call from fixed to mobile, mobile to mobile or from any network to VoIP network within Zimbabwe is considered national.

Dialled digits for National Call (PSTN)	NAP + AC + SN
Other Networks (MOBILE/VoIP)	NAP + NDC + SN

International Dialling

A subscriber dialling an international number dials the International Access Prefix, country Code, Area Code/Network Destination Code plus the subscriber number.

The plus sign (+) can be used to indicate an international access prefix. (e.g. +263 for Zimbabwe).

Dialled digits (PSTN)	IAP + CC + AC + SN
Other Networks (MOBILE/VoIP)	IAP + CC + NDC + SN

4. Special Codes and Access Prefixes

DIGITS	SERVICE	Comments/Remarks
'0'	National Access Prefix (Trunk Prefix)	This indicates a call to another geographic area, Mobile Service Number or VoIP Services number.
'00'	International Access Prefix	The digits '00' are used as International Access Prefix. This indicates an international call or a call outside Zimbabwe.
7X	Non-Geographical National Destination Codes (NDC) for Mobile Telephony Services	71 – NetOne Cellular 73 – Telecel Zimbabwe 77 – Econet Wireless Zimbabwe 78 – Econet Wireless Zimbabwe
112	Emergency Services	National Emergency Numbers across all Networks
911		
116	Childline Help line	Childline help line across all Networks.
263	Country Code	Zimbabwe Country Code
86XX	Non-Geographical National Destination Codes (NDC) for VoIP Telephony Services	VoIP Operators
3XXXX	Premium Rate Short Code Services	Mobile Operators
080x	Toll Free Numbers	All Operators

5. International Signalling Point Codes Assignments in Zimbabwe

International Signalling Point Codes (ISPC) have been assigned to various operators as shown in the table below

ISPC (Binary)	ISPC (Decimal)	Unique Name of the Signalling Point	Name of the Signalling Point Operator
6-095-0	13048	Harare STP-202	Telecel Zimbabwe
6-095-1	13049	Econet Pockets Hill STP	Econet
6-095-2	13050	Econet Willowvale STP	Econet
6-096-0	13056	Harare TS (F150)	TelOne (Pvt) Ltd
6-096-1	13057	Gweru ITSC (AXE10)	TelOne (Pvt) Ltd
6-096-2	13058	ZWNET1A	NetOne (Pvt) Ltd
6-096-3	13059	ZWNET1B	NetOne (Pvt) Ltd
6-096-4	13060	Harare ISC (C&C08)	TelOne (Pvt) Ltd
6-096-5	13061	Econet Pockets Hill GMSC	Econet Wireless
6-096-6	13062	Gweru ITSC (C&C08)	TelOne (Pvt) Ltd
6-096-7	13063	Liquid Intelligent Technologies	Liquid Intelligent Technologies
6-097-0	13064	Econet Willowvale GMSC	Econet Wireless
6-097-1	13065	PowerTel STP1	PowerTel Communications (Pvt) Ltd
6-097-2	13066	Harare STP-148	Telecel Zimbabwe
6-097-3	13067	Harare GMSC-148	Telecel Zimbabwe
6-097-4	13068	Africom	Africom (Pvt) Ltd
6-097-7	13071	Pecus VoIP	Pecus Enterprises
6-096-0	13056	Harare TS-F150	NetOne (Pvt) Ltd
6-096-1	13057	Gweru ITSC	NetOne (Pvt) Ltd
6-096-4	13060	Harare ISC - C&C08	NetOne (Pvt) Ltd
6-097-6	13070	Dandemutande	Dandemutande

6. Public Mobile Telecommunication Network Services

National Subscriber Numbers for Public Mobile Telecommunication Network Services are non-geographic numbers and consists of the National Destination Code (NDC) and the Subscriber Number (SN).

For Mobile-to-Mobile calls or mobile-to-PSTN / VoIP national calls, the national prefix “0” needs to be dialled first, followed by the complete national destination number. For International calls, the international Access Prefix “00” is dialled first followed by the country code and the Subscriber Number.

Mobile Network Operator (MNO)	Mobile National Destination Code (NDC)	National Subscriber Number (SN)	National Significant Number (NSN)
NetOne Cellular	71	2 xxx xxx	9
		3 xxx xxx	9
		4 xxx xxx	9
		5 xxx xxx	9
		6 xxx xxx	9
		7 xxx xxx	9
		8 xxx xxx	9
		9 xxx xxx	9
	72	0 xxx xxx	9
		1 xxx xxx	9
		2 xxx xxx	9
Telecel Zimbabwe	73	2 xxx xxx	9
		3 xxx xxx	9
		4 xxx xxx	9
		5 xxx xxx	9
		6 xxx xxx	9
		7 xxx xxx	9
		8 xxx xxx	9
		9 xxx xxx	9
Dolphin Telecoms	75	1 00x xxx	9

Taura App		3 00x xxx	9
Econet Wireless Zimbabwe	77	1 xxx xxx	9
		2 xxx xxx	9
		3 xxx xxx	9
		4 xxx xxx	9
		5 xxx xxx	9
		6 xxx xxx	9
		7 xxx xxx	9
		8 xxx xxx	9
		9 xxx xxx	9
	78	0 xxx xxx	9
		1 xxx xxx	9
		2 xxx xxx	9
		3 xxx xxx	9
		4 xxx xxx	9
		5 xxx xxx	9
		6 xxx xxx	9
		7 xxx xxx	9
		8 xxx xxx	9
		9 xxx xxx	9
Pecus Enterprises	865	5 024 xxx	10

7. Voice over Internet Telephony (VoIP) Services

National Subscriber Numbers for VoIP services are non-geographic numbers and consists of the National Destination Code (NDC) and the Subscriber Number (SN). For VoIP national calls the national prefix “0” needs to be dialled first, followed by the national significant number (NSN).

For international Calls dial the international Access Prefix “00” followed by the Country Code and the National Significant Number.

VoIP Services Operator	National Destination Code (NDC)	National Subscriber Number (SN)	National Significant Number (NSN)
Africom (Pvt) Lt	8644	000000 - 099999	10
		229000 - 258999	10
		100000 - 155999	10
		200000 - 224999	10
		910000 - 924999	10
		940000 - 944999	10
		950000 - 951999	10
		960000 - 960999	10
		962000 - 962999	10
		970000 - 973999	10
		259000 - 280999	10
		800000 - 809999	10
		810000 - 899999	10
		987000 - 988999	10
		995000 - 999999	10
Dandemutande	8612	000000 – 009999	10
Liquid Intelligent Technologies	8677	000000 - 099999	10
		100000 - 299999	10
		323000 - 323999	10
		338000 - 338999	10
		422000 - 422999	10
		575000 - 575999	10
		613400 - 614400	10
		665000 - 665999	10
		700000 - 701120	10
		779000 - 779999	10
		911000 - 912000	10

		707000 - 707999	10
PowerTel	8611	200000 - 219999	10
		220000 - 419999	10
Telecontract (Pvt) Ltd	8683	000000 - 019999	10
		020000 - 029999	10
TelOne (Pvt) Ltd	8688	000000 – 029999	10
TelOne WTTx	088	2900000 - 2939999	10
		2121000 - 2131999	10
ZARNET	8622	000000 - 009999	10
ZODSAT	8633	000000 - 029999	10

8. Toll Free Numbers

The following are toll free number allocations for Zimbabwe

Operator	Toll Free Code	Toll Free Numbers
TelOne (Pvt) Ltd	0800	1000 - 4999
		9000 - 9999
	0805	250000 - 254999
NetOne (Pvt) Ltd	0801	0000 - 9999
PowerTel Communications	0802	0000 - 0999
Econet Wireless Zimbabwe	0808	0000 - 8999
Liquid Intelligent Technologies	0807	0000 - 0999
Telecel Zimbabwe	0803	0000 - 0999

9. Public Switched Telecommunication Network Services

The National Subscriber Number for PSTN services is a geographic number. The Geographic Area Code or Area Code (AC) also known as Trunk Code (TC) defines each geographic area.

- For calls inside the same geographic numbering area (local calls), dial the Subscriber Number only.

- For national calls to other geographical areas dial national prefix “0” followed by the National Significant Number (AC+SN).
- For international calls dial the international Access Prefix “00” followed by the country code and the National Significant Number for the subscriber.

****Some Geographical /Exchanges Areas will use dual Area Codes****

9.1. HARARE

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Arcturus	024	2142000	2142999	1000
2	Athlone	024	2448000	2448999	1000
3	Athlone	024	2492000	2492999	1000
4	Avondale Host	024	2307000	2308999	2000
5	Avondale Host	024	2371000	2379999	9000
6	Avondale Host	024	2302000	2304999	3000
7	Avondale Host	024	2339000	2339999	1000
8	Avondale Host	024	2332000	2337999	6000
9	Avondale Host	024	2326000	2329999	4000
10	Avondale Host	024	2392000	2393999	2000
11	Avondale Host	024	2321000	2321999	1000
12	Beatrice	024	2150200	2150899	700
13	Belvedere	024	2740000	2741999	2000
14	Bluffhill	024	2310000	2310999	1000
15	Bluffhill	024	2331000	2331999	1000
16	Bluffhill	024	2305000	2305999	1000
17	Borrowdale Host	024	2850000	2855999	6000
18	Borrowdale Host	024	2858000	2859999	2000
19	Borrowdale Host	024	2870000	2870999	1000
20	Borrowdale Host	024	2880000	2886999	7000
21	Borrowdale Host	024	2814000	2815999	2000
22	Braeside	024	2782000	2782999	1000
23	Braeside	024	2742000	2743999	2000
24	Chitungwiza	024	2121000	2131999	11000
25	Dzivarasekwa	024	2216000	2217999	2000
26	Eastlea	024	2746000	2746999	1000
27	Eastlea	024	2776000	2776999	1000
28	Eastlea	024	2788000	2788999	1000
29	Epworth	024	2577000	2577999	1000

30	Glen Norah	024	2680000	2680999	1000
31	Glen Norah	024	2613000	2613999	1000
32	Glen View Host	024	2645000	2649999	5000
33	Glen View Host	024	2682000	2688999	7000
34	Glen View Host	024	2690000	2697999	8000
35	Gunhill	024	2744000	2745999	2000
36	Gunhill	024	2783000	2783999	1000
37	Harare Airport	024	2575000	2575999	1000
38	Harare Airport	024	2585000	2585999	1000
39	Harare Soft Client	024	2000000	2011199	11200
40	Hatfield Host	024	2570000	2574999	5000
41	Hatfield Host	024	2578000	2584999	7000
42	Hatfield Host	024	2586000	2588999	3000
43	Hatfield Host	024	2500000	2509999	10000
44	Highfield	024	2689000	2689999	1000
45	Highfield	024	2611000	2612999	2000
46	Highfield	024	2616000	2616999	1000
47	Highlands Host	024	2442000	2445999	4000
48	Highlands Host	024	2437000	2439999	3000
49	Highlands Host	024	2494000	2494499	500
50	Highlands Host	024	2495000	2498999	4000
51	Highlands Host	024	2480000	2484999	5000
52	Highlands Host	024	2490000	2490999	1000
53	Hillside	024	2526000	2527499	1500
54	Hillside	024	2747000	2747999	1000
55	Hillside	024	2778000	2778999	1000
56	Julius Nyerere Way Host	024	2748000	2759999	12000
57	Julius Nyerere Way Host	024	2770000	2775999	6000
58	Julius Nyerere Way Host	024	2710000	2719999	10000
59	Julius Nyerere Way Host	024	2779000	2781999	3000
60	Julius Nyerere Way Host	024	2785000	2789999	5000
61	Julius Nyerere Way Host	024	2777000	2777999	1000
62	Kambanje	024	2494500	2494999	500
63	Kambanje	024	2499000	2499999	1000
64	Kuwadzana Host	024	2230000	2239999	10000
65	Kuwadzana Host	024	2218000	2219999	2000
66	Kuwadzana Host	024	2207000	2219999	13000
67	Mabvuku	024	2493000	2493999	1000
68	Mabvuku	024	2491000	2491999	1000
69	Mabvuku	024	2459000	2462499	3500
70	Mabvuku	024	2488000	2489999	2000

71	Marlborough	024	2300000	2300999	1000
72	Marlborough	024	2309000	2309999	1000
73	Marlborough	024	2313000	2313999	1000
74	Meyrick Park	024	2310500	2312499	2000
75	Meyrick Park	024	2315000	2316999	2000
76	Meyrick Park	024	2306000	2306999	1000
77	Msasa	024	2446000	2447999	2000
78	Msasa	024	2485000	2487999	3000
79	Mufakose	024	2698000	2699999	2000
80	Mufakose	024	2681000	2681999	1000
81	Northwood	024	2301000	2301999	1000
82	Northwood	024	2369000	2369999	1000
83	Northwood	024	2338000	2338999	1000
84	Norton	024	2010600	2011099	500
85	Norton/Knowe	024	2152000	2155499	3500
86	Ruwa	024	2132000	2133699	1700
87	Ruwa	024	2134000	2136499	2500
88	Seke	024	2722000	2724999	3000
89	Southerton	024	2660000	2669999	10000
90	Southerton	024	2620000	2621999	2000
91	Sunningdale	024	2576000	2576999	1000
92	Sunningdale	024	2589000	2589999	1000
93	Unit 3	024	2700000	2709999	10000
94	Unit 3	024	2250000	2257999	8000
95	Unit 4 C&C08	024	2790000	2799999	10000
96	Unit 4 C&C08	024	2760000	2769999	10000
97	Unit 6	024	2730000	2739999	10000
98	Warren Park	024	2220000	2229999	10000
99	Waterfalls	024	2610000	2610999	1000
100	Waterfalls	024	2617000	2618499	1500
101	Waterfalls	024	2614000	2615999	2000
102	Winchendon	024	2860000	2862999	3000

9.2. BULAWAYO

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Bellevue	029	2460000	2479999	20000
2	Bulawayo	029	2260000	2279999	20000
3	Bulawayo	029	2320000	2321999	2000

4	Bulawayo	029	2330000	2330999	1000
5	Bulawayo	029	2360000	2360999	1000
6	Bulawayo	029	2880000	2889999	10000
7	Cowdray Park	029	2560000	2569999	10000
8	Esigodini	029	2800200	2800899	700
9	Figtree	029	2804000	2804899	900
10	Hillside	029	2240000	2249999	10000
11	Kezi	029	2807200	2807899	700
12	Killarney	029	2290000	2299999	10000
13	Luveve	029	2520000	2529999	10000
14	Mabutweni	029	2400000	2419999	20000
15	Matopos	029	2809200	2809899	700
16	Nkulumane	029	2480000	2499999	20000
17	Northend	029	2200000	2219999	20000
18	Nyamandlovu	029	2821200	2821899	700
19	Pumula	029	2420000	2439999	20000
20	Queensdale	029	2227000	2228999	2000
21	Queensdale	029	2226000	2226999	1000
22	Riverside	029	2280000	2289999	10000
23	Shangani	029	2802200	2802899	700
24	Surburbs	029	2250000	2259999	10000
25	Surburbs	029	2230000	2239999	10000
26	Tsholotsho	029	2861200	2861899	700
27	Turkmine	029	2803200	2803899	700

9.3. MASHONALAND

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Banket	067	2142000	2143999	2000
2	Bindura	066	2106000	2107999	2000
3	Centenary	066	2102000	2102999	1000
4	Chakari	068	2189200	2189899	700
5	Chegututu	068	2152200	2155499	3300
6	Chinhoyi	067	2121000	2129999	9000
7	Chirundu	061	2140200	2140899	700
8	Christon Bank	066	2195500	2196999	1500
9	Concession	066	2192000	2192999	1000
10	Darwendale	067	2192200	2192899	700
11	Glendale	066	2182000	2182899	900
12	Guruve	066	2172000	2172999	1000

13	Kadoma	068	2131000	2132999	2000
14	Kadoma Ngezi	068	2134000	2134999	1000
15	Kadoma Rimuka	068	2122000	2128999	7000
16	Kariba	061	2145000	2146799	1800
17	Karoi	061	2156200	2158399	2200
18	Macheke	065	2080200	2080899	700
19	Makuti	061	2141200	2141899	700
20	Marondera	065	2320000	2328999	9000
21	Marondera	065	2728000	2729999	2000
22	Mazowe	066	2195000	2195499	500
23	Mhangura	067	2145000	2145999	1000
24	Mount Darwin	066	2122200	2124199	2000
25	Murewa	065	2122000	2124999	3000
26	Murombedzi	067	2152000	2152999	1000
27	Mutoko	065	2132000	2132999	1000
28	Mutorashanga	067	2196200	2196899	700
29	Mvurwi	066	2162000	2162999	1000
30	Raffingora	067	2198200	2198899	700
31	Sanyati	068	2162000	2162999	1000
32	Selous	068	2144000	2144999	1000
33	Selous	068	2008500	2010599	2100
34	Shamva	066	2137200	2137899	700
35	Trelawney	067	2136200	2136899	700
36	Wedza	065	2082000	2082999	1000

9.4. MIDLANDS

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Battle Fields	055	2570000	2570999	1000
2	Chivhu	054	2122000	2123999	2000
3	Gokwe	055	2592000	2593999	2000
4	Gweru Host	054	2220000	2233999	14000
5	Kwekwe Main	055	2520000	2526999	7000
6	Lalapanzi	054	2548200	2548899	700
7	Mbizo 1 & 2	055	2540000	2547999	8000
8	Mkoba 1	054	2250000	2253999	4000
9	Mkoba 2	054	2255000	2258999	4000
10	Munyati	055	2557200	2557899	700
11	Mvuma	054	2532200	2532899	700
12	Nkayi	055	2558200	2558899	700

13	Redcliff	055	2562000	2563999	2000
14	Redcliff	055	2568000	2569999	2000
15	Senga	054	2260000	2262999	3000
16	Shurugwi	054	2526000	2528999	3000

9.5. MANICALAND

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Birchenough Bridge	027	2032000	2032999	1000
2	Checheche	027	2317200	2317899	700
3	Chikanga MSAN	020	2010000	2011599	1600
4	Chimanimani	027	2052000	2053999	2000
5	Chipangayi	027	2046200	2046899	700
6	Chipinge	027	2045600	2045799	200
7	Chipinge	027	2044400	2044599	200
8	Chipinge	027	2042000	2043499	1500
9	Dangamvura	020	2130000	2131999	2000
10	Dangamvura MSAN	020	2030000	2032099	2100
11	Hauna	026	2092000	2092999	1000
12	Headlands	025	2072000	2072999	1000
13	Juliasdale	026	2082200	2084199	2000
14	Murambinda	025	2062000	2062999	1000
15	Murambinda	025	2058000	2058499	500
16	Mutare Fetex	020	2060000	2069999	10000
17	Mutare MSAN	020	2020000	2025999	6000
18	Nyanga	026	2098000	2098799	800
19	Nyazura	025	2055200	2055899	700
20	Odzi	020	2002000	2002999	1000
21	Penhalonga	020	2422200	2422999	800
22	Rusape MSAN	025	2050000	2054499	4500

9.6. MASVINGO

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Chatsworth	039	2308200	2308899	700
2	Chiredzi	031	2315000	2317499	2500
3	Chiredzi	031	2312000	2314199	2200
4	Gutu	039	2302000	2303999	2000
5	Jerera	039	2342000	2342999	1000
6	Mashava	039	2452000	2452999	1000

7	Masvingo	039	2277000	2277999	1000
8	Masvingo	039	2260700	2269699	9000
9	Mataga	039	2366200	2366899	700
10	Mberengwa	039	2360200	2360899	700
11	Mucheke RSM	039	2252000	2255999	4000
12	Ngundu	031	2370200	2370899	700
13	Nyaningwe	039	2380200	2381999	1800
14	Nyika	039	2323200	2323899	700
15	Rutenga	031	2337200	2337899	700
16	Triangle	031	2335000	2336999	2000
17	Zvishavane	039	2355500	2357999	2500
18	Zvishavane	039	2352000	2354999	3000

9.7. MATABELELAND

No.	Exchange Name	Exchange Code	Start Number	End Number	Available Numbers
1	Baobab	081	2830000	2834999	5000
2	BeitBridge	085	2322000	2323999	2000
3	Binga	081	2847200	2847899	700
4	Collen Bawn (CBN)	084	2835000	2835199	200
5	Dete	081	2835200	2835899	700
6	Filabusi	084	2801000	2801999	1000
7	Gwanda	084	2829000	2829999	1000
8	Gwanda	084	2820000	2825999	6000
9	Hwange	081	2820000	2824999	5000
10	Jotsholo	081	2875000	2875999	1000
11	Lupane	081	2856000	2857999	2000
12	Plumtree	089	2805000	2807999	3000
13	Victoria Falls (Airport)	083	2840000	2849999	10000
14	West Nicholson	084	2808200	2808899	700