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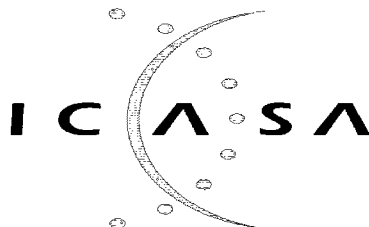
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**GENERAL NOTICES • ALGEMENE KENNISGEWINGS**

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**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA  
NOTICE 244 OF 2020****HARMONISATION OF SHORT CODE '111' FOR COVID-19 NATIONAL  
EMERGENCY SERVICES**

The Independent Communications Authority of South Africa ("the Authority") hereby issues a notice to harmonise and mandate short code '111' in terms of regulation 4(3) read with Schedule 1 of the Numbering Plan Regulations ("Regulations"), Government Gazette No. 39861 published on 24 March 2016.

The service code '111' is hereby harmonised and mandated for COVID-19 national emergency services.

The COVID-19 national emergency services accessed either by call or short messaging services, through the service code '111' shall incur no charges to the caller or sender and shall be subject to the toll-free framework in line with schedule 2 of the Regulations.

The '111' service code is mandated for COVID-19 national emergency services during the National State of Disaster. The service code "111" will cease to be harmonised and mandated within three (3) months after the termination of the National State of Disaster.

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**Dr Keabetswe Modimoeng**  
**Acting Chairperson**