

## **CRAN ENABLES EMERGENCY TOLL FREE NUMBERS FOR REPORTING OF COVID-19**

**FOR IMMEDIATE RELEASE  
14 MARCH 2020**

The Communications Regulatory Authority of Namibia (CRAN), in consultation with Telecommunications Service Licensees, approved two Toll-Free emergency numbers for the reporting of Coronavirus (COVID-19) related incidences. The emergency toll free numbers are (0800 100 100) and (911).

- The number **0800 100 100** is linked to the Telecom Namibia Limited network and managed at the premises of the Ministry of Health and Social Services.
- The number **911** is linked to the Mobile Telecommunications Limited (MTC) network and will be routed to any emergency facility in the country.

These emergency toll free numbers are active on all cellphone networks in Namibia and are free of charge for the responsible use of ICT consumers within the borders of the Republic of Namibia.

The Authority directed Telecommunications Service Licensees to route these toll free emergency numbers to their terminating points without a charge to the consumers. In the instances that calls are routed via a second or subsequent network, no interconnection charges may be payable between Telecommunications Service Licensees.

The Authority urges members of the public not to abuse the numbers as they serve as a national emergency communication tool for the effective monitoring and management of COVID-19.

**Questions and queries to the above on the use of the numbers may be directed to [legal@cran.na](mailto:legal@cran.na) or [communications@cran.na](mailto:communications@cran.na).**

**- Ends -**

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