

EAST AFRICA HARMONISED SHORT CODES

CURRENT HARMONISED SHORT CODES

East African member states identified short codes for harmonization in the East African region and the corresponding services for the identified short codes for East African roaming customers.

The harmonized short codes and their corresponding services for the EAC region are as follows:

SN	SERVICE	SHORT CODES
1.	Customer Service	100
2.	Recharge	130
3.	Check Balance	131
4.	Surface and marine transport instant reporting services	121
5	Emergency Communication Services for Lake Victoria and other water bodies	110
6.	Emergency Services, Police	112
7.	Child Help line services	116
8.	Carrier Selection	17X

ADDITIONAL IDENTIFIED SERVICES FOR HARMONISATION

The compiled list of additional services that need harmonised short codes are as follows:

- i. Ambulance and Medical Access
- ii. Mobile money services
- iii. Trafficking Human Beings and drugs
- iv. Ebola outbreak
- v. Disasters
- vi. Safety in National parks
- vii. Fire Brigade
- viii. Covid-19