

FAQs on the Migration 8-Digit Numbering

1. What will happen on the 1st September 2013 at 00.00hrs?

All numbers assigned to mobile networks in the Republic of Mauritius will migrate from 7 digits to 8 digits.

2. How can I know what numbers will migrate to 8-digits?

The table below lists all the numbers to which you will need to add the Leading Digit 5 in front.

Existing seven digits numbers	Corresponding eight digits numbers as from 1st September 2013 (00:00 hrs)
25x-xxxx	525x-xxxx
29x-xxxx	529x-xxxx
421-xxxx to 423-xxxx	5421-xxxx to 5423-xxxx
428-xxxx to 429-xxxx	5428-xxxx to 5429-xxxx
44x-xxxx	544x-xxxx
471-xxxx to 479-xxxx	5471-xxxx to 5479-xxxx
49x-xxxx	549x-xxxx
70x-xxxx to 79x-xxxx	570x-xxxx to 579x-xxxx
82x-xxxx	582x-xxxx
85x-xxxx	585x-xxxx
86x-xxxx	586x-xxxx
871-xxxx	5871-xxxx
875-xxxx to 878-xxxx	5875-xxxx to 5878-xxxx
90x-xxxx to 98x-xxxx	590x-xxxx to 598x-xxxx

Migrating from 7 to
8 Digits
For
Mobile Networks
only

NOTE: If you buy a SIM card from any of the mobile operators as from 1st September 2013, the number will automatically start with a 5.

3. What then do I have to do when I dial a mobile number?

When you dial whether from a mobile or a fixed phone, place a 5 in front of the existing mobile number.

4. When do I have to add 5?

As from 00.00hrs of 1st September 2013 (as from midnight of 31st August 2013 into 00.00hrs of 1st September 2013)

5. What will happen if I do not add the 5 in front of existing mobile numbers?

You will not be able to make your call or send an SMS.

6. If somebody else calls as from 00.00hrs of 1st September 2013, on my 7-digit number without adding 5, will the call come through?

NO. The caller will hear an announcement that the call did not go through. The caller will then need to add 5 and dial again.

7. For how long after the 1st September 2013 will the announcements be played for callers who are still dialing 7-digits?

The announcements will be played for one month for the local audience and three months for the international audience.

Both local and international callers will have an announcement to add 5 and dial again.

8. If I will be on International Roaming during the migration, will callers still get the announcement?

YES. Wherever you are during the transition period, if callers are still phoning you on the 7-digit number, they will hear the announcements to add 5 and dial again.

9. Will the caller be charged for the announcement is being played?

NO. The caller will not be charged for the announcement.

10. If as from 00.00hrs of 1st September 2013, I send an SMS on a 7-digit number and it is not delivered, will I get a notification message to inform me to add 5 and send the message again?

NO. There will not be any notification message to ask you to add 5.

11. If as from 00.00hrs of 1st September 2013, I send an SMS on a 7-digit number and it is not delivered, will I be charged for this?

You are advised to contact your operator.

12. If I call someone on his/her mobile number but I am using a fixed phone, do I have to add a 5?

YES. Because his/her mobile number is operating on a mobile network.

13. Will fixed phone numbers also migrate to 8-digits?

NO. The migration will be for numbers operating on mobile networks only. Fixed numbers will remain the same.

14. Who has to change the numbers in my contact lists on my mobile phone?

You will need to add the Leading Digit 5 to your contacts' numbers operating on mobile networks. The numbers of your contacts which operate on fixed/landline networks remain the same.

15. Can I start changing my contact list now?

You are advised to wait till the 1st September 2013 when the migration to 8-digits comes into effect.

16. Will I lose the credit on my prepaid phone account during the migration?

NO. You will not lose your credit.

17. What do mobile networks mean?

Mobile networks are networks which do not have a physical wire connected to your telephone set or device.

18. If I use equipment or a device such as a dongle which operates on a mobile network other than a mobile phone, how do I change the number?

For such equipment, the mobile operators will adjust this for you. For further information, you can also contact your operators.

19. Will the leading digit 5 apply to all mobile phone operators in the Republic of Mauritius?

YES. As from 00.00hrs of 1st September 2013, all mobile numbers assigned by any mobile phone operators within Mauritius, Rodrigues, Agalega and Saint Brandon will start with the leading digit 5.

20. Will there be a downtime during the migration period?

The migration will start as from 00.00hrs of 1st September 2013 and will last for around 4 hours.

21. Can I make or receive calls/ SMS on my mobile phone during the migration period?

You are strongly advised to use a fixed phone for any emergency calls during the migration period.

22. Will there be a change for emergency numbers?

NO. Emergency numbers will remain the same.

23. How is the population being made aware of the migration?

The ICT Authority has launched a communication campaign to inform the public within the Republic of Mauritius. The campaign comprises of information being disseminated via the mass media (TV, Radio, Newspapers) and other public channels.

24. How will international callers be made aware of the migration?

The International Telecommunication Union has been informed to notify its member states. Furthermore, the ICT Authority has informed all Embassies/ Consulates and International Organizations of this migration.

25. Why is the migration to 8 digits required?

The current numbering plan for numbers assigned to mobile networks is nearly depleted. The 8-digit numbering plan will cater for the growing demand of numbers assigned to mobile networks.

26. Where can I call should I wish to have more information?

You can call the ICTA's hotline on 161 or consult the website of the Authority at the following address: <http://www.icta.mu>

You may also contact your operator for more details.

For more information call on hotline :

161

or website:

<http://www.icta.mu>

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