GSMA Roaming Database
IR.21 Data

RAEX IR.21 Information

Creation date:	2023-11-23
Creation time:	13:08:06+01:00
File type:	IR.21
Sender TADIG:	MWICP
Publish Comment:	Adding LTE Information
TADIG-GEN schema version:	2.4
RAEX-IR.21 schema version:	16.0

ORGANISATION INFORMATION

Section ID: 1 (Mandatory)

Organisation name:	Telekom Networks Malawi PLC
Country initials:	MWI

TADIG summary

TADIG Code	MCC	MNC	VPMN / HPMN	Network type
MWICP	650	01	HPMN	Terrestrial

History of changes

TADIG Code	Section ID	Section	Date	Description
MWICP	13	Network Elements Information	2023-11-23	Added New SMSC GT's 265889129010-265889129015, 265888000044, 265889129018
MWICP	13	Network Elements Information	2023-11-23	Added SMSC GT's 265889129010-265889129015, 265888000044
MWICP	13	Network Elements Information	2023-11-23	Added SMSC GT's 265889129010-265889129015, 265888000044
MWICP	16	Packet Data Service Information	2023-11-14	apn op id
MWICP	16	Packet Data Service Information	2023-11-03	Removing MMS and WAP
MWICP	16	Packet Data Service Information	2023-11-03	Adding LTE APN Identifier
MWICP	20	LTE Roaming Information	2023-11-03	Agreement Information Addition
MWICP	20	LTE Roaming Information	2023-11-03	SMS over SS7 entry
MWICP	20	LTE Roaming Information	2023-10-13	Addition of section ID 20- LTE Roaming
MWICP	20	LTE Roaming Information	2023-10-13	LTE Realm Information
MWICP	20	LTE Roaming Information	2023-10-13	LTE Information
MWICP	13	Network Elements Information	2023-06-16	added new SMSC GT
MWICP	13	Network Elements Information	2023-05-06	added new smsc Gt's 265888000060, 265889129001-265889129007
MWICP	16	Packet Data Service Information	2023-05-06	update
MWICP	17	GRX/IPX routing for data roaming	2023-05-06	updated
MWICP	17	GRX/IPX routing for data roaming	2023-05-06	updated
MWICP	17	GRX/IPX routing for data roaming	2023-05-06	updated
MWICP	4	Routing Information	2022-09-21	Added new Number Range 26589*******
MWICP	5	International SCCP Gateway	2022-04-01	Updated International SCCP Gateway DPCs
MWICP	13	Network Elements Information	2022-03-15	Added SMSFirewall GTs 265888000077, 265888000078, 265888000079, 265888000080
MWICP	13	Network Elements Information	2022-03-15	added smsfirewall GTS 265888000077, 265888000078, 265888000079, 265888000080
MWICP	13	Network Elements Information	2022-03-15	added smsfw GT's 265888000077, 265888000078, 265888000079, 265888000078
MWICP	17	GRX/IPX routing for data roaming	2021-11-10	Modified List of All IP address ranges used by PMN for connection to inter - PMN IP backbone. Removed 41.78.251.0/28 & 41.78.251.48/28 and replaced with 41.78.251.0/24
MWICP	5	International SCCP Gateway	2021-07-30	removed syniverse as sccp carrier
MWICP	5	International SCCP Gateway	2021-07-30	removed syniverse as GRX and SCCP carrier
MWICP	13	Network Elements Information	2021-06-24	Added SMSFW GT's 265888000077 & 265888000079
MWICP	17	GRX/IPX routing for data roaming	2021-06-24	Changed GRX carrier from Syniverse to Comfone, effective 1 july 2021
MWICP	13	Network Elements Information	2020-05-29	Added new smsc GT's 265888000058 & 265888000059
MWICP	13	Network Elements Information	2020-01-13	Adding New MSC GTs
MWICP	13	Network Elements Information	2020-01-13	Updated SGSN IP range
MWICP	13	Network Elements Information	2019-10-31	Added SGSN New GT
MWICP	21	Contact Information	2019-10-31	updated contacts details
MWICP	21	Contact Information	2019-10-31	Added Location
MWICP	13	Network Elements Information	2019-08-16	additional VLR,MSC,SGSN and HLR GTs
MWICP	13	Network Elements Information	2019-08-16	sorting network nodes
MWICP	13	Network Elements Information	2019-08-16	removing network nodes
MWICP	13	Network Elements Information	2019-08-16	added IP SGSN IP range
MWICP	21	Contact Information	2019-08-16	Deleted IREG testing contact
MWICP	16	Packet Data Service Information	2019-06-18	changed APN from Internet to internet
MWICP	21	Contact Information	2019-06-18	contact update

TADIG Code	Section ID	Section	Date	Description
MWICP	4	Routing Information	2019-06-17	added new MSRN range
MWICP	16	Packet Data Service Information	2019-06-17	removed blackberry net
MWICP	17	GRX/IPX routing for data roaming	2019-06-17	Added Comfone as our GRX provider
MWICP	21	Contact Information	2019-06-17	updated contacts
MWICP	5	International SCCP Gateway	2018-09-12	update International SCCP Gateway DPC
MWICP	13	Network Elements Information	2018-09-12	Removed SMS-C Addresses
MWICP	13	Network Elements Information	2018-09-12	Added New Pseudo GTs
MWICP	21	Contact Information	2018-09-12	Edited name Malawi
MWICP	13	Network Elements Information	2017-11-16	127.0.0.1 dummy IP to overpass error
MWICP	21	Contact Information	2017-11-16	New contacts
MWICP	4	Routing Information	2017-03-29	Addition of a new numbering plan +265 31
MWICP	4	Routing Information	2016-09-23	MT SMS towards TNM MALAWI is through Sybase ONLY
MWICP	13	Network Elements Information	2016-09-23	SMSC updated
MWICP	21	Contact Information	2016-09-23	Contacts updated
MWICP	4	Routing Information	2015-10-09	Added new MSRN's
MWICP	13	Network Elements Information	2015-10-09	MSC and VLR GTs 265888000100 265888000101
MWICP	13	Network Elements Information	2015-05-19	SMSC address GT; 265 88 8000078 265 88 8000079 265 88 8000080 265 88 8000081 265 88 8000082 265 88 8000003
MWICP	13	Network Elements Information	2014-10-17	Additional of LMB SGSN GT: 265888000013; MSC address GT: 265 88 8000 006; VLR address GT 265 88 8000 005; Pseudo GT range: 265 883 000 101 - 265 883 000 600
MWICP	17	GRX/IPX routing for data roaming	2014-10-17	Additional of LMB_DNS IP: 41.78.251.5; Additional PLMN range: 41.78.251.48/28
MWICP	13	Network Elements Information	2014-07-16	Added Roaming GTs 265 888 000 070, 265 888 000 071
MWICP	16	Packet Data Service Information	2014-07-16	Modified internet APN for post-paid – internet
MWICP	17	GRX/IPX routing for data roaming	2014-07-16	Updated ASN - 37294; Changed DNS IP address- 41.78.251.13

NETWORK

Section ID: 2 (Mandatory, Repeating)
Section is applicable for the following TADIG code: MWICP

TADIG code:	MWICP
Network name:	TNM

Technology:	Frequency list:	Coverage:
2G-GSM	GSM 900, DCS 1800	
3G-UTRA/FDD	9 - 1700 MHz, 8 - 900 MHz	
3G-UTRA/TDD	Unsupported	
4G-E-UTRAN	38 - TDD 2.6 GHz, 3 - DCS 1800	
4G-E-UTRAN-MIoT-LTE-M	Unsupported	
4G-E-UTRAN-MIoT-NB-IoT	Unsupported	
MIoT-NB-IoT deployment mode	Unsupported	
5G NR	Unsupported	

Service status and planned closure			
	Support	**Planned partial closure**	**Planned full closure**
2G	Unsupported		
3G	Unsupported		
4G	Unsupported		
MIoT-LTE-M	Unsupported		
MIoT-NB-IOT	Unsupported		
VoLTE	Unsupported		
5G-NG	Unsupported		

ROUTING INFORMATION

Section ID: 4 (Mandatory)
Section is applicable for the following TADIG code: MWICP
Effective date of change: 2022-09-21

CCITT E.164 Number series	Country Code (CC)	National Destination Code (NDC)	SN Range Start	SN Range Stop	Primary International DPC	Secondary International DPC	Network owner	Location
MSISDN number ranges (s)								
	265	88	0000000	9999999			MNO	
	265	31	0000000	9999999			MNO	
	265	89	0000000	9999999			MNO	
Network Nodes Global Title Number Range(s)								
	265	88					MNO	
MSRN Number Range(s)								
	265	88	3002000	3002999				
	265	88	3003000	3003999				
	265	88	8887000	8887999				
	265	88	8888000	8888999				
	265	88	8889000	8889999				
	265	88	9100000	9101999				

E. 212 Number series	Mobile Country Code (MCC)	Mobile Network Code (MNC)
	650	01

E. 214 Mobile Global Title (MGT)	Country Code of MGT (CC)	Network Code of MGT (NC)
	265	88

Does Number Portability apply ?	No

Is 15 Digit MSISDN Supported ?	No

Additional Information

IMSI Structure: The IMSI complies with GSM 03.03 and ITU-T E.212. The IMSI has a fixed length of 15 digits and is composed as follows: MCC MNC MSIN 650 01 A1..........A9 IMSI to MGT Translation: MCC: 650 -> CC: 265 NCC: 01 -> NDC: 88 MT SMS TOWARDS TNM MALAWI IS THROUGH SYBASE ONLY

History of changes

Date	Description
2022-09-21	Added new Number Range 26589*******
2019-06-17	added new MSRN range
2017-03-29	Addition of a new numbering plan +265 31
2016-09-23	MT SMS towards TNM MALAWI is through Sybase ONLY
2015-10-09	Added new MSRN's

INTERNATIONAL SCCP GATEWAY

Section ID: 5 (Optional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2022-04-01

International SCCP carrier list	
SCCP carrier name:	COMFONE
Connectivity information:	Primary

DPC info:	
Signature:	CSP2 BAU COMFONE
Type:	SCCP GW
International DPC:	2.61.7
Comments:	2-061-7

DPC info:	
Signature:	CSP1 LSS COMFONE
Type:	SCCP GW
International DPC:	2.61.6
Comments:	2-061-6

DPC info:	
Signature:	Comfone AG Lausanne
Type:	SCCP
International DPC:	7.228.0
Comments:	

DPC info:	
Signature:	Comfone AG Zurich
Type:	SCCP
International DPC:	7.228.1
Comments:	

History of changes

Date	Description
2022-04-01	Updated International SCCP Gateway DPCs
2021-07-30	removed syniverse as sccp carrier
2021-07-30	removed syniverse as GRX and SCCP carrier
2018-09-12	update International SCCP Gateway DPC

SUBSCRIBER IDENTITY AUTHENTICATION

Section ID: 8 (Optional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2015-01-01

Authentications	Performed (Yes / No)
Authentication performed for Roaming subscribers at the commencement of GSM service	No
Authentication performed for roaming subscribers in case of GPRS	N/A
A5 Cipher Algorithm version in use	

History of changes

MOBILE APPLICATION PART (MAP)

Section ID: 10 (Optional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2014-04-01

Interworking specifically for roaming				
Application context name	**Current version in**			**Comments**
	Inbound roaming		**Outbound roaming**	
	MSC/VLR	**SGSN**	**Outbound roaming**	
networkLocUp	MAPv3	N/A	MAPv3	
roamingNumberEnquiry	MAPv3	N/A	MAPv3	
InfoRetrieval	MAPv3	MAPv3	MAPv3	
subscribeDataMngt	MAPv3	MAPv3	MAPv3	
networkFunctionalSs	MAPv2	N/A	-	
mwdMngt	MAPv3	MAPv2	MAPv2	
shortMsgMT-Relay (called shortMsgRelay in v1)	MAPv2	MAPv2	MAPv2	
shortMsgMO-Relay (called shortMsgRelay in v1)	MAPv2	MAPv2	MAPv2	
ss-InvocationNotification	MAPv3	N/A	-	
subscriberInfoEnquiry	MAPv3	MAPv3	MAPv3	
gprsLocationUpdate	N/A	-	-	
locationCancellation	MAPv3	MAPv3	MAPv3	
msPurging	MAPv3	MAPv3	MAPv3	
reset	-	-	-	
networksUnstructuredSs	MAPv2	N/A	-	
reporting	MAPv3	N/A	-	
callCompletion	MAPv3	N/A	-	
istAlerting	-	N/A	-	
service Termination	MAPv2	N/A	-	
locationSvcGateway	N/A	N/A	-	
mm-EventReporting	-	N/A	-	
authenticationFaillureReport	MAPv3	MAPv3	MAPv3	
imsiRetrieval	MAPv2	N/A	-	
gprsNotifyContext	N/A	-	-	
gprsLocationInfoRetrieval	N/A	-	-	
faillureReport	N/A	-	-	
secureTransportHandling	MAPv2	-	-	

History of changes

NETWORK ELEMENTS INFORMATION

Section ID: 13 (Optional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2023-11-23

Node type	GT address / Address range	IP address / Address range	IPv6 address / Address range	Vendor info	UTC offset
HLR	265 88 3000512 / 3000518			Huawei	+02:00
HLR	265 88 8000040 / 8000040			Huawei	+02:00
HLR	265 88 8000041 / 8000041			Huawei	+02:00
MSC	265 88 3000505 / 3000506			Huawei	+02:00
MSC	265 88 8000006 / 8000006			Huawei	+02:00
MSC	265 88 8000008 / 8000008			Huawei	+02:00
MSC	265 88 8000051 / 8000051			Huawei	+02:00
MSC	265 88 8000052 / 8000052			Huawei	+02:00
MSC	265 88 8000100 / 8000100			Huawei	+02:00
MSC	265 88 8000101 / 8000101			Huawei	+02:00
SCP	265 88 8000030 / 8000030				+02:00
SGSN	265 88 3000507 / 3000509	41.78.251.0/28		Huawei	+02:00
SGSN	265 88 8000014 / 8000014	41.78.251.48/28		Huawei	+02:00
SMSC	265 88 8000029 / 8000029			Hyde	+02:00
SMSC	265 88 8000058 / 8000058			Hyde	+00:00
SMSC	265 88 8000059 / 8000059			Hyde	+02:00
SMSC	265 88 8000060 / 8000060			Hyde	+02:00
SMSC	265 88 8000077 / 8000077			Cellusys	+02:00
SMSC	265 88 8000078 / 8000078			Cellusys	+02:00
SMSC	265 88 8000079 / 8000079			Cellusys	+02:00
SMSC	265 88 8000080 / 8000080			Cellusys	+02:00
SMSC	265 88 8000083 / 8000083			Truteq	+02:00
SMSC	265 88 8000084 / 8000084			Truteq	+02:00
SMSC	265 88 8000098 / 8000098			Hyde	+00:00
SMSC	265 88 9129001 / 9129007			Hyde & Truteq	+02:00
VLR	265 88 3000500 / 3000504			Huawei	+00:00
VLR	265 88 3100007 / 3100007			Huawei	+02:00
VLR	265 88 8000005 / 8000005			Huawei	+02:00
VLR	265 88 8000007 / 8000007			Huawei	+02:00
VLR	265 88 8000100 / 8000100			Huawei	+02:00
VLR	265 88 8000101 / 8000101			Huawei	+02:00
SMSC	265 88 8000023 / 8000023			Hyde	+02:00
SMSC	265 88 9129018 / 9129018			Hyde	+02:00
SMSC	265 88 9129008 / 9129009			Vox Solutions	+02:00
SMSC	265 88 9129010 / 9129015			Vox Solutions	+02:00
SMSC	265 88 8000044 / 8000044			Hyde	+02:00
SMSC	265 88 8820767 / 8820767			Truteq	+02:00
SGSN	265 88 8000012 / 8000012	41.78.251.48/28		Huawei	+02:00
SGSN	265 88 8000013 / 8000013	41.78.251.48/28		Huawei	+02:00
SGSN	265 88 8000014 / 8000014	41.78.251.48/28		Huawei	+02:00
SGSN	265 88 8000022 / 8000022	41.78.251.0/28		Huawei	+02:00

History of changes

Date	Description
2023-11-23	Added New SMSC GT's 265889129010-265889129015, 265888000044, 265889129018
2023-11-23	Added SMSC GT's 265889129010-265889129015, 265888000044
2023-11-23	Added SMSC GT's 265889129010-265889129015, 265888000044
2023-06-16	added new SMSC GT
2023-05-06	added new smsc Gt's 265888000060, 265889129001-265889129007
2022-03-15	Added SMSFirewall GTs 265888000077, 265888000078, 265888000079, 265888000080
2022-03-15	added smsfirewall GTS 265888000077, 265888000078, 265888000079, 265888000080
2022-03-15	added smsfw GT's 265888000077, 265888000078, 265888000079, 265888000078
2021-06-24	Added SMSFW GT's 265888000077 & 265888000079
2020-05-29	Added new smsc GT's 265888000058 & 265888000059

Date	Description
2020-01-13	Adding New MSC GTs
2020-01-13	Updated SGSN IP range
2019-10-31	Added SGSN New GT
2019-08-16	additional VLR,MSC,SGSN and HLR GTs
2019-08-16	sorting network nodes
2019-08-16	removing network nodes
2019-08-16	added IP SGSN IP range
2018-09-12	Removed SMS-C Addresses
2018-09-12	Added New Pseudo GTs
2017-11-16	127.0.0.1 dummy IP to overpass error
2016-09-23	SMSC updated
2015-10-09	MSC and VLR GTs 265888000100 265888000101
2015-05-19	SMSC address GT; 265 88 8000078 265 88 8000079 265 88 8000080 265 88 8000081 265 88 8000082 265 88 8000003
2014-10-17	Additional of LMB SGSN GT: 265888000013; MSC address GT: 265 88 8000 006; VLR address GT 265 88 8000 005; Pseudo GT range: 265 883 000 101 - 265 883 000 600
2014-07-16	Added Roaming GTs 265 888 000 070, 265 888 000 071

CAMEL INFO

Section ID: 15 (Conditional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2014-04-01

gsmSSF/MSC	
CAP Version supported (Inbound)	**CAP Version supported (Outbound)**
CAPv1 CAPv2 CAPv3	CAPv1 CAPv2 CAPv3

CAPv4 Partial Implementations		
CAMEL Phase 4 CSIs:	**Supported (Yes / No)**	*Planned Date*
MT-SMS-CSI		
MG-CSI		
PSI Enhancements		

History of changes

Packet Data Services Information

Section ID: 16 (Conditional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2023-11-14

List of APN Operator Identifiers		
APN Operator Identifier	**Description**	**Example**
mnc001.mcc650.gprs	For 2G/3G Data Roaming	
epc.mnc001.mcc650.3gppnetwork.org	LTE	

List of APN's available for testing and troubleshooting

APN WEB List								
APN Credential			**APN Type**	**ISP DNS IP address**	**ISP DNS IP address**	**Required PDU Session Type**	**Required PDN Type**	**Required PDP Type**
APN	**Username**	**Password**	**(primary)**		**(secondary)**			
internet (postpaid)			H-APN			IPv4 IPv6 IPv4v6 Ethernet Unstructured	IPv4 IPv6 IPv4v6	PPP IPv4 IPv6 IPv4v6
internet (prepaid)			H-APN			IPv4v6	IPv4v6	IPv4v6

APN WAP List							
APN Credential			**APN Type**	**WAP Gateway**	**WAP Server URL**	**WAP Port ver 1**	**WAP Port ver 2**
APN	**Username**	**Password**		**IP address**			

APN MMS List				
	APN Credential		**WAP Gateway IP address for MMS**	**Messaging Server URL**
APN	**Username**	**Password**		

IPv6 Connectivity Information		
	IPv6 PDP Supported	**IPv4v6 PDP Supported**
SGSN Support	No	No
GGSN Support	No	No

VPMN Support of Local Breakout	
PDU Session Type / PDN Type / PDP Type	
IPv4	
IPv6	
IPv4v6	
Ethernet	
Unstructured	
Non-IP	
PPP	

List of 2G/3G QOS profiles

GTP Version	
SGSN	GTPv1
GGSN	GTPv1

List of Data Service supported

2G Data Services	Multislot Class Capability
GPRS	
EDGE	

3G Data Services	UE 3G Category
3GPS	
HSDPA	
HSUPA	

Multiple PDP Context Support	
Number of Primary PDP Context	Not supported

History of changes

Date	Description
2023-11-14	apn op id
2023-11-03	Removing MMS and WAP
2023-11-03	Adding LTE APN Identifier
2023-05-06	update
2019-06-18	changed APN from Internet to internet
2019-06-17	removed blackberry net
2014-07-16	Modified internet APN for post-paid – internet

GRX/IPX routing for data roaming

Section ID: 17 (Conditional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2023-05-06

List of All IP address ranges used by PMN for connection to inter - PMN IP backbone	IP Address Range	Network owner
	41.78.251.0/24	MNO

List of Autonomous System Number (ASN):	ASN	Network owner
	37294	MNO

List of PMN authoritative DNS server IP addresses and names				
IP address	IPv6 address	DNS Name	Priority	Network owner
41.78.251.13		hwdns0.tnm.mnc001.mcc650.gprs		MNO
41.78.251.5		hwdns0.tnm.mnc001.mcc650.gprs		MNO
41.78.251.4		hwdns0.tnm.mnc001.mcc650.gprs		MNO

List of GRX/IPX Providers		
Provider name	ASN/ASN4B	Network owner
Comfone	37294	MNO

History of changes

Date	Description
2023-05-06	updated
2023-05-06	updated
2023-05-06	updated
2021-11-10	Modified List of All IP address ranges used by PMN for connection to inter - PMN IP backbone. Removed 41.78.251.0/28 & 41.78.251.48/28 and replaced with 41.78.251.0/24
2021-06-24	Changed GRX carrier from Syniverse to Comfone, effective 1 july 2021
2019-06-17	Added Comfone as our GRX provider
2014-10-17	Additional of LMB_DNS IP: 41.78.251.5; Additional PLMN range: 41.78.251.48/28
2014-07-16	Updated ASN - 37294; Changed DNS IP address- 41.78.251.13

LTE Roaming Information

Section ID: 20 (Optional)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2023-11-03

IPX Provider Name	IPX DA Realm Used	Diameter Architecture	Date of Launch	Date of Closure
Comfone	epc.mnc001.mcc650.3gppnetwork.org		2023-10-13	2023-10-21

Primary IP address of DA	Secondary IP address of DA

Roaming Interconnection

EPC Realms For Roaming	
	epc.mnc001.mcc650.3gppnetwork.org

FQDN Diameter Edge Agent

S6a Supported without IWF	S6a MAP IWF supported to HSS	S6a MAP IWF supported to MME
false	false	false

S6d used for legacy SGSN	S9 used for PCC
false	false

SMS ITW

SMS delivery over IP	SMS over NAS (SGs) via SS7	SMS over NAS (SGd) via Diameter
false	true	false

Voice ITW

CSFB

Roaming CS Fallback

Roaming Forward (MTRF)

		HPMN	VPMN
LTE Roaming Agreement Only	LTE Only Roaming Supported	No	No
2G/3G Roaming Agreement Only	Scenario 2 Supported	No	No
	Scenario 3 Supported	No	No
2G/3G/LTE Roaming Agreement	Scenario 1 Supported	No	No
	Scenario 2 Supported	No	No
	Scenario 3 Supported	No	No
	Scenario 4 Supported	Yes	Yes
	Scenario 5 Supported	No	No
	Scenario 6 Supported	No	No

IPv6 Connectivity Information		
	IPv6 PDP Supported	IPv4v6 PDP Supported
MME Support	No	No
SGW Support	No	No
PGW Support	No	No

Diameter end-to-end security support

Supported DESS phase	DESS function delegated to IPX provider
DESS phase 2	

5G early drop support

	As HPMN	AS VPMN
5G NSA (non-standalone access) supported	No	No
DNS PGW NAPTR includes +nc-nr	No	No
NSA options for EN-DC		
ARD set to support of NR as secondary RAT	No	
Restrict NR access if HSS is not set to support NR as secondary RAT		No

History of changes

Date	Description
2023-11-03	Agreement Information Addition
2023-11-03	SMS over SS7 entry

Date	Description
2023-10-13	Addition of section ID 20- LTE Roaming
2023-10-13	LTE Realm Information
2023-10-13	LTE Information

CONTACT INFORMATION

Section ID: 21 (Optional, Repeating)
Section is applicable for the following TADIG codes: MWICP
Effective date of change: 2019-10-31

List of Roaming Troubleshooting Contact Information				
Roaming Troubleshooting Contact Information				
Location			Malawi	
Office Time Zone in UTC			+02:00	
Office Hours	**Week Day (s)**		**Start Time**	**End Time**
	Mon Tue Wed Thu Fri		07:30:00	17:00:00
Main Contact for Troubleshooting (Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Escalation Contact for Troubleshooting				
Person Name	**Tel.**	**Mobile**	**Fax**	**Email**
1st Escalation NMC-CORE NETWORK	+265888203304			nmccore@tnm.co.mw
24 x 7 Troubleshooting (contact out of Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Roaming Troubleshooting Contact Information				
Location			Blantyre Malawi	
Office Time Zone in UTC			-00:00	
Office Hours	**Week Day (s)**		**Start Time**	**End Time**
	Mon Tue Wed Thu Fri		07:30:00	17:00:00
Main Contact for Troubleshooting (Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Escalation Contact for Troubleshooting				
Person Name	**Tel.**	**Mobile**	**Fax**	**Email**
Lucia Mhango		+265881608174		lucia.mhango@tnm.co.mw
24 x 7 Troubleshooting (contact out of Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Roaming Troubleshooting Contact Information				
Location			Blantyre Malawi	
Office Time Zone in UTC			-00:00	
Office Hours	**Week Day (s)**		**Start Time**	**End Time**
	Mon Tue Wed Thu Fri		07:30:00	17:00:00
Main Contact for Troubleshooting (Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Escalation Contact for Troubleshooting				
Person Name	**Tel.**	**Mobile**	**Fax**	**Email**
Henrie Tembo	265888800900	265888654146		henrie.tembo@tnm.co.mw
24 x 7 Troubleshooting (contact out of Office Hours)				
Team Name	**Tel.**	**Mobile**	**Fax**	**Email**
24 hours x 7 days numbers for emergency troubleshooting	+265888203304			nmccore@tnm.co.mw
Roaming Troubleshooting Ticketing System Information				
Ticket system web address				
Ticket system email address				
Additional Contacts				
SCCP Inquires and ordering of SS7 Routes				
	Person Name	**Tel.**	**Mobile**	**Fax**
	Mr. Lastern Kaphaiye	+265888203307	+265888959575	+2651830077
	JobTitle		**Email**	
	Manager - CS Core & VAS		lastern.kaphaiye@tnm.co.mw	

Person Name	Tel.	Mobile	Fax
1st Escalation NMC-CORE NETWORK	+265888203304		
JobTitle		**Email**	
GPRS FAULTS ESCALATION		nmccore@tnm.co.mw	

Roaming Coordinator

Person Name	Tel.	Mobile	Fax
Ms. Pilirani Kazembe		+265888832000	+2651830054
JobTitle		**Email**	
Manager-Roaming IDD & Interconnect		pilirani.kazembe@tnm.co.mw	

IREG Tests

Person Name	Tel.	Mobile	Fax
Mr. Henry Chipwere	+2651830888	+265881831909	+2651830077
JobTitle		**Email**	
Billing Officer		henry.chipwere@tnm.co.mw	

TADIG Tests

Person Name	Tel.	Mobile	Fax
Ms. Pilirani Kazembe		+265888832000	+2651830054
JobTitle		**Email**	
Manager-Roaming IDD & Interconnect		pilirani.kazembe@tnm.co.mw	

CAMEL Tests

Person Name	Tel.	Mobile	Fax
Ms. Pilirani Kazembe		+265888832000	+2651830054
JobTitle		**Email**	
Manager-Roaming IDD & Interconnect		pilirani.kazembe@tnm.co.mw	
Person Name	**Tel.**	**Mobile**	**Fax**
Mr. Henry Chipwere	+2651830888	+265881831909	+2651830077
JobTitle		**Email**	
Billling Officer		henry.chipwere@tnm.co.mw	

GPRS Tests

Person Name	Tel.	Mobile	Fax
1st Escalation NMC-CORE NETWORK	+265888203304		
JobTitle		**Email**	
GPRS FAULTS ESCALATION		nmccore@tnm.co.mw	

Other contact(s)

Person Name	Tel.	Mobile	Fax
Ms. Pilirani Kazembe		+265888832000	+2651830054
JobTitle		**Email**	
Manager-Roaming IDD & Interconnect		pilirani.kazembe@tnm.co.mw	

IR21 Distribution Email Address	Email
	roaming_tnm@tnm.co.mw

History of changes

Date	Description
2019-10-31	updated contacts details
2019-10-31	Added Location
2019-08-16	Deleted IREG testing contact
2019-06-18	contact update
2019-06-17	updated contacts
2018-09-12	Edited name Malawi
2017-11-16	New contacts
2016-09-23	Contacts updated

SECTIONS NOT IN USE

TADIG Code	Section ID	Section Name
MWICP	6	Domestic SCCP Gateway
MWICP	7	SCCP Protocol available at PMN for connection for International SS7 Roaming
MWICP	9	Test Numbers Information
MWICP	12	MAP Inter Operator SMS Enhancement
MWICP	14	USSD Information
MWICP	18	MMS Interworking Information
MWICP	19	WLAN Information
MWICP	22	Hosted Networks
MWICP	23	M2M Roaming Information
MWICP	26	VoLTE Roaming Information Section
MWICP	27	LPWA Roaming Information Section