

7. '1800' LOCAL TOLL FREE SERVICE NUMBERS

7.1 General

- 7.1.1 '1800' is the prefix for the local toll free service²¹. In total, the dialling number of the service comprises of 11 digits.
- 7.1.2 The numbers take the form of '1800' access code + 7-digit virtual number. The full number string (e.g. 1800 7654321) is not a physical number used to identify a particular subscriber line. Rather, the number is mapped to a real PSTN number at the IN so that calls may be routed to the subscriber using a PSTN number.
- 7.1.3 The '1800' numbers can be categorised either as numeric or alphanumeric type. An alphanumeric '1800' number (e.g. 1800 CALL LTA) is a normal toll free number (e.g. 1800 2255 582) with its 7-digit virtual numbers translated to some meaningful wording. The number to alpha translation follows the ITU-T Recommendation E.161. (See Chapter 12.)
- 7.1.4 The '1800' numbers are independent from PSTN numbers. That is, '1800' numbers (e.g. 1800 2345678) and the PSTN numbers (e.g. 62345678) with similar last 7-digits can be assigned to different FBO licensees and may be used by different entities.

7.2 '1800' Numbers Eligibility Criteria

FBO licensees providing facilities for local toll free services are eligible to apply '1800' numbers on behalf of their customers.

7.3 '1800' Numbers Allocation Criteria and Procedure

- 7.3.1 IMDA manages the '1800' numbers on a per number basis. A licensee may, on behalf of their customers, apply for individual '1800' numbers through an online number registration system.
- 7.3.2 With the exception of numbers starting with '1800 0', '1800 1', '1800 995', '1800 999', numbers ending with '0000' and '9999', and numbers of the form '1800 AAA AAAA' where A = 0-8, '1800' numbers are assigned through the online registration system.
- 7.3.3 The online system allows the registration, extension, activation and termination of '1800' numbers. FBO licensees are free to register any available '1800' numbers on a first-come-first-served basis.

²¹ Airtime charges apply for mobile calls to 1800 local toll free service numbers

- 7.3.4 Special '1800' numbers of the form '1800 AAA AAAA' where A = 0-8 are allocated via bidding. Annex 4 details the Procedure for Bidding Special 1800/1900 numbers.
- 7.3.5 To effect the transfer of a registered '1800' number from one customer to another or for change of customer name, licensees are to complete the form in Annex 5 and submit it together with copies of customer letters.