

9 '800' NUMBERS

9.1 General

9.1.1 '800' is the prefix for International Toll Free Services (ITFS) and Home Country Direct Service (HCDS). The dialling number of the service consists of 10 digits - the '800' access code followed by a 7-digit number.

9.1.2 ITFS numbers are subscribed by overseas-based companies in order to offer toll-free services for calls made from Singapore to the companies' home country.

9.1.3 HCDS numbers are subscribed by foreign public telecoms operators in order to offer toll-free services between visitors in Singapore and the overseas home operator. The numbers are used to allow visitors in Singapore to self-dial and charge the call to their called party or their International Calling Card (ICC).

9.2 '800' Numbers Eligibility

FBO licensees offering ITFS and HCDS are eligible for '800' numbers.

9.3 '800' Numbers Allocation Criteria and Procedure

9.3.1 For the provision of ITFS to overseas subscribers, FBO licensees are allocated 1000 numbers for each foreign network they collaborate with.

9.3.2 To allocate 1000 numbers, IMDA manages the first 7 digit of the ITFS numbers. The format adopted by IMDA for ITFS is as follows:

800 + 1/2/3 digit CC + 3/2/1 digit N + 3 digits subscriber numbers

where CC = country code
 N = Foreign network identifier digit (s)

For example, ITFS to Hong Kong and the US would be in the following respective forms:

800 852 1 XXX (Hong Kong)

800 100 1 XXX (US)

9.3.3 For the provision of HCDS, FBO licensees are allocated 100 numbers for sub-allocation to each overseas foreign network operator.

9.3.4 To allocate 100 numbers, IMDA manages the first 8 digit of the HCDS 800 numbers. The format adopted by IMDA for HCDS is as follows:

800 + 0 + 1/2/3 digit CC + 3/2/1 digit N + 2 digits subscriber numbers

where CC = country code
 N = Foreign network identifier digit (s)

For example, HCDS to Hong Kong and the US would be in the following respective forms:

800 0 852 1XX (Hong Kong)
800 0 100 1XX (US)