

## **7. '1800' LOCAL TOLL FREE SERVICE NUMBERS**

### **7.1 General**

- 7.1.1 '1800' is the prefix for the local toll free service<sup>21</sup>. 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.

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<sup>21</sup> 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.