

## **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 IFTS 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)