

## **4. LEVEL ‘3’ NUMBERS**

### **4.1 General**

‘3’-series number levels are allocated to IP Telephony (IPT) service and User-Centric Data-Only (UCDO) service as 8-digit numbers.

The first four digits of the 8-digit numbers (i.e. ABCD XXXX) which uniquely define a set of numbers are referred to as a number level. One number level thus consists of 10,000 numbers.

### **4.2 IPT Service**

IPT service refers to a form of VoIP<sup>15</sup> that requires telephone or E.164 numbers. This service allows a user to make and receive voice, data and video calls with the same telephone number in any domestic or overseas location where Internet access is available.

### **4.3 UCDO Service**

UCDO service refers to data exchange that requires interaction with users. This service generally relies on an all-IP network and does not use the traditional voice circuits of the telecoms networks.

### **4.4 Level ‘3’ Numbers Eligibility Criteria**

FBO licensees and SBO (Individual) licensees licensed to offer IPT service and UCDO service are eligible for level ‘3’ numbers.

### **4.5 Level ‘3’ Numbers Allocation Criteria**

4.5.1 To facilitate IMDA’s assessment of level ‘3’ numbers application, operators are required to submit to IMDA the status of their numbering resource on a quarterly basis. Information submitted should include number level assignment, level of utilisation and projected number usage within their networks.

4.5.2 Operators may be allocated level ‘3’ numbers through either administrative allocation or an auction process.

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<sup>15</sup> VoIP (Voice over Internet Protocol) is a generic name for the transport of voice traffic using IP technology. VoIP traffic can be carried on a private managed network or the public Internet or a combination of both.

## Administrative Allocation

Operators may request for level '3' numbers through administrative allocation when their number utilisation<sup>16</sup> of their existing allocated numbers is more than or equals to 80%. For these requests, number levels (i.e. in blocks of 10,000) will generally be allocated in a sequential manner.

Illustration:

Assuming an operator has been allocated 100,000 numbers, the operator may apply for additional numbers when the sum of numbers assigned to subscribers and numbers quarantined for 3 months or less reaches 80,000 numbers.

## Auction

The following are two procedures whereby operators may acquire level '3' numbers through a bidding process:

### **Bidding of Number Levels Initiated by IMDA**

In this procedure (see Annex 7 for details), IMDA will progressively make available level '3' 8-digit number levels in a sequential order for bidding by operators. For each bidding session, IMDA will make available about 100 levels for bidding. Operators are eligible to bid for an unrestricted number of number levels if their number pool has achieved 50% utilisation. For number pool which has a utilisation percentage of less than 50%, operators are however eligible to bid only for one number level in a bidding session.

All remaining number levels that are not allocated during the bidding session will be placed in a common pool for subsequent sequential allocation by IMDA via Administrative Allocation.

### **Bidding of Choice Number Level(s) Requested by An Operator**

In this procedure (see Annex 8 for details), an operator eligible for allocation of numbers may request for out-of-sequence level '3' numbers not covered by Administrative Allocation or the sequential number level bidding scheme initiated by IMDA. Such number level desired by the operator is referred to as a choice number level. Operators do not need to meet any number utilisation criteria before they can request to bid for a choice number level.

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<sup>16</sup> Number Utilisation = Numbers assigned to subscribers + Numbers quarantine for 3 months or less

4.5.3 Operators shall quarantine recovered level '3' numbers for at least 3<sup>17</sup> months before making them available to the next user.

#### **4.6 Level '3' Numbers Allocation Procedure**

4.6.1 Generally, level '3' numbers are sequentially allocated in levels (i.e. in blocks of 10,000) to operators. This is considered as the primary allocation. Allocation of numbers to individual subscribers, considered as secondary allocation, is made through the operators.

4.6.2 Existing assignments of Level '3' Numbers are shown in Annex 3.

#### **4.7 Application for Level '3' Numbers**

4.6.1 For the first application of level '3' numbers for each of the allocated services, the following are to be submitted to IMDA for consideration:

- a) Number resource requirement;
- b) Technical and operation details relating to the requirement of the number resource;
- c) Target service date; and
- d) Contact person for clarification.

4.7.2 For the application of additional level '3' numbers for an existing allocated service, the following are to be submitted to IMDA for consideration:

- a) Numbers assigned to subscribers;
- b) Numbers quarantined for up to 3 months or less;
- c) Number of new subscribers for each month for the past 6 months (i.e. monthly numbers used); and
- d) Number of terminations for each month for the past 6 months.

An operator must meet the required minimum utilisation with the numbers already allocated. Otherwise, the operator must provide justifications to substantiate the application.

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<sup>17</sup> The minimum 3 month quarantine period can be waived if a user requesting for a quarantined number is made aware of the status of the number and accepts the possibility of receiving wrong calls.