6. LEVEL ‘8’ AND ‘9’ NUMBERS

6.1 General

Level ‘8’ and ‘9’ numbers are set aside for Radio Network services. 3-digit numbers beginning with the digit ‘99’ are set aside for emergency services for easy dialling, while 8-digit numbers are allocated for Radio Network services.

6.2 Emergency Services

‘99X’ numbers are allocated for emergency services such as the Police, fire brigade and ambulance. For example, ‘999’ is assigned to the Police while ‘995’ is assigned for fire/ambulance services.

6.3 Radio Network Services

Radio Network services include Public Cellular Mobile Telephone Services (PCMTS), Public Radio Paging Services (PRPS) and Public Trunked Radio Services (PTRS) with PSTN interconnect services. The first four digits of the 8-digit Radio Network numbers uniquely define a set of numbers referred to as a number level. One number level thus consists of 10 000 numbers.

6.4 Level ‘8’ and ‘9’ Numbers Eligibility Criteria

FBO licensees and SBO (Individual) licensees licensed as Mobile Virtual Network Operators (MVNO) offering Radio Network services including PCMTS, PRPS and PTRS are eligible for Radio Network numbers.

6.5 Level ‘8’ and ‘9’ Numbers Allocation Criteria

6.5.1 To facilitate IMDA’s assessment of Radio Network 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.

6.5.2 Operators may be allocated Radio Network numbers (post-paid, pre-paid, data and fax numbers) through either administrative allocation or an auction process.

Administrative Allocation

Operators may request for Radio Network numbers through administrative

allocation when the number utilisation[19] 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. In the event that excess numbering capacity is required for turnaround purpose, it should not exceed 20% of the equipped capacity of the total switching capacity of a Mobile Switching Centre.

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 quarantine for 3 months or less reaches 80 000 numbers.

Auction

The following are two procedures whereby operators may acquire Radio Network 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 "8" and "9" 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 for each number pool (e.g. pre-paid, post-paid or fax & data number pool) which has achieved 50% utilisation. For number pool which has an 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 Radio Network 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.

[19] Number Utilisation = Numbers assigned to subscribers + Numbers quarantine for 3 months or less

6.5.3 Operators shall quarantine recovered mobile numbers for at least 3[20] months before making them available to the next user.

6.5.4 For prepaid service, operators are required to implement a fixed term expiry period not exceeding 6 months from the **last top-up or last extension** (e.g., deduction from existing credits) of the prepaid cards to maximise the re-use of the prepaid numbers. Operators are also encouraged to implement a fixed-term expiry period not exceeding 6 months based on the last use of the prepaid card.

6.6 Level '8' and '9' Numbers Allocation Procedure

6.6.1 Generally, numbers for Radio Network 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.

6.6.2 Existing assignments of Level '8' and '9' Numbers are shown in Annex 3.

6.7 Application for Level '8' and '9'Numbers via Administrative Allocation

6.7.1 To request for numbers for new Radio Network services, the following are to be submitted to IMDA for consideration:

e) Number resource requirement;
f) Technical and operation details relating to the requirement of the number resource;
g) Target service date; and
h) Contact person for clarification.

6.7.2 For additional numbers for an existing Radio Network service, the following are to be submitted to IMDA for consideration:

a) Numbers assigned to subscribers; and
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)
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.

[20] 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.