

Enhanced NORS Training for Licensed FBO

Training Agenda

1. NORS Overview
2. Logging In
3. Applying for '800'
4. Applying for 'ISPC'/'NSPC'
5. Applying for Level '0'
6. Applying for Level '1'

Training Agenda

7. Applying for Level '3'
8. Applying for Level '6'
9. Applying for Level '8'/'9'
10. Number Query
11. Submitting Quarterly Report
12. Exchange Maintenance

NORS Overview

- Numbers Online Registration System (NORS) was setup in 2001 to provide online '1800' numbers registration
- NORS was revamped to use J2EE platform as well as to comply with the Web Interface Standard (WIS) in 2006
- 'Enhanced' NORS with additional number level '0', '1', '3', '6', '8', '9', '800', 'ISPC'/'NSPC' and '1900' would be launched in July 2011
- Website: <https://eservice.imda.gov.sg/nors>

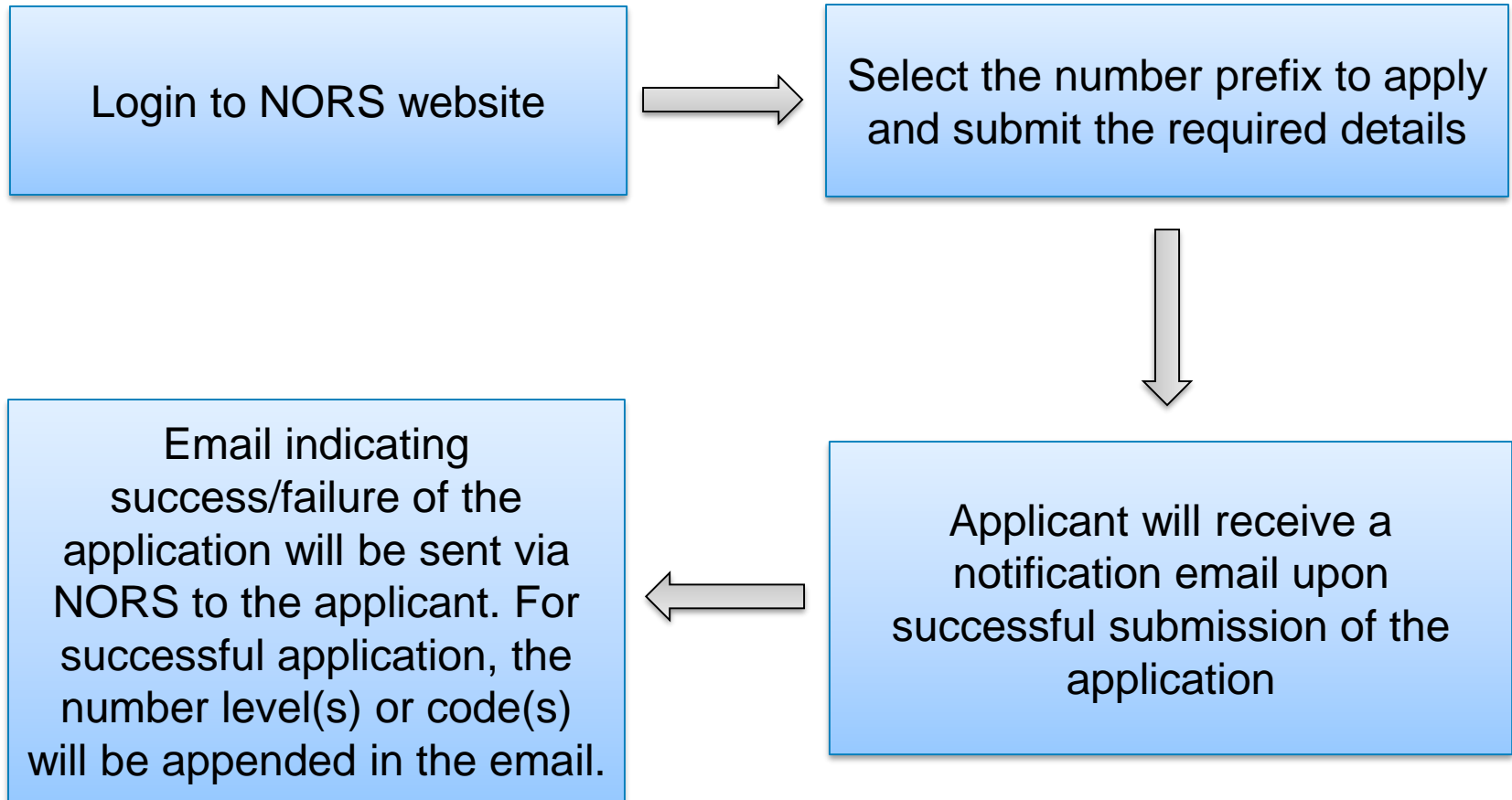
NORS Overview

New Features

- Provide user the ability to attach files of different format (**.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files*) during application
- Allow user to submit Quarterly Numbering Report (status of their numbering resource) for number level '3', '6', '8' and '9'
- User required to update monthly utilisation for New Subscribers and New Terminations for the last 6 months for number level '3', '8' and '9'
- Level '6' Exchange Maintenance (number movement between exchanges)

NORS Overview

NORS Application Process

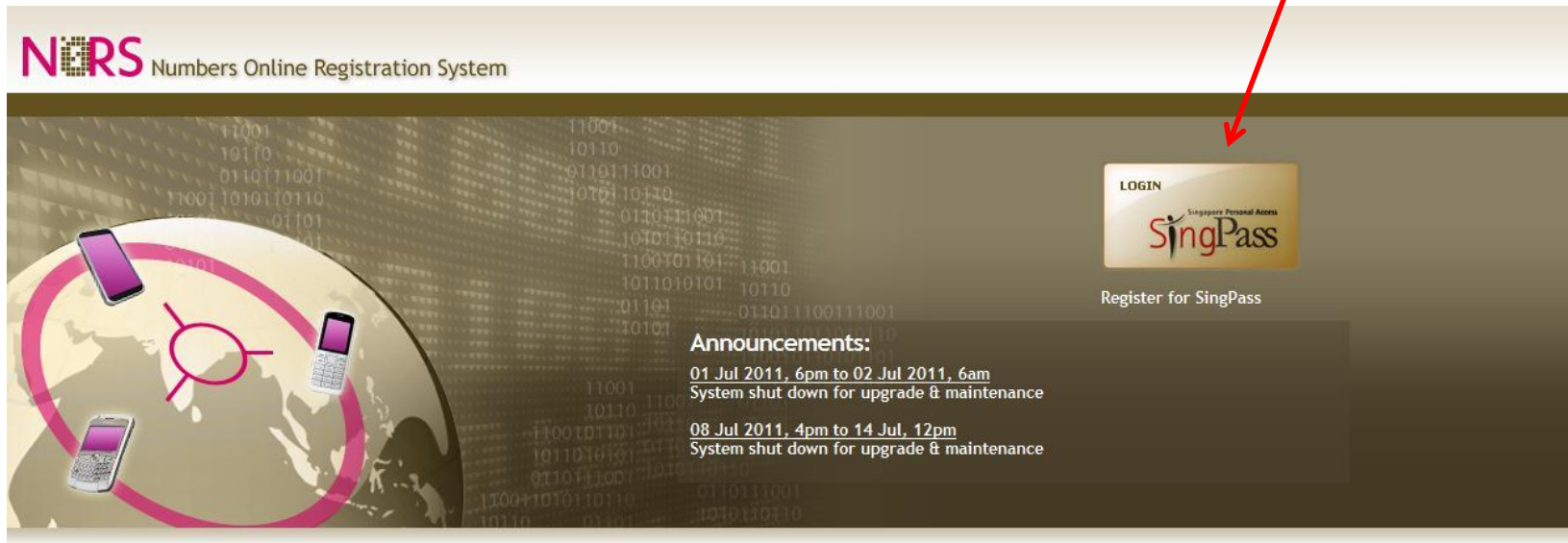


Logging In

① Launch IE and go to the following webpage:

<https://eservice.imda.gov.sg/nors>

② Click once to access login page




NORS Numbers Online Registration System

LOGIN
Singapore Personal Access
SingPass
Register for SingPass


Announcements:
01 Jul 2011, 6pm to 02 Jul 2011, 6am
System shut down for upgrade & maintenance
08 Jul 2011, 4pm to 14 Jul, 12pm
System shut down for upgrade & maintenance

Logging In

- If the following security alert appears, click on the message and select “Display Blocked Content”

 To help protect your security, Internet Explorer has blocked this website from displaying content with security certificate errors. Click here for options...

**Redirecting to SingPass for user authentication.
Please wait...**

 To help protect your security, Internet Explorer has blocked this website from displaying content with security certificate errors. Click here for options...

**Redirecting to SingPass for user authentication.
Please wait...**

Display Blocked Content

What's the Risk?

More information

Logging In

- At SingPass login page, key in your SingPass ID and SingPass

The screenshot shows the SingPass login interface. At the top left is the SingPass logo with the tagline 'Singapore Personal Access'. To the right is a red banner with the same tagline. Below the logo is a 'Secure' indicator with a lock icon. On the right side, there are links for 'Terms of Use', 'FAQs', 'Help', and 'About Us'. The main heading reads 'Welcome to SingPass Authentication Service'. The login form consists of three main sections: 1. SingPass ID: A text input field with a placeholder '(Enter your Identification Number)' and an example 'e.g. S1234567G, G1234567G'. A red arrow labeled '3' points to this field from the text 'Key in SingPass ID'. 2. SingPass: A text input field with a placeholder '(8-24 characters, CASE-SENSITIVE)'. Below it is a checkbox labeled 'Tick here to change your SingPass'. A red arrow labeled '4' points to this field from the text 'Key in SingPass'. 3. Submit/Cancel: Two buttons, 'Submit' and 'Cancel'. A red arrow labeled '5' points to the 'Submit' button from the text 'Click <Submit>'. Below the form, there is a disclaimer: 'By clicking on the Submit button, you agree to be bound by the terms specified in the Terms of Use and Important Notes below.' At the bottom, there are three links: 'For tips on Online Security. Click here.', 'Do not have a SingPass? Apply here.', and 'Forgot your Password? Reset here.' At the very bottom, there is a link for 'Important Notes'.

Key in SingPass ID **3** → SingPass ID (Enter your Identification Number)
e.g. S1234567G, G1234567G

Key in SingPass **4** → SingPass (8-24 characters, CASE-SENSITIVE)
 Tick here to change your SingPass

Click <Submit> **5** →

By clicking on the Submit button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

[For tips on Online Security. Click here.](#)

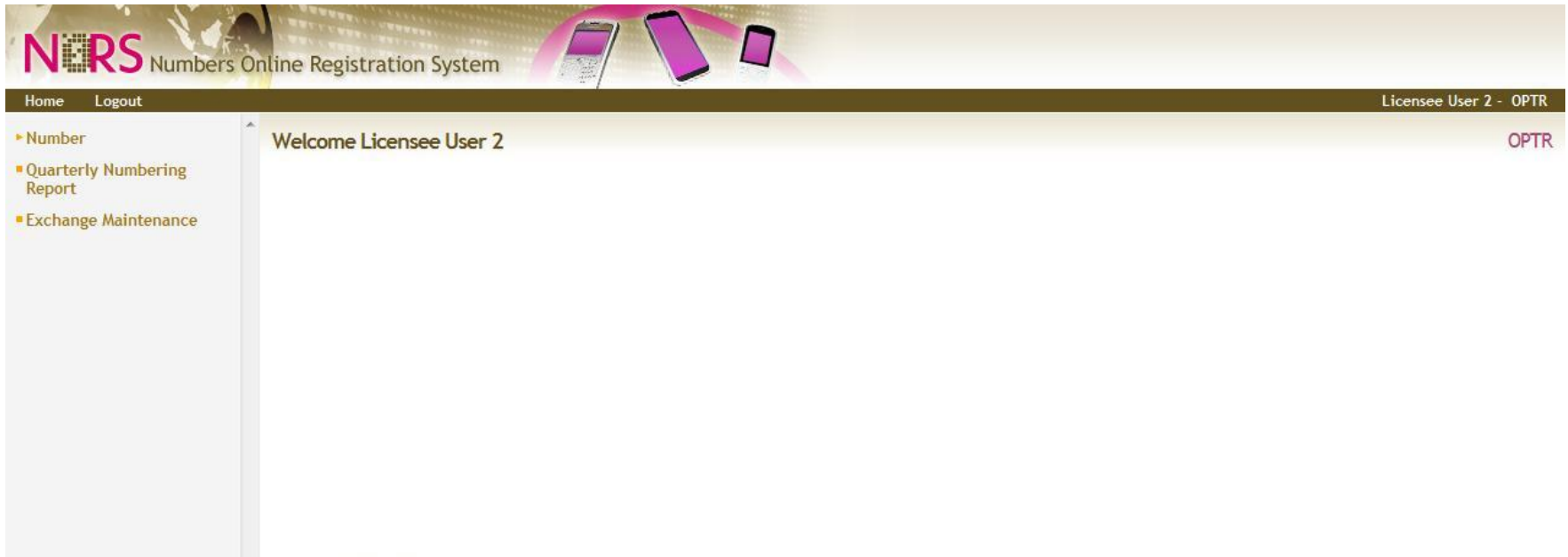
[Do not have a SingPass? Apply here.](#)

[Forgot your Password? Reset here.](#)

[Important Notes](#)

Logging In

- On successful login, NORS homepage will be loaded



Applying for '800'

- '800' is the prefix for :
 1. International Toll Free Services (ITFS)
 2. Home Country Direct Service (HCDS)
- User is required to submit the country and foreign carrier (operator) information

Applying for '800'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <800> from <Number> drop down list
- (4) Click <Add New>

The screenshot displays the NERS Numbers Online Registration System interface. The header includes the NERS logo and the text 'Numbers Online Registration System'. The user is logged in as 'Licensee User 2 - 0'. The main content area is titled 'Number Application' and contains a form with the following fields:

- Number***: A dropdown menu with options: '- All -', '- All -', '800', ISPC/NSPC, Level 0, Level 1, Level 3, Level 6, Level 8, and Level 9. The '800' option is currently selected.
- Date of Application From**: A text input field with a date format '(DD/MM/YYYY)'.
- Number Status**: A dropdown menu with options: ISPC/NSPC, Level 0, Level 1, Level 3, Level 6, Level 8, and Level 9.
- IMDA Licensee**: A text input field with the value 'communications Ltd'.

At the bottom of the form, there are three buttons: 'Query', 'Add New', and 'Reset'. A pagination control at the bottom right shows '<< 1 2 3 4 5 >>'. A message at the top of the form states: 'Field marked with * is mandatory when adding new Application. Query Wild Cards: Multiple Characters: % (Example: Search with s%m results in words like spectrum, sumo) Single Character: _ (Example: Search with s_m results in words like sumo, sim)'.

Applying for '800'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

(8) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

Apply Number Form	
Ref No.	
Level Number	800
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
Number of Levels Required *	<input type="text"/>
Attachment[]	<input type="button" value="Browse..."/> Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed.
Licensee Remarks	<input type="text"/>

Applying for '800'

- (9) Select <ITFS> or <HCDS> from <Type> drop down list
- (10) Select the Foreign Country from <Country Name> drop down list
- (11) Input the name of the foreign carrier (operator)
- (12) Click <Add>

The screenshot shows a web form titled "Numbers Required" with the following fields and actions:

- 9**: A dropdown menu labeled "Type*" with the current selection "- Click Here -". The dropdown is open, showing options: "- Click Here -", "ITFS - International Toll Free Service", and "HCDS - Home Country Direct Service".
- 10**: A dropdown menu labeled "Country Name*" with the current selection "- Click Here -". The dropdown is open, showing a list of countries including Algeria, Argentina, Australia, Austria, Bahrain, Bangladesh, Belgium, Brazil, Brunei, Cambodia, Canada, Chile, China, Colombia, Cuba, Cyprus, Denmark, Egypt, Fiji, Finland, France, Germany, Greece, Guam, Hawaii, Hong Kong, Hungary, India, and Indonesia.
- 11**: A text input field labeled "Foreign Carrier*" which is currently empty.
- 12**: A button labeled "Add" located below the "Foreign Carrier*" field.

Applying for '800'

- The new entry will appear below

Numbers Required				
Type*	ITFS - International Toll Free Service ▼			
Country Name*	Hong Kong ▼			
Foreign Carrier*	ABC			
<input type="button" value="Add"/>				
Type	Country	Foreign Carrier	Number allocated	
ITFS	Hong Kong	ABC		<input type="button" value="Delete"/>

(13) Click on <Submit> to send in the application

(14) Click on <OK> to confirm the submission

Number of Levels Required				
Windows Internet Explorer				
Number Application to be submitted. Are you sure you want to submit?				
<input type="button" value="OK"/> <input type="button" value="Cancel"/>				
Type	Country	Foreign Carrier	Number allocated	
ITFS	Hong Kong	ABC		<input type="button" value="Delete"/>
				<input type="button" value="Update"/> <input type="button" value="Submit"/> <input type="button" value="Reset"/>

Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for 'ISPC'/'NSPC'

- **ISPC** - International Signalling Point Codes (ISPCs)
- **NSPC** - National Signalling Point Codes (NSPCs)
 - For FBO licensees, IMDA will assign a **block of 8 NSPCs** to each licensee. **Additional blocks of 8 NSPCs** are assigned from the next available block when the licensee has exhausted its existing assignment .
 - For SBO licensees, IMDA will assign a **block of 4 NSPCs** to each licensee. **Additional blocks of 4 NSPCs** are assigned from the next available block when the licensee has exhausted its existing assignment .

Applying for 'ISPC'/'NSPC'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <ISPC/NSPC> from <Number> drop down list
- (4) Click <Add New>

The screenshot displays the NORS Numbers Online Registration System interface. The header includes the NORS logo and navigation links for Home and Logout. The user is identified as Licensee User 2. The main content area is titled 'Number Application' and contains a form with the following fields:

- Number***: A dropdown menu with options: - All -, 800, ISPC/NSPC (highlighted), Level 0, Level 1, Level 3, Level 6, Level 8, and Level 9.
- Date of Application From**: A text input field with a date format (DD/MM/YYYY).
- IMDA Licensee**: A text input field containing 'Communications Ltd'.

Below the form are buttons for 'Query', 'Add New', and 'Reset'. A pagination control at the bottom right shows '<< 1 2 3 4 5 >>'.

Applying for 'ISPC'/'NSPC'

(5) Select the Request Type – <ISPC>, <NSPC> or <ISPC/NSPC>

(6) Input the Purpose of Number

(7) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

Apply Number Form	
Ref No.	
Requests for	ISPC/NSPC
5 Request Type *	<input type="radio"/> ISPC <input type="radio"/> NSPC <input checked="" type="radio"/> ISPC/NSPC
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
6 Purpose of Number *	
UEN #	UEN 2
Licence No.	
7 Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	(DD/MM/YYYY)
Recovered Remarks	

Applying for 'ISPC'/'NSPC'

(8) Indicate Number of Levels required for ISPC

(9) Indicate Number of Levels Required for NSPC

(10) Indicate ISPC Signaling Area

(11) Indicate NSPC Signaling Area

(12) Attach supporting document (Schematic of SS7 switch/network)

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

The screenshot shows a web form with several input fields. Red circles with numbers 8 through 12 are placed around the form, with red arrows pointing to the corresponding fields. Field 8 is the 'Number of Levels Required for ISPC *' field. Field 9 is the 'Number of Levels Required for NSPC *' field. Field 10 is the 'ISPC Signaling Area *' field. Field 11 is the 'NSPC Signaling Area *' field. Field 12 is the 'Attachment[]' field, which includes a 'Browse...' button and a file type restriction: 'Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed'. Below the attachment field is a 'Licensee Remarks' text area.

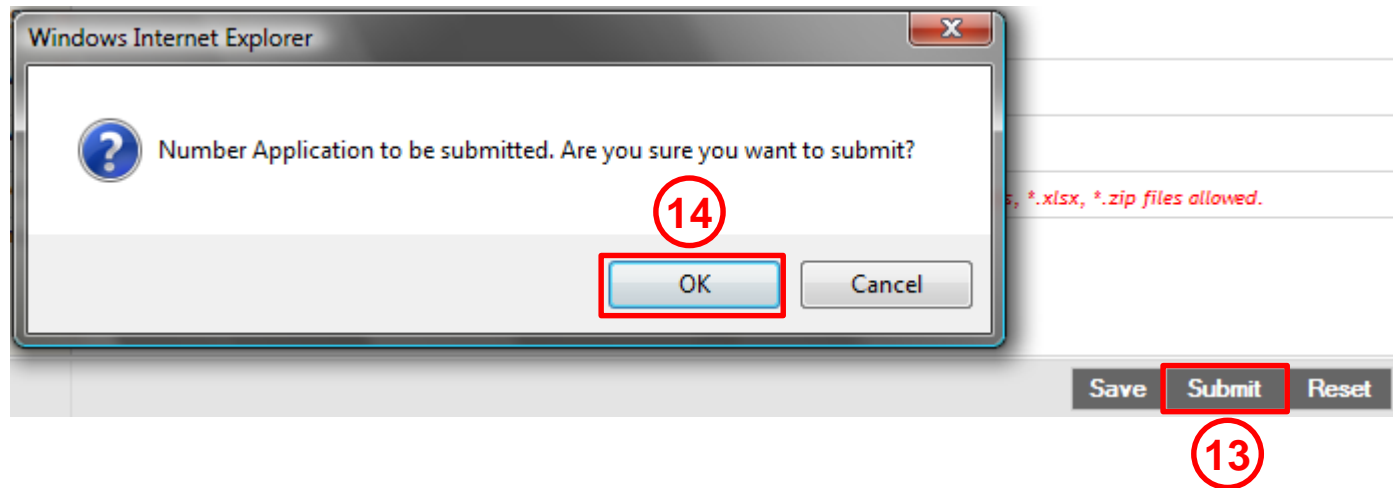
Note: Above screenshot shows selection of both 'ISPC'/'NSPC'.

If only 'ISPC' or 'NSPC' is required, input the information for the respective service only.

Applying for 'ISPC'/'NSPC'

(13) Click on <Submit> to send in the application

(14) Click on <OK> to confirm the submission



Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for Level '0'

- Level '0' numbers are used as prefixes for:
 - International Direct Dial (IDD) Service
 - International Telecommunication Services
 - Subscriber Trunk Dial (STD) service
 - Border Town Call Service

- User can apply for either
 1. Pool A (Balloting) – Allocated without charge
 2. Pool B (Choice number) – Allocated through floor/bid price

Applying for Level '0'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <Level 0> from <Number> drop down list
- (4) Click <Add New>

The screenshot displays the NERS Numbers Online Registration System interface. The header includes the NERS logo and the text 'Numbers Online Registration System'. The user is logged in as 'Licensee User 2'. The main content area is titled 'Number Application' and contains a search bar with instructions on using wild cards. Below the search bar is a table with columns for 'Number*', 'Date of Application From', 'Number Status', and 'IMDA Licensee'. A dropdown menu is open for the 'Number Status' column, showing options: '- All -', '800', 'ISPC/NSPC', 'Level 0', 'Level 1', 'Level 3', 'Level 6', 'Level 8', and 'Level 9'. The 'Level 0' option is highlighted. At the bottom right of the table, there are buttons for 'Query', 'Add New', and 'Reset'. A pagination control shows '<< 1 2 3 4 5 >>'.

Applying for Level '0'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

Apply Number Form	
Ref No.	
Level Number	Level 0
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
5 Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
6 Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	6777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
7 Number of Levels Required *	<input type="text"/>

Applying for Level '0'

(8) Select the Pool Type – <A> or

(9) For Pool Type B only, indicate the Preferred Number Level

(10) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

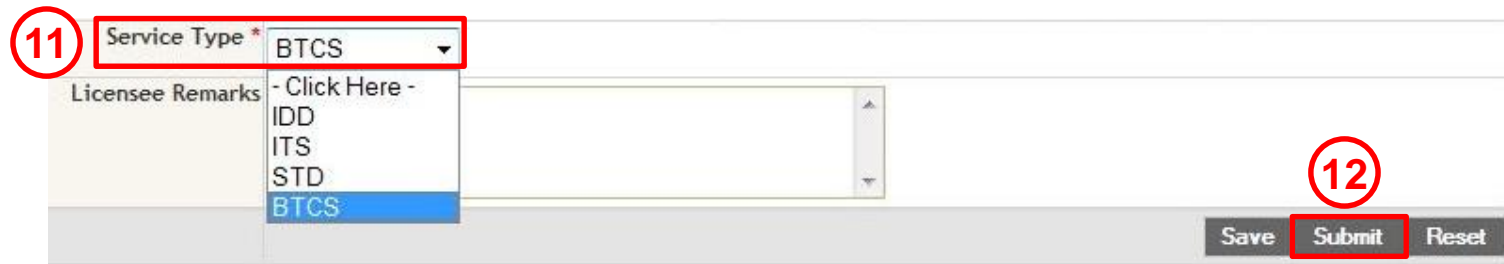
The image shows a web form with three sections highlighted by red boxes and numbered 8, 9, and 10. Section 8 is the 'Pool Type' field with radio buttons for 'A' and 'B', where 'B' is selected. Section 9 is the 'Preferred Number Level' text input field. Section 10 is the 'Attachment' field, which includes a 'Browse...' button and a note: 'Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed.'

Applying for Level '0'

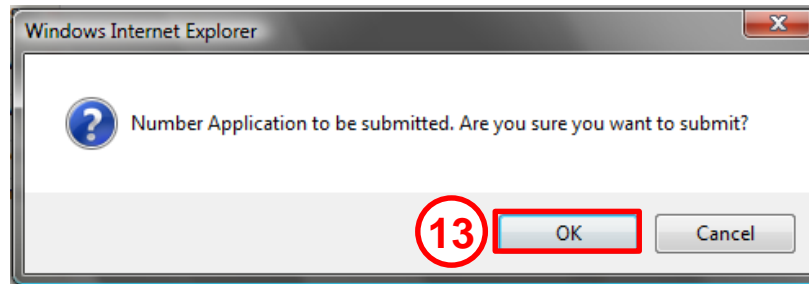
(11) Select the service type from <Service Type> drop down list

(12) Click on <Submit> to send in the application

(13) Click on <OK> to confirm the submission



A screenshot of a web form. The 'Service Type *' dropdown menu is open, showing options: - Click Here -, IDD, ITS, STD, and BTCS. The 'BTCS' option is highlighted. A red circle with the number '11' is next to the dropdown. Below the dropdown is a text area labeled 'Licensee Remarks'. At the bottom right, there are three buttons: 'Save', 'Submit', and 'Reset'. The 'Submit' button is highlighted with a red box and a red circle with the number '12'.



Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for Level '1'

- Level '1' numbers are used for:

Level '1'	Description
10XX	Operator assisted telephone services/ bookings
11XX	Operator to operator call
12XX	Reserved for future use
13XX	Service Indicator/ Service access code (e.g. voice mail)
14XX	Reserved for future use
15XX/15XXX	International telecommunication services
16XX	Service Enquiry and Assistance
17XX	Internet dial-up, Voice Service/ Other services
18XX	IN services
19XX	IN services/ network test codes

- User can apply for either
 1. Pool A (Balloting) – Allocated without charges
 2. Pool B (Choice number) – Allocated through floor/bid price

Applying for Level '1'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <Level 1> from <Number> drop down list
- (4) Click <Add New>

The screenshot displays the NORS (Numbers Online Registration System) interface. The header includes the NORS logo and the text 'Numbers Online Registration System'. A navigation bar at the top contains 'Home' and 'Logout' on the left, and 'Licensee User 2 - 0' on the right. A left sidebar menu is visible with the following items: 'Number', 'Registration for 1800 & 1900 numbers only', 'Application for other number levels', 'Quarterly Numbering Report', and 'Exchange Maintenance'. The main content area shows a breadcrumb trail 'Home > Number Application' and a message: 'Field marked with * is mandatory when adding new Application.' Below this, there is a section for 'Query Wild Cards' with examples for multiple and single characters. The 'Number Application' form is the central focus, featuring several fields: 'Number*' (with a dropdown menu open showing options: '- All -', '800', 'ISPC/NSPC', 'Level 0', 'Level 1', 'Level 3', 'Level 6', 'Level 8', 'Level 9'), 'Date of Application From' (with a date input field and '(DD/MM/YYYY)' format), 'Number Status' (with a dropdown menu), and 'IMDA Licensee' (with the text 'communications Ltd'). At the bottom right of the form are buttons for 'Query', 'Add New', and 'Reset'. A pagination control at the very bottom right shows '<< 1 2 3 4 5 >>'.

Applying for Level '1'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

Apply Number Form	
Ref No.	
Level Number	Level 1
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
Number of Levels Required *	<input type="text"/>

Applying for Level '1'

(8) Select the Pool Type – <A> or

(9) For Pool Type B only, indicate the Preferred Number Level

(10) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

The image shows a portion of a web form with three fields highlighted by red boxes and numbered 8, 9, and 10. Field 8 is the 'Pool Type *' field with radio buttons for 'A' and 'B', where 'B' is selected. Field 9 is the 'Preferred Number Level' text input field. Field 10 is the 'Attachment[]' field, which includes a 'Browse...' button and a note: 'Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed.'

Applying for Level '1'

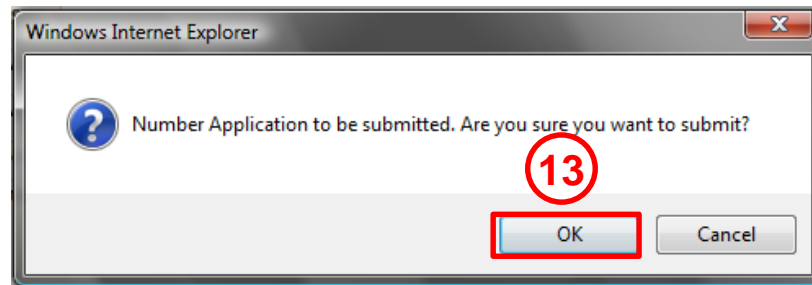
(11) Select the service type from <Service Type> drop down list

(12) Click on <Submit> to send in the application

(13) Click on <OK> to confirm the submission



A screenshot of a web application form. A red circle with the number '11' is next to the 'Service Type *' dropdown menu, which is currently set to '- Click Here -'. Below the dropdown is a text area labeled 'Licensee Remarks'. To the right of the form is a 'Submit' button, which is highlighted with a red circle and the number '12'. Other buttons visible are 'Save' and 'Reset'. A 'TOP' link is located at the bottom right of the form.



Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for Level '3'

- Level '3' numbers are set aside for:
 - IP Telephony (IPT) service
- User may request for numbers through either administrative or choice number allocation

Applying for Level '3'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <Level 3> from <Number> drop down list
- (4) Click <Add New>

The screenshot shows the NORS Numbers Online Registration System interface. The header includes the NORS logo and navigation links for Home and Logout. The user is logged in as 'Licensee User 2 - SingTel'. The main content area is titled 'Number Application' and contains a form with several fields: 'Number' (a dropdown menu currently showing 'Level 3'), 'Date of Application From' (with a date input field), 'Number Status' (a dropdown menu), and 'IMDA Licensee' (with the text 'Singapore Telecommunications Ltd'). A 'Query' button is visible next to the form fields. Below the form, there is a 'Number Query Result' table with the following data:

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	IMDA-6-441	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED
2	IMDA-ISPC/NSPC-440	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED

Applying for Level '3'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

Apply Number Form	
Ref No.	
Level Number	Level 3
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
5 Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
6 Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
7 Number of Levels Required *	<input type="text"/>

Applying for Level '3'

(8) Indicate if Choice Number Level is required

(9) If Choice Number is required, indicate the Preferred Number Level

(10) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

(11) Select the service type from <Service Type> drop down list

The image shows a screenshot of a web form with several fields. Red boxes and circles with numbers 8 through 11 highlight specific parts of the form:

- 8**: A red box highlights the "Choice Number Level" field, which contains radio buttons for "Yes" (selected) and "No".
- 9**: A red box highlights the "Preferred Number Level" text input field, which has a placeholder example "Ex. 3188 xxxx".
- 10**: A red box highlights the "Attachment[]" field, which includes a "Browse..." button and a note: "Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed".
- 11**: A red box highlights the "Service Type *" dropdown menu, which is currently open and shows the option "IPT" selected.

Other visible fields include "Licensee Remarks" with a text area containing "IPT".

Applying for Level '3'

(12) Enter the Current Utilisation in Percentage

Note: The minimum utilisation is 80%.

(13) Enter the Total Number Allocated to Subscribers to date

(14) Click on <Submit> to send in the application

Numbering Report for the past 6 months

Months	New Subscribers Per Month	Number of Terminations Per Month
Dec 2010	800001	8001
Feb 2011	600001	6001
Mar 2011		
Apr 2011	800011	8000
May 2011	700011	5000
Jun 2011	600011	4000
Total Number of New Subscribers for Past 6 Months		3500035
Quarantined for 3 Months or Less		17000
(12)	Current Utilisation in Percentage *	<input type="text"/>
	Total Number Allocated to Subscribers to date *	(13) <input type="text"/>

(14)

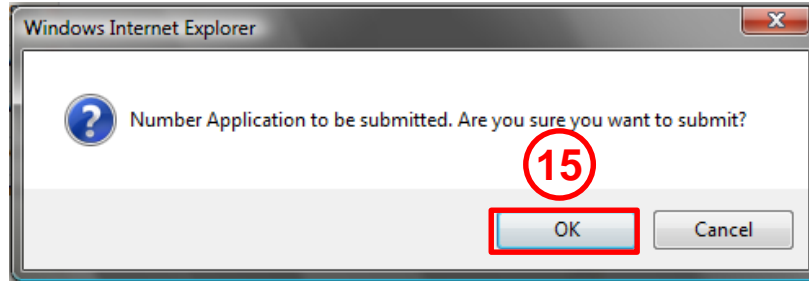
Save Submit Reset

Note:

- Numbering Report is extracted from the quarterly numbering report submitted.
- <Total Number of New Subscribers for Past 6 Months> is the summation of the <New Subscribers> for the past 6 months.
- <Quarantined for 3 Months or less> is the summation of the <Number of Terminations> for the last 3 months.

Applying for Level '3'

(15) Click on <OK> to confirm the submission



Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for Level '6'

- Level '6' numbers are allocated for:
 - PSTN services such as Direct Exchange Line (DEL), Direct Inward Dialling (DID), Direct Dialling Inwards (DDI) for ISDN and Internet access dial-up
 - IP Telephony (IPT) service as 8-digit numbers
- User may request for numbers through either administrative or choice number allocation

Applying for Level '6'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <Level 6> from <Number> drop down list
- (4) Click <Add New>

NORS Numbers Online Registration System

Home Logout Licensee User 2 - SingTel - 0

Home > Number Application

Field marked with * is mandatory when adding new Application.

Query Wild Cards:
Multiple Characters: '%' (Example: Search with s%m results in words like spectrum, sumo)
Single Character: '_' (Example: Search with s_m results in words like sumo, sim)

Number Application

Number*	- All -
Date of Application From	- All -
Number Status	ISPC/NSPC
IMDA Licensee	communications Ltd

Query Add New Reset

<< 1 2 3 4 5 >

Number Query Result

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	IMDA-6-441	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED
2	IMDA-ISPC/NSPC-440	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED

Applying for Level '6'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

Apply Number Form	
Ref No.	
Level Number	Level 6
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
5 Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
6 Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
7 Number of Levels Required *	<input type="text"/>

Applying for Level '6'

(8) Indicate if Choice Number Level is required

(9) If Choice Number is required, indicate the Preferred Number Level

(10) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

8	Choice Number Level <input checked="" type="radio"/> Yes <input type="radio"/> No
9	Preferred Number Level
	Ex. 6188 xxxx
10	Attachment[] <input type="button" value="Browse..."/> Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed.

Note:

- Please include the number utilisation (Number of 'New Subscribers' and 'Terminations') per month for the past 6 months in the attachment.

Applying for Level '6'

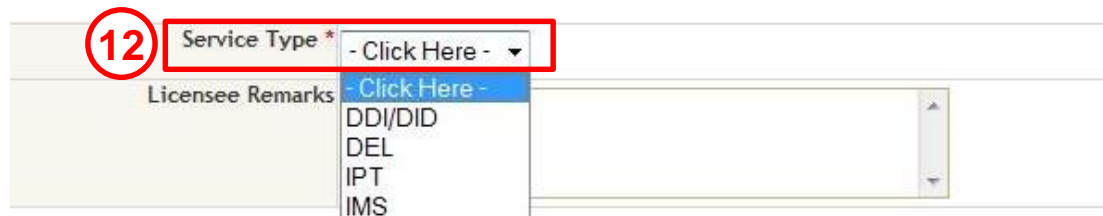
(11) Select the Exchange from <Exchange Code> drop down list



A screenshot of a web form showing a dropdown menu for 'Exchange Code *'. The dropdown is open, displaying a list of exchange codes. The first option, '- Click Here -', is highlighted in blue. The other options are: ANG MO KIO, AYER RAJAH, BEDOK, BUKIT PANJANG, CENTRAL, CHANGI, CITY, EAST, and GEYLANG. A red circle with the number '11' is positioned to the left of the dropdown menu.

Note: To register new exchange, please write in to IMDA.

(12) Select the service type from <Service Type> drop down list



A screenshot of a web form showing a dropdown menu for 'Service Type *'. The dropdown is open, displaying a list of service types. The first option, '- Click Here -', is highlighted in blue. The other options are: DDI/DID, DEL, IPT, and IMS. A red circle with the number '12' is positioned to the left of the dropdown menu. Below the dropdown menu, there is a text input field labeled 'Licensee Remarks'.

Applying for Level '6'

(13) Enter the Current Utilisation in Percentage

Note: The minimum utilisation is 80% for DEL, DID&DDI and IPT.

(14) Enter the Total Number Allocated to Subscribers to date

(15) Click on <Submit> to send in the application

The Table below is not applicable for Level 6 application. Please attach number of "New Subscribers" and "Terminations" per month for the past 6 months.

Numbering Report for the past 6 months

Months	New Subscribers Per Month	Number of Terminations Per Month
Jan 2011		
Feb 2011		
Mar 2011		
Apr 2011		
May 2011		
Jun 2011		
Total Number of New Subscribers for Past 6 Months (Not Applicable for level 6)	0	
Quarantined for 3 Months or Less (Not Applicable for level 6)	0	
(13) Current Utilisation in Percentage *	<input type="text"/>	%
Total Number Allocated to Subscribers to date *	<input type="text"/>	(14)

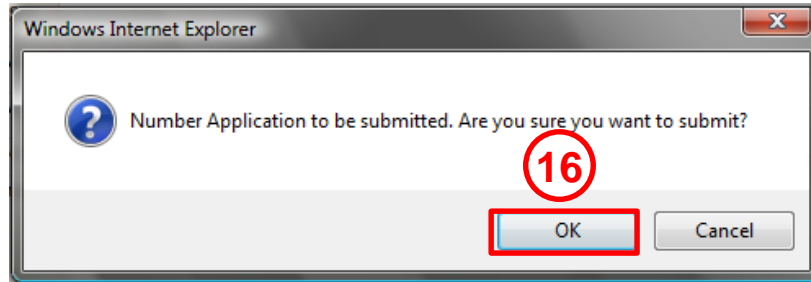
Save **Submit** (15) Reset

Note:

- The table as shown on the page is not applicable.
- User need to attach the number utilisation (Number of 'New Subscribers' and 'Terminations') per month for the past 6 months.

Applying for Level '6'

(16) Click on <OK> to confirm the submission



Note: After application is successfully submitted, an email notification will be sent to the user.

Applying for Level '8'/'9'

- Level '8' and '9' numbers are set aside for Radio Network Services
- Radio Network Services include Public Cellular Mobile Telephone Services (PCMTS), Public Radio Paging Services (PRPS) and Public Trunked Radio Services (PTRS)
- User may request for numbers through either administrative or choice number allocation

Applying for Level '8'/'9'

- (1) Click on <Number>
- (2) Click on <Application for other number levels>
- (3) Select <Level 8> or <Level 9> from <Number> drop down list
- (4) Click <Add New>

NORS Numbers Online Registration System

Home Logout Licensee User 2 - SingTel - 0

Home > Number Application

Field marked with * is mandatory when adding new Application.

Query Wild Cards:
Multiple Characters: '%' (Example: Search with s%m results in words like spectrum, sumo)
Single Character: '_' (Example: Search with s_m results in words like sumo, sim)

Number Application

Number*	- All -
Date of Application From	- All -
Number Status	ISPC/NSPC
IMDA Licensee	communications Ltd

800 (DD/MM/YYYY)

Level 0
Level 1
Level 3
Level 6
Level 8
Level 9

Query Add New Reset

<< 1 2 3 4 5 >

Number Query Result

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	IMDA-6-441	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED
2	IMDA-ISPC/NSPC-440	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED
3	IMDA-2-439	Singapore Telecommunications Ltd	21/06/2011		DRAFT

Applying for Level '8'/'9'

(5) Input the Purpose of Number

(6) Update Name, Contact No, Email Address and Fax No (If required)

Note: Particulars will only be updated upon submission of application.

(7) Indicate Number of Levels required

Apply Number Form	
Ref No.	
Level Number	Level 8
Date of Application	15/06/2011
Status	
User Name	Licensee User 2
Licensee Name	Singapore Telecommunications Ltd
5 Purpose of Number *	<input type="text"/>
UEN #	UEN 2
Licence No.	<input type="text"/>
6 Applicant's Name *	Licensee User 2
Applicant's Contact Number *	61111111
Applicant's Email Address *	norslicenseeuser2@gmail.com
Applicant's Fax No	67777777
Recovered Date	<input type="text"/> (DD/MM/YYYY)
Recovered Remarks	<input type="text"/>
7 Number of Levels Required *	<input type="text"/>

Applying for Level '8'/'9'

(8) Indicate if Choice Number Level is required

(9) If Choice Number is required, indicate the Preferred Number Level

(10) Attach supporting document

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

(11) Select the service type from <Service Type> drop down list

The image shows a screenshot of a web form with several fields. Red boxes and circles with numbers 8 through 11 highlight specific areas:

- 8**: A red box highlights the "Choice Number Level" field, which contains radio buttons for "Yes" (selected) and "No".
- 9**: A red box highlights the "Preferred Number Level" text input field, with the example "Ex. 8188 xxxx" below it.
- 10**: A red box highlights the "Attachment[]" field, which includes a "Browse..." button and the text "Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed."
- 11**: A red box highlights the "Service Type" dropdown menu, which is currently open and shows options: "PCMTS", "PRPS", and "PTRS".

Other visible fields include "Licensee Remarks" and a "Click Here" link.

Applying for Level '8'/'9'

(12) Enter the Current Utilisation in Percentage

Note: The minimum utilisation is 80%.

(13) Enter the Total Number Allocated to Subscribers to date

(14) Click on <Submit> to send in the application

Numbering Report for the past 6 months

Months	New Subscribers Per Month	Number of Terminations Per Month
Jan 2011		
Feb 2011		
Mar 2011		
Apr 2011		
May 2011		
Jun 2011		
Total Number of New Subscribers for Past 6 Months		0
Quarantined for 3 Months or Less		0
(12)	Current Utilisation in Percentage *	<input type="text"/> %
	Total Number Allocated to Subscribers to date *	(13) <input type="text"/>

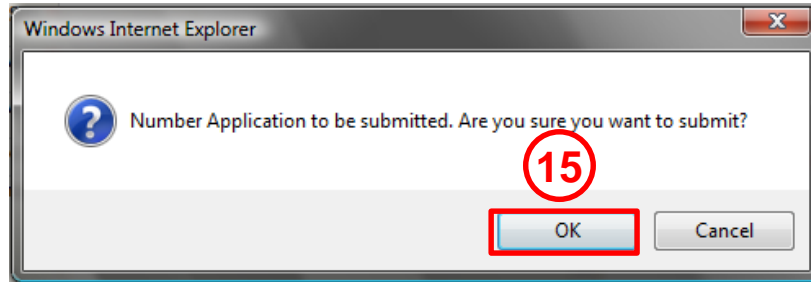
Save **Submit** (14) Reset

Note:

- Numbering Report is extracted from the quarterly numbering report submitted.
- <Total Number of New Subscribers for Past 6 Months> is the summation of the <New Subscribers> for the past 6 months.
- <Quarantined for 3 Months or less> is the summation of the <Number of Terminations> for the last 3 months.

Applying for Level '8'/'9'

(15) Click on <OK> to confirm the submission



Note: After application is successfully submitted, an email notification will be sent to the user.

Number Query

- To check status of application

(1) Click on <Number>

(2) Click on <Application for other number levels>

The screenshot displays the NORS Numbers Online Registration System interface. The left sidebar contains a navigation menu with the following items: **Number** (circled with a red '1'), Registration for 1800 & 1900 numbers only, Application for other number levels (circled with a red '2'), Quarterly Numbering Report, and Exchange Maintenance. The main content area shows the 'Number Application' form with fields for Number (set to '- All -'), Date of Application From and To, Number Status (set to '- Click Here -'), and IMDA Licensee (Singapore Telecommunications Ltd). Below the form is a 'Number Query Result' table with the following data:

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	IMDA-3-434	Singapore Telecommunications Ltd	23/06/2011		IN PROGRESS
2	IMDA-3-433	Singapore Telecommunications Ltd	23/06/2011		IN PROGRESS

- By default, all number applications are shown

Number Query

- Refine search by performing any of the following:
 - Selecting the <Number> level
 - Specifying <Date of Application> range (DD/MM/YYYY)
 - Selecting <Number Status>
- Click <Query> to display results

Number Application	
Number*	Level 3
Date of Application From	To (DD/MM/YYYY)
Number Status	APPROVED
IMDA Licensee	Singapore Telecommunications Ltd
Query Add New Reset	

Number Query Result

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	IMDA-3-279	Singapore Telecommunications Ltd	11/01/2011	11/01/2011	APPROVED
2	IMDA-3-278	Singapore Telecommunications Ltd	09/01/2011	10/01/2011	APPROVED
3	IMDA-3-277	Singapore Telecommunications Ltd	06/01/2011	07/01/2011	APPROVED

Number Query

Types of status

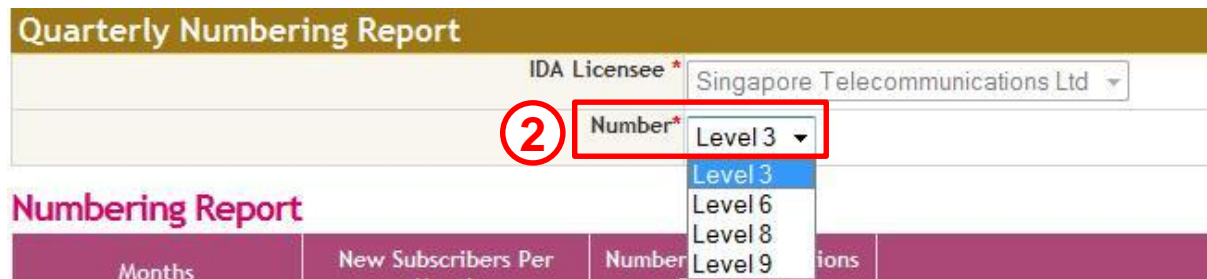
- **APPROVED** – Application is successful
- **DRAFT** – Application is saved but not submitted
- **IN PROGRESS** – Application is submitted pending approval
- **SENT BACK** – Application sent back due to lack of information or for further clarification
- **REJECTED** – Application rejected by IMDA

Submitting Quarterly Report

(1) Click on <Quarterly Numbering Report>



(2) Select the number level from <Number> drop down list



A screenshot of the 'Quarterly Numbering Report' form. The form has a header 'Quarterly Numbering Report' and a field for 'IDA Licensee *' with the value 'Singapore Telecommunications Ltd'. Below this is a 'Number*' dropdown menu, which is open and shows options 'Level 3', 'Level 6', 'Level 8', and 'Level 9'. The 'Level 3' option is selected and highlighted with a blue background. A red box and a red circle containing the number '2' are placed around the dropdown menu.

Months	New Subscribers Per Month	Number	Options
		Level 3	
		Level 6	
		Level 8	
		Level 9	

Submitting Quarterly Report

(3) Key in the number of <New Subscriber Per Month> and <No of Terminations Per Month> (Only entry for the last 6 months is allowed)

Note:

- These numbers will be reflected in the application for the respective number levels.
- If licensee do not submit their numbering report, it will affect their next application for the same number level.
- **This step is not applicable for Level '6'.**
- **For Radio Network Services (Level '8' and '9'), submit the combined 'Numbering Report' under Level '8'. The same applies for quarterly numbering report attachment.**

Quarterly Numbering Report			
IMDA Licensee *		Singapore Telecommunications Ltd	
Number *		Level 3	
Numbering Report			
Months	New Subscribers Per Month	Number of Terminations Per Month	Remarks
Oct 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Nov 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Dec 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Jan 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Feb 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Mar 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>

3

Submitting Quarterly Report

(4) Attach the quarterly numbering report

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.

(5) Click <Update>

Numbering Report Files

Upload Dates	Uploaded Numbering Report
14/06/2011	attach2.doc
15/02/2011	about.zip
15/02/2011	about.pdf

File Only *.pdf, *.doc, *.docx, *.xls, *.xlsx, *.zip files allowed.

Note:

An email reminder will be sent to the licensees if the monthly update and quarterly report is not submitted 14 days after the end of the quarter.

A second email reminder will be sent to licensees if the submission is not done 7 days after the 1st email reminder.

Exchange Maintenance

- For transfer of Level '6' numbers between exchanges for the same type of service
- Partial Update or Whole Block Update (10,000 numbers)

(1) Click on <Exchange Maintenance>



The screenshot displays the NORS (Numbers Online Registration System) interface. The header includes the NORS logo and the text "Numbers Online Registration System". Below the header, there are navigation links for "Home" and "Logout". The left sidebar contains a menu with the following items:

- Number
 - Registration for 1800 & 1900 numbers only
 - Application for other number levels
 - Quarterly Numbering Report
 - Exchange Maintenance**

The "Exchange Maintenance" option is highlighted with a red box and a red circle containing the number "1". The main content area shows the "Exchange Maintenance" form with the following fields:

- Exchange Code * (ANG MO KIO)
- Type of Updating * (Partial Update)
- Number Level * (<- Select ->)

Exchange Maintenance

(2) Select the Exchange from <Exchange Code> drop down list

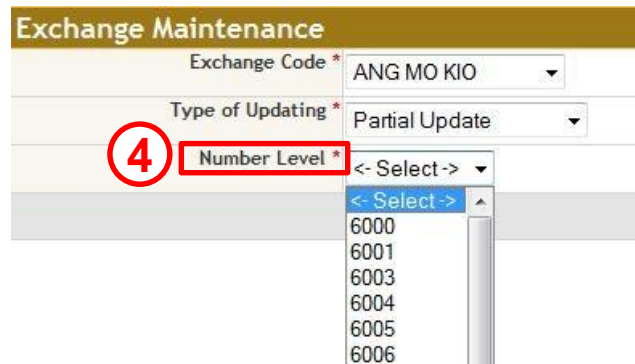
The screenshot shows the 'Exchange Maintenance' form with the 'Exchange Code' dropdown menu open. A red circle with the number '2' highlights the 'Exchange Code' field. The dropdown menu lists various exchange codes, with 'ANG MO KIO' selected and highlighted in blue. Other options include AYER RAJAH, BEDOK, BUKIT PANJANG, CENTRAL, CHANGI, CITY, EAST, GEYLANG, HOUGANG, JURONG, JURONG EAST, JURONG WEST, KATONG, NORTH, ORCHARD, OTHERS, PASIR RIS, PAYA LEBAR, QUEENSTOWN, SEMBAWANG, TAMPINES, TELOK BLANGAH, TUAS, and YIO CHU KANG. The form also includes fields for 'Type of Updating' and 'Number Level', and a 'Last updated' date of 01 Oct 2009.

(3) Select the <Type of Updating> from the drop down list

The screenshot shows the 'Exchange Maintenance' form with the 'Type of Updating' dropdown menu open. A red circle with the number '3' highlights the 'Type of Updating' field. The dropdown menu lists 'Partial Update' and 'Whole Block Update', with 'Whole Block Update' selected and highlighted in blue. The 'Exchange Code' field is set to 'ANG MO KIO' and the 'Number Level' field is set to 'Partial Update'. The form also includes a 'Last updated' date of 01 Oct 2009.

Exchange Maintenance

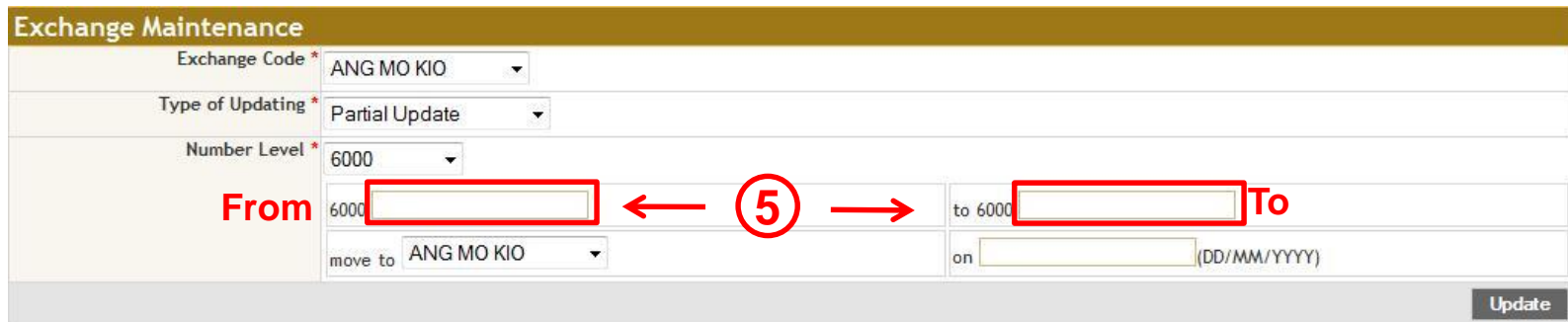
(4) Select the <Number Level> from the drop down list



The screenshot shows the 'Exchange Maintenance' form with the following fields:

- Exchange Code *: ANG MO KIO
- Type of Updating *: Partial Update
- Number Level *: A dropdown menu is open, showing options: < Select ->, 6000, 6001, 6003, 6004, 6005, 6006. A red circle with the number '4' is around the dropdown arrow, and a red box highlights the 'Number Level' label.

(5) For partial updates, key in the number range (from xxxx to xxxx)



The screenshot shows the 'Exchange Maintenance' form with the following fields:

- Exchange Code *: ANG MO KIO
- Type of Updating *: Partial Update
- Number Level *: 6000
- From: 6000 [red box] ← (5) → [red box] To: 6000 [red box]
- move to: ANG MO KIO
- on: [red box] (DD/MM/YYYY)
- Update button

Note: For Whole Block Update, the 'From' and 'To' field will be read-only with 0000 and 9999 respectively.

Exchange Maintenance

- (6) Select the exchange to move the numbers to under <move to> drop down list
- (7) Enter the date for the transfer in DD/MM/YYYY format
- (8) Click <Update>
- (9) Click <OK> to confirm update

The screenshot shows the 'Exchange Maintenance' form with the following fields and values:

- Exchange Code: ANG MO KIO
- Type of Updating: Partial Update
- Number Level: 6000
- 6000: 0000
- to 6000: 9999
- move to: ANG MO KIO (dropdown menu is open showing options: ANG MO KIO, AYER RAJAH, BEDOK, BUKIT PANJANG, BUKIT TIMAH, CENTRAL, CHANGI, CITY, CITY SOUTH, EAST, GEYLANG, HOUGANG, JURONG)
- on: 20/06/2011 (DD/MM/YYYY)
- Update button

Red circles with numbers 6, 7, 8, and 9 are placed over the 'move to' dropdown, the date field, the 'Update' button, and the 'OK' button in the confirmation dialog, respectively.

Windows Internet Explorer dialog box: Are you sure to update it? OK Cancel

Last updated : 01 Oct 2009

Important to Note

- **Reminder: Log out after completing application**



- **For any enquiries,**

Please email nnp_admin@imda.gov.sg

THANK YOU