
National Numbering Plan



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EXECUTIVE SUMMARY

The National Numbering Plan provides a set of rules and guidelines for the use and assignment of numbers to telecommunication services delivered over the Public Switched Telephone Network (PSTN), the Radio Network and the Internet or other Internet Protocol (IP) based networks. The Plan also describes the assignment of numbers to international services, trunk service, emergency services, and special services such as voice mail and Intelligent Network (IN) services. Under the plan, numbers are categorised in various services according to the first digit. The structure of the national number generally complies with the relevant International Telecommunication Union - Telecommunication Standardisation Sector (ITU-T) Recommendations.

IMDA, as the regulator for telecommunications, controls and manages the National Numbering Plan to ensure that the number allocation process is fair and transparent to provide a level playing field for competition. In regulating the use of the number resource, IMDA must strike a balance in ensuring that the limited number resources are used efficiently and optimally and yet do not impose undue operational constraints on the telecommunication service providers. The National Numbering Plan will be reviewed from time to time to ensure its continued relevance considering technological advances and emergence of new services.

This manual describes how numbers are administered and managed. It also sets out the usage, eligibility & assignment criteria and application & assignment procedures for the various number resources.

1) Numbers with Leading Digit 0 – Series ‘0’

Numbers beginning with the digit ‘0’ are reserved for international services such as prefixes for International Direct Dialling (IDD) service, Subscriber Trunk Dialling (STD) service to Malaysia and Border Town Calling service to Indonesia. The length of these prefixes is standardised at three digits. They are referred to as Series ‘0’ short codes.

Facilities-Based Operation (FBO) licensees are eligible for 3-digit access codes provided that they commit an overall investment in infrastructure of an amount not less than S\$150 million over the first 3 years from date of licensing. In addition, FBO licensees must use the access codes to provide service for the mass consumer market, an example of which is the offering of international public switched services to the general public.

2) Numbers with Leading Digit 1 – Series ‘1’

Numbers beginning with the digit ‘1’ are reserved for special services which includes calls for operator assistance, service enquiry, machine-to-machine (M2M), Internet dial-up, voice information, IN Services and access code IDD type of services. Their length generally ranges from four to five digits. They are referred to as Series ‘1’ short codes.

Generally, only FBO licensees are eligible for Series ‘1’ short codes. However, Service-Based Operation (SBO) (Individual) licensees who are licensed to offer M2M services and International Simple Resale (ISR) service (excluding solely wholesale service) are eligible for ‘144XX’ and ‘15XX’ access codes respectively.

3) Numbers with Leading Digit 3 – Series ‘3’

Numbers beginning with the digit ‘3’ are reserved for use for IP Telephony (IPT) service and User-Centric Data-Only (UCDO) service. The length of these numbers is standardised at eight digits.

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

4) Numbers with Leading Digit 6 – Series ‘6’

Numbers beginning with the digit ‘6’ are reserved for use for PSTN service and IP Telephony (IPT) service. The length of these numbers is standardised at eight digits.

FBO licensees offering domestic telephony services (including Public Switched Telephone Services (PSTS), PSTN and Integrated Services Digital Network Services) and IPT service meeting the licensing obligations imposed by IMDA are eligible for Series ‘6’ numbers.

5) Numbers with Leading Digit 7 – Series ‘7’

Numbers beginning with the digit ‘7’ are reserved for use as 5-digit Short Message Service (SMS) short codes to FBO licensees who are licensed to offer Radio Network Services, to send SMS messages to subscribers within their own mobile networks.

6) Numbers with Leading Digit 8 and 9 – Series ‘8’ and ‘9’

Numbers beginning with the digit ‘8’ and ‘9’ are reserved for eight-digit Radio Network numbers.

In addition, numbers beginning with the digit '99' are reserved for three-digit emergency services.

FBO licensees offering Radio Network services including Public Cellular Mobile Telephone Services (PCMTS) and Public Trunked Radio Services (PTRS) are eligible for Radio Network numbers.

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INFORMATION

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1. INTRODUCTION

1.1 General

1.1.1 The National Numbering Plan (referred hereafter as ‘Plan’) provides a set of rules and guidelines for the use and assignment of numbers to telephone services delivered over the Public Switched Telephone Network (PSTN), Radio Network¹ and the Internet or other Internet Protocol (IP) based networks. The Plan also describes the assignment of numbers to international services, trunk service, emergency services and special services such as voice mail and, Intelligent Network (IN) services.

1.2 Overview of the Numbering Scheme

1.2.1 There is only one numbering area in Singapore and the area or trunk codes are not used. The PSTN, Radio Network, IP Telephony (IPT) and User-Centric Data-Only (UCDO) services share the same numbering plan, which is a uniform 8-digit numbering plan.

1.2.2 Numbers are categorised in various services under the Plan according to the first digit. The structure of the national number² generally complies with the relevant International Telecommunication Union – Telecommunication Standardisation Sector (ITU-T) Recommendations.

1.3 Role of IMDA

1.3.1 As the regulator of telecommunication industry, IMDA controls and manages the Plan. IMDA also ensures that the number allocation process is fair and transparent to provide a level playing field for competition. The Plan will be reviewed from time to time to ensure its continued relevance.

1.4 General Terms and Conditions

1.4.1 Any number(s) assigned is the property of IMDA and IMDA has the proprietary right to the number(s) assigned.

1.4.2 IMDA reserves the right to alter and/or reallocate any number(s) assigned, at any time, upon written notice, without being liable for any loss or inconvenience directly or indirectly attributable to the alteration or reallocation of such number(s).

¹ Radio Network is used to collectively represent the cellular mobile network and trunked radio network

² National number is a subscriber number, which is 8 digits for PSTN and Radio Network. The number structure does not contain any trunk code or network code.

- 1.4.3 Operators are required to return the associated numbering resource, to IMDA, upon the termination of service or licences.
- 1.4.4 Licensees shall not use any number or code that is assigned, allocated or reserved under this Plan for any service other than the type of service to which the number has been assigned, allocated or reserved.
- 1.4.5 Licensees who provide telecommunication services over the Internet or other IP-based networks shall not, in relation to any service that they provide, use or assign any numbers or codes:
- a) which are identical to the numbers or codes that are assigned, allocated or reserved in this Plan for any particular service or use; or
 - b) which may, in IMDA's opinion, give rise to any risk of confusion between the Licensee's service and any other service to which a number or code is assigned, allocated or reserved under this Plan.
- 1.4.6 A Licensee shall only assign any number or code to any person if the aforementioned number or code has not already been assigned, by the aforementioned Licensee or otherwise, to another person.

1.5 Terms and Conditions Relating to Ported Numbers

- 1.5.1 A licensee ("Transferor Licensee") shall only transfer a number, that is already assigned to a subscriber to another licensee ("Transferee Licensee") if the subscriber requests for or authorises such transfer of the number.
- 1.5.2 The Transferor Licensee (as defined in Section 1.5.1 above) shall not, with immediate effect upon such transfer of the number to the Transferee Licensee (as defined in Section 1.5.1 above), assign such number to any of its subscribers.
- 1.5.3 Pursuant to the transfer of the number to the Transferee Licensee and in the event the number is returned to the Transferor Licensee, the Transferor Licensee may assign such number to its subscriber.

2. THE NATIONAL NUMBERING SCHEME

2.1 Structure of a Singapore Telephone Number

- 2.1.1 The Plan is purely numeric. The national numbers for the PSTN, Radio Network, IP Telephony (IPT) and User-Centric Data-Only (UCDO) services have a total length of 8 digits.
- 2.1.2 The structure of Singapore's Telephone number follows the ITU-T Recommendation E.164 except for Trunk Code since there is only one numbering area in Singapore. Therefore, in the context of Singapore's networks, a subscriber number is also known as the national number.
- 2.1.3 In Singapore, as the Integrated Services Digital Network (ISDN) is built on the existing PSTN, all ISDN subscriber numbers are assigned from the Plan as 8-digit PSTN numbers. The destination network code (DN) captured in the ITU-T Recommendation E.164 is therefore not used.

2.2 Categorisation of Numbers by the First Digit

- 2.2.1 The present numbering scheme provides a theoretical capacity of 100 million numbers. Numbers are however categorised into various services according to the first digit. The designation of numbers is such that the first digit of the number indicates the type of services offered by that number. Numbers with no service types indicated are reserved for future requirements and cannot be used. A summary of the Plan is shown in Table 2.1

Numbers with Leading Digit 0 – Series '0'

- 2.2.2 Numbers beginning with the digit '0' are reserved for international services such as prefixes for International Direct Dialling³ (IDD) service, Subscriber Trunk Dialling⁴ (STD) service to Malaysia and Border Town Calling⁵ service to Indonesia. The length of these prefixes is standardised at three digits. They are referred to as Series '0' short codes.

³ International Direct Dialling (IDD) service enables caller in Singapore to call an overseas telephone subscriber by dialling a 3-digit international prefix starting with '0' followed by the overseas country code and the foreign subscriber number

⁴ Subscriber Trunk Dialling (STD) service enables caller in Singapore to call a Malaysian telephone subscriber directly by dialling a 3-digit trunk prefix starting with '0' followed by Malaysia's area code and the Malaysia's subscriber number

⁵ Border Town Calling service enables caller in Singapore to call telephone subscribers in certain Indonesia border towns directly by dialling a 3-digit border town call prefix starting with '0' followed by the Indonesia's area code and the subscriber Number.

Numbers with Leading Digit 1 – Series ‘1’

- 2.2.3 Numbers beginning with the digit ‘1’ are reserved for special services which includes calls for operator assistance, service enquiry, machine-to-machine (“M2M”), Internet dial-up, voice information, IN Services and IDD services. Their length ranges from four to five digits. They are referred to as Series ‘1’ short codes.

Numbers with Leading Digit 3 – Series ‘3’

- 2.2.4 Numbers beginning with the digit ‘3’ are reserved for use for IPT service and UCDO service. The length of these numbers is standardised at eight digits.

Numbers with Leading Digit 6 – Series ‘6’

- 2.2.5 Numbers beginning with the digit ‘6’ are reserved for use for PSTN service and IPT service. The length of these numbers is standardised at eight digits.

Numbers with Leading Digit 7 – Series ‘7’

- 2.2.6 Numbers beginning with the digit ‘7’ are made available for use as SMS short codes to Facilities-Based Operation (FBO) licensees⁶ who are licensed to offer Radio Network services to send SMS messages to subscribers within their own mobile networks. The length of these numbers is standardised at five digits.

Numbers with Leading Digit 8 and 9 – Series ‘8’ and ‘9’

- 2.2.7 Numbers beginning with digit ‘8’ and ‘9’ are reserved for eight-digit Radio Network numbers.
- 2.2.8 In addition, numbers beginning with the digits ‘99’ are reserved for three-digit emergency services.

⁶ Facilities-Based Operation licensees refer to licensees that are granted a licence by IMDA to deploy facilities-based operations as defined in IMDA’s Guidelines on Submission of Application for Facilities-Based Operations Licence.

Table 2.1: Summary of the Plan

Leading Digit	Description
0	3-digit International, Subscriber Trunk Dialling and Border Town Calling Service Prefixes
1	4/5-digit Special Service Access Codes and International Prefixes
2	Reserved for future use
3	8-digit IPT and UCDO numbers
4	Reserved for future use
5	Reserved for future use
6	8-digit PSTN and IPT numbers
7	5-digit SMS Short Codes
8	8-digit Radio Network numbers
9	3-digit Emergency Codes and 8-digit Radio Network numbers

3. SERIES ‘0’ AND ‘1’ SHORT CODES

3.1 General

3.1.1 Short codes are 3, 4 or 5-digit numbers that allow callers (end-users) to gain access to services provided by telecommunication licensee.

3.1.2 Short codes can be categorised into 2 groups:

- a) Category I - codes which are universally accessible⁷ and allocated to a single licensee; and
- b) Category II - codes which are universally accessible and universally allocated⁸ to all licensees.

3.1.3 All licensees must share the following Category II access codes:

- a) ‘000’ international direct dialling (IDD) access code
- b) ‘1800’ toll-free services access code
- c) ‘1900’ premium rate services access code
- d) ‘100’ directory enquiry services access code
- e) ‘19XX’ internal network test / routing access code

3.1.4 IMDA reserves the right to review the current categorisation of short codes and classify more numbers under Categories I and II where necessary.

3.1.5 Unless otherwise stated, all assigned access codes fall in Category I.

3.1.6 In certain situations, IMDA may require service providers to extend the digit length of the access code by one to expand the codes available.

⁷ “Universally accessible” refers to the ability of any end-user to gain access to the respective services of a licensee regardless of which licensee’s network the end-user is using.

⁸ “Universally allocated” means that all licensees will use the same code for provision of certain specific services.

3.2 Series ‘0’ Short Codes

- 3.2.1 The use of the Series ‘0’ short codes is restricted to prefixes for regional trunk and international calls. These prefixes consist of 3-digit numbers. A summary of Series ‘0’ Short Codes is shown in Table 3.1.

Table 3.1: Summary of Series ‘0’ Short Codes

Prefix	Description
00X ⁹ -03X	International Direct Dialling (IDD) service / International telecommunication services / Subscriber Trunk Dialling (STD) service & Border Town Calling service
04X-09X	Reserved for future use

3.3 Series ‘0’ Short Codes Eligibility Criteria

- 3.3.1 Due to the scarcity of the 3-digit access codes relative to the 4-digit access codes, only FBO licensees that have committed an overall investment of no less than S\$150 million in infrastructure, over the first 3 years from the date of licensing, are eligible for the allocation of 3-digit access codes. The investment shall include international connectivity and capacity that will expand the overall global international reach from Singapore.

3.4 Restriction on Series ‘0’ Short Codes

- 3.4.1 In order to conserve the 3-digit access codes to meet all justifiable demand for as long a period as possible, each eligible FBO licensee is restricted to one ‘00X’ code (subject to availability) and six ‘0XX’ codes¹⁰. Subject to IMDA’s approval, additional Series ‘0’ short code requirements beyond assigned limits, especially for differentiated schemes under the same service which has already been assigned a 3-digit access code, are to be met by 4-digit access codes.
- 3.4.2 Notwithstanding the above, IMDA reserves the right to review the restriction of 3-digit access code allocations from time to time. IMDA also reserves the right to review the service providers’ usage of 3-digit access codes from time

⁹ ‘X’ is used to denote digit ‘0’ to ‘9’

¹⁰ Restriction applies for all applications following the full liberalisation of telecommunications market on 1 April 2000.

to time to determine if they are being used efficiently. IMDA will recover those access codes that are not used efficiently by giving the service providers at least 6 months' advance notice.

3.5 Series '1' Short Codes

- 3.5.1 Series '1' short codes are allocated for providing special services and IDD type services to customers. The special services include calls for operator assistance, service enquiry, M2M services, Internet dial-up, voice information and IN Services.
- 3.5.2 Number assignments in the Series '1' range are categorised such that similar ranges of numbers are used for similar services. A summary of the Series '1' Short Codes is shown in Table 3.2.

Table 3.2: Summary of Series '1' Short Codes

Series '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	Routing Number (Except for '144XX')
144XX	M2M Access Code
145XX	Dummy MSISDN Numbers
15XX/15XXX	International Telecommunication Services
16XX	Service Enquiry and Assistance
17XX	Internet Dial-up, Voice Service/ Other services (except for '174XX')
174XX	Gov SMS Short Codes
18XX	IN Services
19XX	IN Services/ Network Test Codes

3.6 Series ‘1’ Short Codes Eligibility Criteria

3.6.1 Generally, only FBO licensees are eligible for Series ‘1’ short codes. Exceptions are:

- a) Service-Based Operation (SBO) (Individual) licensees¹¹ providing M2M services are eligible for ‘144XX’ access codes.
- b) SBO (Individual) licensees providing International Simple Resale (ISR) service (excluding solely wholesale service) where customers can have one stage IDD dialling through PSTN and where access is not via card mode nor Personal Computer-based. These operators are eligible for ‘15XX’ access code.
- c) SBO (Individual) licensees providing Public Internet Access service and Non-Licensees operating a single, large-scale service for public safety or national critical functions. These operators are eligible for ‘17XX’ access codes (except for ‘174XX’).
- d) Government agencies are eligible for the ‘174XX’ short code for use by government agencies and their appointed public service entities for two-way SMS communication with the general public.

3.7 Restrictions on Series ‘1’ Short Codes

M2M services (i.e. ‘144XX’)

3.7.1 M2M communication refers to the automated communication between machines and devices. In cases where M2M communication includes voice communication, these shall mean voice services within a pre-defined service feature and/or within an intended or a closed user group.

3.7.2 The M2M access code ‘144XX’ allocated may be used with international connectivity and international roaming services¹².

¹¹ Service-Based Operator licensees refer to licensees who lease telecommunication network elements (such as transmission capacity, switching services, ducts, fibre) from FBO licensees to provide telecommunication services to third parties; or resell the telecommunication services. Licensees who have deployed telecommunication network, systems and facilities within their own property boundaries, but wish to offer telecommunication services to third parties resident within their property boundaries are also classified as SBO licensees.

¹² M2M international interconnectivity refers to a M2M device in Singapore using a Singapore M2M number to communicate with a device or service outside Singapore, while international roaming refers to an M2M device with a Singapore M2M number that can continue to be used overseas outside of the Singapore networks.

'145XX' Access Codes (Dummy MSISDN Numbers)

- 3.7.3 The '145XX' Access Codes may be used in the provision of data-only mobile services that do not require active mobile subscriber numbers but are still required to specify a unique Mobile Subscriber ISDN Number ("MSISDN") in the mobile network's Home Location Register for each mobile subscriber. Such numbers cannot be used to make calls or send SMS and are not made known to the mobile subscriber.

'15XX' Short Codes (International Telecommunication Services (ISR))

- 3.7.4 Eligible SBO licensees providing ISR service are restricted to the use of one 4-digit '15XX' short code.
- 3.7.5 SBO licensees are permitted to extend their '15XX' code to five digits for the provision of telecommunication services (e.g. local call-back service, differentiated ISR service etc.) other than the international telecommunication service, subject to the following conditions:
- a) At least one of the extended 5-digit codes, '15XXY', must be used to provide an international telecommunication service (e.g. International Simple Resale). If the international telecommunication service is terminated, the '15XX' code will be unconditionally withdrawn.
 - b) The dialling format for services using the short code must be such that the short code is immediately appended with a number that complies with the ITU-T Recommendation E.164.
 - c). IMDA's approval must be sought for the use of each of the 4 or 5-digit codes (e.g. 15XX, 15XX1, 15XX2, 15XX3 etc.)

'16XX' Short Codes (Enquiry Service)

- 3.7.6 In order to conserve the short codes '16XX' for enquiry service, the use of such codes will be restricted to four 4-digit codes per FBO licensee. FBO licensees are to consider using the 8-digit PSTN numbers or '1800' numbers for their enquiry services if they have expended their allocation of four 4-digit codes¹³.

¹³ Restriction applies for all applications following 06 July 2010.

‘17XX’ Short Codes (Internet dial-up, Voice Service / Other services)

- 3.7.7 SBO licensees providing Public Internet Access service are restricted to the use of one 4-digit short code ‘17XX’. With IMDA’s approval, licensees may extend the 4-digit code to 5 digits to provide additional access codes for their differentiated service.
- 3.7.8 The ‘174XX’ short codes have been allocated for use by government agencies and their appointed public service entities for two-way SMS communications with the general public. The ‘174XX’ SMS short codes cannot be used for voice calls or any other services.

‘19XX’ Short Codes

- 3.7.9 Generally, 4-digit codes ‘19XX’ short codes are used for network testing. In certain services where access code is confined within a particular network, IMDA may allow service providers to reuse the ‘19XX’ code for service provision. Allocation of codes in the ‘19XX’ series is on a sequential basis.

3.8 Series ‘0’ and ‘1’ Short Codes Allocation Criteria

- 3.8.1 Generally, Series ‘0’ and ‘1’ short codes are allocated for use by a public telecommunication service provided by licensed public telecommunication service operator. Usage should meet the following conditions:
- a) The service nature is such that using a short code is a necessity, an example being a restriction on the total number of digits that the service can accommodate for effective call routing; or
 - b) The service reaches a significantly large user base and there are possibilities of high service usage, such that it would really benefit the users if a short code is used.
- 3.8.2 In addition, eligible FBO licensees requesting 3-digit access codes must use the codes to provide service for the mass consumer market, an example of which is the offering of international public switched services to the general public. Eligible FBO licensees offering international communication services to corporate users alone will not be qualified for 3-digit access codes.
- 3.8.3 Licensees providing M2M services using the M2M access codes, i.e. ‘144XX’ are encouraged to maximise the allowable numbering capacity with a 13-digit numbering format (excluding country code) for each M2M access code.

- 3.8.4 SBO licensees providing Public Internet Access service requesting for a ‘17XX’ code must use the code for a service that can attract mass dialling¹⁴ from a large number of users (e.g. free surf or free Internet access service open to all PSTN subscribers). In addition, licensees must demonstrate to IMDA that there are no other effective ways of having faster dial-up access.
- 3.8.5 IMDA will only assign a ‘17XX’ short code for services operated by a non-licensee if:
- a) The short code is intended for a single, common, large-scale service for public safety or national critical functions; or
 - b) It is in the national or public interest.
- 3.8.6 IMDA may assign a ‘17XX’ short code to a non-licensee subject to the following conditions:
- a) The assigned ‘17XX’ short code can only be used for the purpose as stipulated in IMDA’s approval;
 - b) The operation of the assigned ‘17XX’ short code is non-transferable without explicit approval from IMDA;
 - c) The non-licensee operating the service is not allowed to charge users for the calls made via the ‘17XX’ short code. The assigned ‘17XX’ short code cannot be used for for-profit services;
 - d) The costs of implementing the use of the Series ‘1’ Short Codes shall be borne by the non-licensee that operates the service;
 - e) If the non-licensee ceases the provision of the service, IMDA will recover the assigned ‘17XX’ short code; and
 - f) Any further conditions that IMDA may impose.
- 3.8.7 IMDA may assign ‘174XX’ SMS short codes to government agencies for them and/or their appointed public service entities to send two-way server-based application to person (“A2P”) SMS messages to the general public. The assignment is subject to the following conditions:
- a) the assigned ‘174XX’ SMS short codes can only be used for the prescribed purpose;
 - b) the assigned ‘174XX’ SMS short codes are non-transferable without explicit approval from IMDA;

¹⁴ Mass dialling refers to a huge influx of calls within a short period of time

- c) government agencies assigned '174XX' SMS short codes shall ensure that the codes are properly implemented, including by their appointed public service entities, including but not limited to technical requirements, security of routes and connections for SMS traffic and any public communications relating to the use of the assigned '174XX' SMS short codes;
- d) The cost of implementing the use of the assigned '174XX' SMS short codes shall be borne by the government agency and/or its appointed public service entities;
- e) If the government agency ceases provision of the service, IMDA will recover the assigned '174XX' SMS short codes;
- f) The government agency shall ensure that the assigned '174XX' SMS short codes are properly registered with the SMS Sender ID Registry;
- g) When allocating the assigned '174XX' SMS short codes to its appointed public service entities, the government agency shall provide a letter of authorisation to the entities for the purposes of allowing third parties implementing the codes to verify the legitimate use of the '174XX' SMS short codes. The government agency shall include a valid email address or contact information in the letter of authorisation to allow third parties to confirm the legitimacy of the implementation request; and
- h) Any further conditions that IMDA may impose.

3.8.8 In considering the application for using Series '0' and '1' short codes, IMDA will ensure that there are sufficient short codes available for allocation for similar services provided by different licensees in the foreseeable future and that the allocation will not result in a licensee being given an unfair advantage over others offering similar services.

3.9 Series '0' and '1' Short Codes Allocation Procedure

3.9.1 Generally, the process of allocating Series '0' and Series '1' short codes is by bidding and/or balloting (except for '14XX' and '144XX'). Please refer to [Annex 1](#) for the Procedure for Assigning 3-digit Access Codes and [Annex](#)

2 for the Procedure for Assigning 4-digit Access Codes for Series ‘0’ and Series ‘1’ short codes respectively.

3.9.2 IMDA reserves the right to assign the ‘14XX’ and ‘144XX’ access codes in a sequential or non-sequential basis.

3.10 Application for Series ‘0’ and ‘1’ Short Codes

3.10.1 To apply for the required resource, please write to IMDA providing the following:

- 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.

3.10.2 FBO licensees may apply for up to the 1st three ‘144XX’ access codes without charge. For each subsequent ‘144XX’ access code assigned after the third access code, a fee of S\$10,000 per ‘144XX’ access code will be levied.

3.10.3 SBO (Individual) licensees may apply for up to the 1st two ‘144XX’ access codes for M2M services without charge. For each subsequent ‘144XX’ access code assigned after the second access code, a fee of S\$10,000 per ‘144XX’ access code will be levied.

3.10.4 Licensees assigned with ‘144XX’ access codes are required to put the codes into service within 12 months from the date of assignment by IMDA. If the licensee fails to comply with this requirement, IMDA shall be entitled to recover the assigned ‘144XX’ access code. A licensee who fails to comply with this requirement shall be required to pay a “Recovery Fee” of S\$20,000 before the licensee can apply for further ‘144XX’ access codes.

3.10.5 The Recovery Fee will only apply to ‘144XX’ access codes that are assigned after the third access code for FBO licensees and second access code for SBO licensees.

3.10.6 IMDA may, if justified, grant a one-time extension to the implementation date for a period of up to 6 months.

3.10.7 Only FBO licensees offering Radio Network services are eligible to apply for and use the ‘145XX’ access codes for Dummy MSISDN Numbers. For each of the ‘145XX’ (where ‘X’ is any number from ‘0 to 9’) access code, based on the ITU numbering format of 13 digits (excluding the country

code), each code will provide 100 million numbers. Mobile Network Operators assigned with a '145XX' access Code are encouraged to maximize the allowable numbering capacity before requesting for another code.

3.10.8 FBO licensees may apply for up to the 1st three (3) '145XX' access codes without charge. For each subsequent '145XX' access code assigned after the third access code, a fee of S\$10,000 per '145XX' access code will be levied.

3.10.9 Mobile Network Operators with '145XX' access codes are required to put the codes into service within 12 months from the date of assignment by IMDA. If the licensee fails to comply with this requirement, IMDA will recover the assigned '145XX' access code. An FBO licensee who fails to comply with this requirement shall be required to pay a "Recovery Fee" of S\$20,000 before the licensee can apply for further '145XX' access codes.

3.10.10 The Recovery Fee will only apply to '145XX' access codes that are assigned after the third access code. IMDA may, if justified, grant a one-time extension to the implementation date for a period of up to 6 months

3.10.11 For non-licensees applying for '17XX' short codes, the application shall also include the following information:

- a) Description of the proposed service and why it satisfies the criteria in paragraphs 3.8.5 and 3.8.6;
- b) Reasons/justifications on need for a '17XX' short code, including why an 8-digit number or 1800 toll-free number is not suitable; and
- c) The requested specific '17XX' short code.

3.10.12 IMDA will assess in accordance with the above paragraphs 3.8.5 and 3.8.6. If the requested '17XX' short code is not available, IMDA will suggest alternative codes for the applicant's consideration.

3.10.13 Once IMDA approves and assigns the requested Series '17XX' short code to the proposed service, no changes to the application are allowed, unless the non-licensee service operator provides reasonable justification(s).

3.10.14 Government agencies applying for '174XX' SMS short codes are required to provide the following information as part of their request:

- a) Description of the services that the '174XX' SMS short codes will be used for; and
- b) Justifications for the number of requested '174XX' SMS short codes.

4. SERIES ‘3’ NUMBERS

4.1 General

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

4.1.2 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

4.2.1 IPT service refers to a form of VoIP¹⁵ that requires telephone or ITU-T Recommendation 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

4.3.1 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 Series ‘3’ Numbers Eligibility Criteria

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

4.5 Series ‘3’ Numbers Allocation Criteria

4.5.1 To facilitate IMDA’s assessment of Series ‘3’ numbers applications, 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 assigned Series ‘3’ numbers through either administrative assignment or an auction process.

¹⁵ 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.

4.6 Series '3' Numbers Allocation Procedure

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

4.7 Application for Series '3' Numbers

4.7.1 For the first application of Series '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 Series '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 month.

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

4.8 Application for Series '3' Numbers via Administrative Assignment

4.8.1 Operators may request for Series '3' numbers through administrative allocation when their number utilisation¹⁶ of their existing assigned numbers is more than or equals to 80%. For these requests, number levels (i.e. in blocks of 10,000) will generally be assigned in a sequential manner.

Illustration:

Assuming an operator has been assigned 100,000 numbers, the operator may apply for additional numbers when the sum of numbers assigned to

¹⁶ Number Utilisation = Numbers assigned to subscribers + Numbers quarantine for 3 months or less

subscribers and numbers quarantined for 3 months or less reaches 80,000 numbers.

4.9 Assignment of Series ‘3’ Numbers via Auction

4.9.1 The following are two procedures whereby operators may acquire Series ‘3’ numbers through a bidding process:

Bidding of Number Levels Initiated by IMDA

4.9.2 In this procedure (see Annex 6 for details), IMDA will progressively make available Series ‘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.

4.9.3 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 assignment.

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

4.9.4 In this procedure (see Annex 7 for details), an operator eligible for allocation of numbers may request for out-of-sequence Series ‘3’ numbers not covered by Administrative Assignment 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.

4.9.5 Operators shall quarantine recovered Series ‘3’ numbers for at least 3¹⁷ months before making them available to the next user.

¹⁷ 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.

5. SERIES ‘6’ NUMBERS

5.1 General

- 5.1.1 Series ‘6’ numbers are allocated to PSTN services (including PSTS and Public Switched Integrated Services Digital Network Services), and IP Telephony (IPT) service as 8-digit numbers.
- 5.1.2 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.

5.2 PSTN and IPT Services

- 5.2.1 PSTN services include Direct Exchange Line (DEL), Direct Inward Dialling (DID), Direct Dialling Inwards (DDI) for ISDN and Internet access dial-up up.
- 5.2.2 IPT service refers to a form of VoIP¹⁸ that requires telephone or ITU-T Recommendation 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.

5.3 Series ‘6’ Numbers Eligibility Criteria

- 5.3.1 FBO licensees offering domestic telephony services including PSTS, Public Switched Integrated Services Digital Network Services, are eligible for Series ‘6’ numbers. FBO licensees offering IPT service are also eligible for Series ‘6’ numbers provided that they are able to meet the licensing obligations imposed by IMDA.

5.4 Series ‘6’ Numbers Assignment Criteria

- 5.4.1 To facilitate IMDA’s assessment of numbers applications, 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.
- 5.4.2 Operators may be assigned numbers through either administrative allocation or an auction process.

¹⁸ 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.

5.5 Series '6' Numbers Assignment Procedure

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

5.6 Application for Series '6' Numbers

5.6.1 To request numbers for new 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.

5.6.2 For additional numbers for an existing service, an operator must meet the required minimum utilisation with the numbers already allocated. Otherwise, the operator must provide justifications to substantiate the application.

5.7 Application for Series '6' Numbers via Administrative Assignment

5.7.1 Operators may approach IMDA for assignment of DEL numbers to their exchanges under the following circumstances:

- a) An exchange has used up 80% of the existing allocated DEL numbers. In the event that excess numbering capacity is required for turnaround purpose, it should not exceed 20% of the equipped capacity of the total exchange capacity.

Illustration:

Assuming that an operator's exchange has been allocated 100,000 numbers, the operator may apply for additional numbers for that exchange when 80,000 numbers out of the 100,000 numbers are in use.

- b) A switch residing within an exchange experiences numbers recycling problem. In such cases, additional PSTN numbers may be allocated in

groups of **thousands** to switches facing recycling problems under the following conditions:

- i) Numbers recycling period of the switch residing in that exchange is less than 6 months; and
- ii) The additional assignment of numbers does not exceed the 20% of the total exchange capacity

5.7.2 For DID and Direct Dialling Inward (DDI) numbers, the minimum utilisation threshold is set at 80% per exchange.

5.8 Assignment of Series ‘6’ Numbers via Auction

5.8.1 The following are two procedures whereby operators may acquire Series “6” numbers through a bidding process:

Bidding of Number Levels Initiated by IMDA

5.8.2 In this procedure (see Annex 6 for details), IMDA will progressively make available Series “6” 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. DEL, DID number pool) which 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.

5.8.3 All remaining number levels that are not assigned during the bidding session will be placed in a common pool for subsequent sequential allocation by IMDA via administrative assignment.

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

5.8.4 In this procedure (see Annex 7 for details), an operator eligible for assignment of numbers may request for out-of-sequence Series “6” 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.

6 SERIES '7' NUMBERS

6.1 General

6.1.1 The 5-digit Series '7' numbers are made available for use as SMS short codes (Series '7' SMS Short Codes) for sending SMS messages to subscribers within a Radio Network. Such SMS messages can be the messages from the Radio Network operator or messages from enterprise end-users using the Series '7' SMS Short Codes to the Radio Network operator's subscribers.

6.2 Series '7' SMS Short Codes Eligibility Criteria

6.2.1 Only FBO licensees who are licensed to operate Public Cellular Mobile Telephone Services (PCMTS) and offer Radio Network services (Mobile Network Operator) are eligible to use Series '7' SMS Short Codes to send SMS messages within their respective Radio Networks.

6.3 Series '7' Short Codes Assignment and Conditions of Use

6.3.1 Mobile Network Operators shall be required to jointly manage the Series '7' SMS Short Codes numbering pool within their own networks. This means that Mobile Network Operators will have a shared pool of 10,000 numbers.

6.3.2 When a Series '7' SMS Short Code has been assigned by a Mobile Network Operator to an enterprise end-user, that Mobile Network Operator is required to inform the other Mobile Network Operators of the assignment, and that Series '7' SMS Short Code cannot be assigned to another enterprise end-user by other Mobile Network Operators. Mobile Network Operators may set aside an agreed and fixed common set of the Series '7' SMS Short Codes that each Mobile Network Operator may use for internal network communications (i.e. sent by an Operator directly to its own mobile subscribers or employees within the Operator's network only). Such set of numbers cannot be assigned for use by enterprise end-users.

6.3.3 Mobile Network Operators shall jointly update and maintain the pool of unused 5-digit Series '7' SMS Short Codes.

6.3.4 No other numbers can be used for such services unless otherwise notified by IMDA in writing.

6.3.5 IMDA reserves the right to make further changes to the use of 5-digit Series '7' SMS Short Codes to ensure optimal use of the number resources if necessary, including but not limited to reverting to IMDA's central management, requiring the Licensees to optimise the allocation within certain ranges, or migrating these SMS Short Codes to another number series.

7 SERIES '8' AND '9' NUMBERS

7.1 General

7.1.1 Series '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.

7.2 Emergency Services

7.2.1 '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.

7.3 Radio Network Services

7.3.1 Radio Network services include PCMTS 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.

7.4 Series '8' and '9' Numbers Eligibility Criteria

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

7.5 Series '8' and '9' Numbers Assignment Criteria

7.5.1 To facilitate IMDA's assessment of Radio Network numbers applications, 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.

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

7.5.3 Operators shall quarantine recovered mobile numbers for at least 3¹⁹ months before making them available to the next user.

¹⁹ 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.

7.5.4 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.

7.6 Series ‘8’ and ‘9’ Numbers Assignment Procedure

7.6.1 Generally, numbers for Radio Network are sequentially assigned in levels (i.e. in blocks of 10,000) to operators. This is considered as the primary assignment. Allocation of numbers to individual subscribers, considered as secondary allocation, is made through the operators.

7.7 Application for Series ‘8’ and ‘9’ Numbers via Administrative Assignment

7.7.1 To request for numbers for new Radio Network 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.

7.7.2 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.

7.7.3 Operators may request for Radio Network numbers through administrative allocation when the number utilisation²⁰ of their existing assigned 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

²⁰ Number Utilisation = Numbers assigned to subscribers + Numbers quarantine for 3 months or less

should not exceed 20% of the equipped capacity of the total switching capacity of a Mobile Switching Centre.

Illustration:

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

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

7.8 Assignment of Series ‘8’ and ‘9’ via Auction

- 7.8.1 The following are two procedures whereby operators may acquire Radio Network numbers through a bidding process:

Bidding of Number Levels Initiated by IMDA

- 7.8.2 In this procedure (see Annex 6 for details), IMDA will progressively make available Series “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 a utilisation percentage of less than 50%, operators are however eligible to bid only for one number level in a bidding session.
- 7.8.3 All remaining number levels that are not assigned during the bidding session will be placed in a common pool for subsequent sequential allocation by IMDA via administrative assignment.

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

- 7.8.4 In this procedure (see Annex 7 for details), an operator eligible for assignment 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.

8 '1800' LOCAL TOLL-FREE SERVICE NUMBERS

8.1 General

- 8.1.1 '1800' is the prefix for the local toll-free service²¹. In total, the dialling number of the service comprises of 11 digits.
- 8.1.2 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.
- 8.1.3 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.)
- 8.1.4 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.

8.2 '1800' Numbers Eligibility Criteria

- 8.2.1 FBO licensees providing facilities for local toll-free services are eligible to apply '1800' numbers on behalf of their customers.

8.3 '1800' Numbers Allocation Criteria and Procedure

- 8.3.1 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.
- 8.3.2 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.
- 8.3.3 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.

²¹ Airtime charges apply for mobile calls to 1800 local toll-free service numbers

8.3.4 Special '1800' numbers of the form '1800 AAA AAAA' where A = 0-8 are allocated via bidding. Annex 3 details the Procedure for Bidding Special 1800/1900 numbers.

9 '1900' PREMIUM BASED SERVICE NUMBERS

9.1 General

- 9.1.1 '1900' is the prefix for premium-based service (e.g. Audioline) and televoting service. In total, the dialling number for each of the services comprises of 11 digits.
- 9.1.2 The numbers take the form of '1900' access code + 7-digit virtual number. Like the '1800' toll-free number prefix, the full number string for '1900' numbers (e.g. 1900 7654321) is not a physical number that identifies 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.
- 9.1.3 The '1900' numbers are independent from the PSTN numbers. That is, '1900' numbers (e.g. 1900 2345678) and the PSTN numbers (e.g. 6 2345678) with similar last 7-digits can be assigned to different FBO licensees and may be used by different entities.

9.2 '1900' Premium-based Service Numbers Eligibility

- 9.2.1 FBO licensees providing facilities for premium-based services are eligible for '1900' numbers.

9.3 '1900' Premium-based Service Numbers Allocation Criteria and Procedure

- 9.3.1 Currently, IMDA allocates '1900' numbers in blocks of 10,000 numbers to licensees for the provision of premium-based services. The first seven digits of the 11-digit '1900' numbers (i.e. 1900 ABC) uniquely define a set of numbers referred to as a block. Generally, one block of numbers is given for a particular type of Audioline services such as Entertainment (e.g. chat line) Service.
- 9.3.2 FBO licensees may apply to IMDA for a block of '1900' numbers for a new category of Audioline service.
- 9.3.3 IMDA reserves the right to determine if a new category of Audioline service is entitled a new block of '1900' numbers or should be subsumed under an existing category.

- 9.3.4 A maximum of 10 blocks per licensee from 1900 N1X XXXX (where N is the FBO licensee identifier digit that ranges from 2 to 9) have been reserved for such service. Currently, N = 8 and 9 have been assigned.
- 9.3.5 With the exception of numbers starting with ‘1900 0’, ‘1900 1’, ‘1900 995’, ‘1900 999’, numbers ending with ‘0000’ and ‘9999’, and numbers regarded as special, FBO licensees may, on behalf of their customers, make applications to IMDA for specific ‘1900’ numbers not within their reserved block.
- 9.3.6 Special ‘1900’ numbers of the form ‘1900 AAA AAAA’, where A = 0-8, are allocated via bidding. [Annex 3](#) details the Procedure for Bidding Special 1800/1900 numbers.

9.4 ‘1900’ Televoting Numbers Eligibility

- 9.4.1 FBO licensees offering televoting services are eligible for ‘1900’ numbers.

9.5 Televoting Numbers Allocation Procedure

- 9.5.1 A FBO licensee will be given one block of ‘1900’ numbers for the purpose of Televoting services.
- 9.5.2 Eight blocks of numbers from 1900 11N XXXX have been reserved for televoting services, where N is the FBO licensee identifier digit that ranges from 2 to 9. Currently N = 2 and 3 have been assigned.

10 '800' NUMBERS

10.1 General

10.1.1 '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.

10.1.2 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.

10.1.3 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).

10.2 '800' Numbers Eligibility

10.2.1 FBO licensees offering ITFS and HCDS are eligible for '800' numbers.

10.3 '800' Numbers Allocation Criteria and Procedure

10.3.1 For the provision of ITFS to overseas subscribers, FBO licensees are allocated 1000 numbers for each foreign network they collaborate with.

10.3.2 To allocate 1000 numbers, IMDA manages the first 7 digits of the ITFS numbers. The format adopted by IMDA for ITFS 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)

10.3.3 For the provision of HCDS, FBO licensees are allocated 100 numbers for sub-allocation to each overseas foreign network operator.

10.3.4 To allocate 100 numbers, IMDA manages the first 8 digits 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)

11 SIGNALLING POINT CODES

11.1 Introduction

11.1.1 Signalling Point Codes (SPCs) are signalling addresses used in a signalling network employing common channel Signalling System No.7 (SS7) for call set-up. SPC is needed for establishing interconnection between two SS7 switches.

11.2 International Signalling Point Code (ISPC)

11.2.1 International Signalling Point Codes (ISPCs) are 14-bit binary codes used to establish direct SS7 signalling links and interconnection with overseas networks. The 14 bits of the ISPC are commonly represented by three decimal numbers (e.g. 5-047-0): the first decimal, with the range of 0 to 7, represents the three (3) most significant bits; the second decimal string, with the range of 000 to 255 represents the following eight (8) bits; and the third decimal, with the range of 0 to 7, represents the three least significant bits.

11.2.2 FBO licensees and SBO licensees establishing direct SS7 signalling links and interconnection with overseas networks are eligible for ISPCs. The actual number of ISPCs assigned depends on the licensees' requirement.

11.2.3 Licensees are required to provide the information as detailed in Annex 5 in the application for ISPC.

11.3 National Signalling Point Code (NSPC)

11.3.1 National Signalling Point Codes (NSPCs) are 14-bit binary codes used to establish direct SS7 signalling links and interconnection with local networks. The 14 bits of the NSPC are commonly represented by three decimal numbers (e.g. 9-0-0): the first decimal string, with the range 0 to 63, represents the six most significant bit; the second decimal string, with the range 0 to 15, represents the following four bits; and the third decimal, with the range 0 to 15, represents the four least significant bits.

11.3.2 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.

11.3.3 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.

11.3.4 Licensees are required to provide the information as detailed in Annex 5 in the application for NSPC.

12 GLOBAL TITLE

12.1 Introduction

12.1.1 Global Title (GT) is an address used in signalling networks to route signalling messages in a telecommunication network. GT is a unique address, which serves as an alias for a destination address. It is usually translated into a signalling point code or network address within the Signalling System No.7 (SS7) network. The translation process is known as Global Title Translation.

12.1.2 Global Title Translation (GTT) is a process where the GT address is mapped to a signalling point code for routing purposes. GTT frees up the originating signalling points from the need to know every potential destination.

12.2 Application for Global Title

12.2.1 A FBO licensee or SBO licensee who is eligible for the 8-digit ITU-T Recommendation E.164 numbers, is required to use the assigned number levels for the GT. For FBO licensees and SBO licensees who are not eligible for the 8-digit ITU-T Recommendation E.164 numbers, IMDA will assign a six-digit number e.g. 1934XX as GT to the requesting Licensees. Licensees may further extend the assigned 6-digit number to form any unique ITU-T Recommendation E.164 numbers to meet their business requirement for GT.

12.2.2 Licensees who use its assigned number levels or assigned numbers as GTs shall be limited to the approved business scope of their respective licences. Licensees are not allowed the use of such numbers by other third parties for use as GTs beyond the approved scope.

12.2.3 For application of GT for direct SS7 connection, the following information is required:

- a) Name of Company:
- b) Date of application:
- c) Schematic of the SS7 switch/network set up showing the types and interconnection with local and overseas carriers
- d) Location of Global Title to be deployed:
- e) Model and type of the SS7 signalling equipment:

12.2.4 To facilitate the processing of the application, please also include details such as name and destination of contact person, company name and contact number, fax number and email address of the contact person. For further enquiries please write to:

National Numbering Plan Administration
Info-communications Media Development Authority
10 Pasir Panjang Road
#03-01 Mapletree Business City
Singapore 117438
Fax: (65) 6577 3888
Email: nnp_admin@imda.gov.sg

13 MOBILE NETWORK CODES

13.1 Introduction

13.1.1 Mobile Network Codes (MNCs) are codes used to uniquely identify a Radio Network. MNCs are used together with the Mobile Country Code (MCC) and the Radio Network numbers as the International Mobile Subscription Identity²² (IMSI) that uniquely identifies each Radio Network user.

13.1.2 MCCs are assigned by the ITU while MNCs can be two or three digits in length and are assigned by IMDA for Singapore. The MCC for Singapore is “525”.

13.2 Application for MNCs

13.2.1 IMDA may allocate an MNC to a network operator that has obtained the requisite approvals and the relevant licences (including service and station licences) to deploy and operate the Radio Network. MNCs will be assigned on a first-come-first served basis and in accordance with the type of Radio Network:

MNC	Type of Radio Network
01 to 99	Networks to provide commercial services
001 to 199	
200 to 499	Trial Networks
500 to 899	Reserved
900 to 999	Reserved

13.2.2 Network operators applying for MNCs to set up trial networks may also request for 8-digit, series ‘3’ numbers for use in their trial networks.

13.2.3 Applications for MNCs shall including the following information:

- a) Name of network operator;
- b) Description and purpose of the Radio Network to be deployed;

²² The ITU Recommendation E.212 specifies that the IMSI is a string of decimal digits, up to a maximum length of 15 digits, consisting of three fields: the MCC, the MNC, followed by the Radio Network number.

- c) Relevant documentation showing that the applicant has obtained the requisite approval(s) to deploy the Radio network; and
 - d) Number of 8-digit, series '3' numbers required.
- 13.3 The assigned MNC shall be returned to IMDA when the Radio Network has been decommissioned and no longer in operation.
- 13.4 To facilitate the processing of the application, please also include details such as name and destination of contact person, company name and contact number, fax number and email address of the contact person. For further enquiries please write to:

National Numbering Plan Administration
Info-communications Media Development Authority
Pasir Panjang Road
#03-01 Mapletree Business City
Singapore 117438
Fax: (65) 6577 3888
Email: nnp_admin@imda.gov.sg

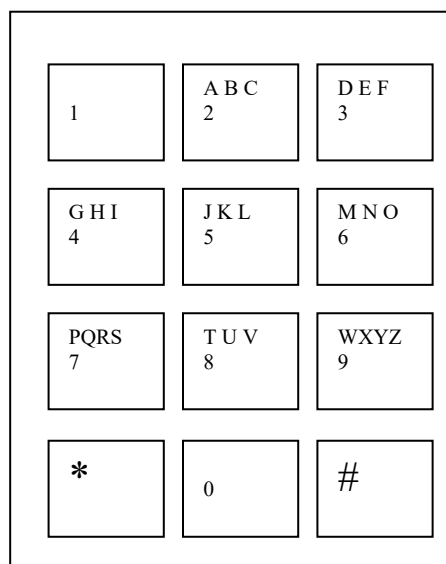
14 USE OF THE ‘*’ AND ‘#’ KEYS

14.1 General

- 14.1.1 Apart from digits ‘0’ to ‘9’ on the keypads of the current tone dialling telephones, there are two remaining dial buttons ‘*’ and ‘#’. These keys are presently widely used for the activation and deactivation of various value-added services such as call transfer, call waiting etc.
- 14.1.2 The use of these codes for value added services should be switch-based. These codes should terminate at the local switches (or nearest switches in the case of Radio Network) connected to the subscriber unit and should not be passed from one switch to another. In other words, instructions initiated by these codes are to be executed at the local switch level (or nearest switch in the case of Radio Network).
- 14.1.3 The use of such codes should not cause conflict with the Plan including the PSTN/Mobile number ranges.
- 14.1.4 IMDA reserves the right to review the use of # and * keys as and when it deems appropriate.

15 ALPHANUMERIC TELEPHONE KEYPAD STANDARD

- 15.1 IMDA adopts the alphanumeric keypad standard recommended by the ITU for use in Singapore. Since 1 April 1996, only equipment with an ITU-standard alphanumeric keypad is allowed for sale in Singapore for local use. IMDA does not type approve any equipment with non-standard keypads.
- 15.2 The new standard keypad layout (in accordance with ITU-T Recommendation E.161) is as follows:



- 15.3 The standardisation of the keypad layout will promote the use and facilitate the introduction of innovative services involving alphanumeric characters, including alphanumeric 1800 (toll-free) or 1900 (premium) services.

16 OTHER NUMBERING SCHEMES

16.1 Number Charges

16.1.1 Numbers with certain identifiable pattern in the last four digits are identified as “Golden Numbers” (Table 12.1). IMDA charges licensees a one-time sum of S\$50 per Golden Number for PSTN, cellular, IPT and UCDO services. With 486 Golden Numbers in a number level (i.e. 10,000 numbers), each PSTN, cellular, IPT or UCDO number level is charged at S\$24,300.

Table 12.1: Golden Numbers

ABCD ²³ XXXX ²⁴ ABCD ²⁵ XYY ABCD XYXY ABCD XYYY ABCD XYYX ABCD XXXY	
ABCD 8808 ABCD 8818 ABCD 8828 ABCD 8838 ABCD 8848 ABCD 8868 ABCD 8878 ABCD 8898	ABCD 8088 ABCD 8188 ABCD 8288 ABCD 8388 ABCD 8488 ABCD 8688 ABCD 8788 ABCD 8988
ABCD 1288 ABCD 1388 ABCD 1688 ABCD 1788 ABCD 1988	ABCD 1234 ABCD 1168 ABCD 1628 ABCD 3288 ABCD 1668

Total Count: 486 Golden Numbers in a number level

16.1.2 Generally, fees paid for golden numbers will not be refunded even if the number level is subsequently returned to or recovered by IMDA.

²³ ABCD represent a typical PSTN and Radio Network number level (e.g. PSTN number level ‘6234’ and Radio Network number level ‘9234’)

²⁴ A typical ‘XXXX’ format is ‘1111’

²⁵ A typical ‘XYY’ format is ‘1122’

16.2 Number-to-Line Ratio

16.2.1 IMDA has established 2 sets of number-to-line ratios which licensees are required to follow when assigning numbers to their subscribers:

- a) For every 4 DID circuits subscribed, a subscriber can be assigned a maximum of 100 DID numbers.
- b) For every 1 ISDN 30 circuit subscribed, a subscriber can be assigned a maximum of 1000 Direct Dialling Inwards (DDI) numbers.

16.3 Extraordinary DID Number Charging Scheme

16.3.1 DID number requirements beyond the maximum 100 DID numbers per 4 DID lines are considered as extraordinary requirement and are subject to IMDA's approval. Approved numbers are subject to a levy of S\$5 per extraordinary DID number per annum.

Illustration:

Company A requests for 200 numbers when subscribing to 4 DID lines. Based on IMDA's DID number-to-line ratio, 100 numbers will be considered as extraordinary requirement and hence subject to IMDA approval. Upon successful application, Company A will be subjected to a charge of S\$500 per annum for the additional 100 numbers required.

16.4 Numbers Ending with '0000' and '9999'

16.4.1 Licensees shall set aside a specific percentage of numbers (short codes not inclusive) ending with '0000' and '9999' for use in the national interest. The rest of the numbers ending with '0000' and '9999' can be assigned for public use without prior approval from IMDA. The percentages reserved for various services are prescribed as below:

- a) Series '6' PSTN numbers and IPT numbers: 15% of the numbers ending with '0000' and 15% of the numbers ending with '9999'.
- b) For mobile numbers: 50% of the numbers ending with '0000' and 50% of the numbers ending with '9999'.

16.4.2 From the reserved pool of numbers ending with '0000' and '9999', licensees may proceed to assign those numbers ending with '9999' to the Singapore Police Force for use in the Neighbourhood Police Posts without referring to IMDA. Approval from IMDA is required for the use of the rest of the numbers in the pool. Please refer to [Annex 8](#) which provides further details

for the Procedure for Allocation of Golden Numbers Ending with ‘0000’ and ‘9999’.

16.5 Number Portability

16.5.1 Number portability refers to the ability for subscribers to retain their current numbers (‘1800’ (toll-free) and ‘1900’ (premium) service numbers inclusive) when they change operators or the geographical location. Number portability is in place for PCMTS and the PSTN fixed network, and all FBO licensees and SBO (Individual) licensees licensed as MVNO are required to implement and support number portability.

16.6 9-Digit Numbering Format

16.6.1 Before numbers in the current 8-digit numbering format are exhausted, IMDA will migrate to a 9-digit numbering format. As such, 9-digit numbers are reserved for future numbering needs.

ANNEX 1

PROCEDURES FOR ASSIGNING 3-DIGIT ACCESS CODES

1. Introduction

- 1.1 Access codes “00X” to “03X” are divided into two pools – Pool A and Pool B. Codes in Pool B have recognisable patterns and are considered more desirable than the codes in Pool A. These codes are shown and explained in Attachments B & C.

2. General Principles and Procedures

- 2.1 IMDA will determine an applicant’s qualification for 3-digit codes upon justification. The criteria for the allocation of 3-digit access codes are set out in Attachment A. Applicants who do not qualify for 3-digit codes may be recommended to use 4-digit codes. The procedure for assigning 4-digit access codes is provided in Annex 2.
- 2.2 Qualified applicants may request for 3-digit access codes from either Pool A or Pool B. Access codes from Pool A which are allocated through balloting, are allocated without charge. Qualified applicants requesting for Pool A access codes are to follow the balloting procedures listed in Attachment B. Access codes from Pool B which are allocated through bidding, are allocated at the bid price. The minimum bid price for Pool B access codes is S\$50,000 (excluding GST). Qualified applicants requesting for Pool B access codes are to follow the bidding procedures listed in Attachment C.
- 2.3 Applicants who have successfully balloted for Pool A access codes but do not wish to retain the balloted codes are eligible to bid for access codes in Pool B. These applicants may take part in the next available bidding session. Upon successfully bidding for a code from Pool B, the code initially balloted from Pool A will be recovered by IMDA.
- 2.4 Applicants who have successfully bid for codes from Pool B are required to pay the offered amount. These applicants will no longer be eligible for balloting or bidding of codes.
- 2.5 Except where approved, assigned access codes must be activated within 6 months from the date of assignment²⁶. Codes not activated within the stipulated period will be recovered from licensees. Inefficiently used codes will also be recovered.

²⁶ Date of assignment for codes from Pool A is the date of successful ballot allocation or the date of licence approval, whichever later. Date of assignment for codes from Pool B is the date of receipt of payment for the bid.

- 2.6 Extension to activation date of access code may be granted to licensees upon justification. The period of extension granted will not exceed 6 months. Codes not put into use after the extension will be recovered without refund. Licensees who have their Pool A code recovered shall pay an Access Code Acquisition Fee of S\$20,000 (exclude GST) before they can reapply to acquire access codes from either Pool A or Pool B. Licensees affected by the recovery of the Pool B code are exempted from the payment of the Access Code Acquisition Fee if they reapply to acquire access codes from either Pool A or Pool B.
- 2.7 Access codes assigned to licensees are not transferable and will be recovered by IMDA if the licensees fail to:
- a. Hold a valid FBO licence; or
 - b. Commence or provide the service requiring the access code
- 2.8 Once code assignment and payment have been made, no refund will be made even if the access code is returned to IMDA

3. Payment for Pool B Access Codes

- 3.1 The amount payable for each access code from Pool B is based on the amount that the access code was bid for. All payment for access codes must be forwarded to IMDA within seven (7) working days from receiving the invoice for the access code.

Attachment A

CRITERIA FOR ALLOCATION OF 3-DIGIT ACCESS CODES

- 1 With the full liberalisation of the telecommunication market from 1 April 2000, and with no pre-set limit on the number of licences to be granted, 3-digit access codes have become a scarce number resource. As such, only Facilities-Based Operator (FBO) licensees²⁷ that have committed an overall investment in infrastructure of an amount not less than S\$150 million over the first 3 years from date of licensing are eligible for 3-digit access codes. The investment shall include international connectivity and capacity that will expand the overall global international reach from Singapore.
- 2 Eligible FBO licensees requesting for 3-digit access codes must use the codes to provide service for the mass consumer market, an example of which is the offering of international public switched services to the general public. Eligible FBO licensees offering international communication services to corporate users alone will not be qualified for 3-digit access codes.
- 3 In order to conserve the 3-digit access codes to meet all justifiable demand for as long a period as possible, each eligible FBO licensee is restricted to one '00X' code (subject to availability) and six '0XX' codes²⁸. Subject to IMDA's approval, additional Series '0' short codes requirements beyond assigned limit, especially for differentiated schemes under the same service which has already been assigned a 3-digit access code, is to be met by 4-digit access codes.
- 4 Notwithstanding the above, IMDA reserves the right to review the restriction of 3-digit access code allocation from time to time. IMDA also reserves the right to review the service providers' usage of 3-digit access codes to determine if they are used efficiently. IMDA will recover those access codes that are not used efficiently by giving the service providers at least 6 months' advance notice.

²⁷ Facilities-based Operator licensees refer to licensees who deploy any form of telecommunication networks, systems and facilities, outside of their own property boundaries, to offer telecommunication services to third parties, which may include other licensed telecommunication operators, business customers or the general public.

²⁸ Restriction applies for all applications following the full liberalisation of telecommunications market on 1 April 2000.

Attachment B

PROCEDURES FOR BALLOTING 3-DIGIT ACCESS CODES IN POOL A

1. Introduction

- 1.1 A first-come-first-served principle is adopted in the assignment of Pool A access codes through balloting.
- 1.2 The sequence in which applicants ballot for access codes in a balloting session is determined by the order in which IMDA approves the licence or short code application (whichever later).

2. Ordinary Access Codes for Balloting

- 2.1 Pool A access codes are numbers from 010 to 039 less the numbers in Pool B that are in that range.
- 2.2 IMDA will inform approved applicants of the Pool A codes that are available for balloting.

3. Balloting Arrangements

- 3.1 Applicants whose licence and access code applications have been approved by IMDA will be invited to attend a balloting session held in IMDA's premises. The date and time of the balloting session will be arranged between IMDA and the applicants.
- 3.2 The arrangement for the balloting process will be explained to applicants prior the actual balloting session.
- 3.3 Each applicant will randomly draw an access code from the access codes available in Pool A.
- 3.4 The access code drawn in the ballot will be assigned to the applicant upon the successful acquisition of the required licence by the applicant.

Attachment C**PROCEDURES FOR BIDDING 3-DIGIT ACCESS CODES FROM POOL B****1. Introduction**

- 1.1 Upon receipt of a qualifying applicant's request to bid for Pool B access codes, IMDA will wait for a period of 1 month to collate similar requests from other FBO licensees.
- 1.2 If there is more than one request to bid at the expiry of the 1 month waiting period, IMDA will conduct a bidding session. If only one request is received, the applicant may pay the minimum bid amount of S\$50,000 and select an available Pool B access code.
- 1.3 An applicant who fails to attend the bidding session despite indicating the intention to do so shall be handled as per Para. 3.5 or 3.6, whichever applicable.

2. Special Access Codes for Bidding

- 2.1 Pool B access codes are:

00X

0YY

0YZ

(where X = 1 to 9
Y = 1 to 3
Z = 0 and 8)

- 2.2 For each bidding session, the lowest available 00X access code will be selected for bidding.
- 2.3 In addition, for the 0YY and 0YZ access codes, the number of access codes equal to the number of bidders less one will be randomly selected for bidding (see Para. 2.2). Bidders will be invited to witness the random selection of the required number of access codes prior to the actual bidding session.
- 2.4 IMDA will inform the approved applicants of all the Pool B access codes that are available for bidding.

3. Bidding Arrangements

- 3.1 Applicants whose licence and access code applications have been approved by IMDA, and have indicated their intention to bid for a Pool B code will be invited to attend a bidding session held in IMDA's premises. Applicants will be informed of the date and time of the bidding session.

- 3.2 The arrangement for the bidding process will be explained to applicants prior the actual bidding session.
- 3.3 The Pool B access codes selected in Para. 2.2 and 2.3 will be sequentially put up for bidding. Bidders interested to bid for an access code at a particular price shall submit a bid by raising the bidding card provided. The bid price for each access code will be systematically increased by a fixed amount from the floor price of S\$50,000 until only one interested bidder (the highest bidder) is left.
- 3.4 An access code successfully bid for by the highest bidder will be assigned to the applicant upon the successful acquisition of the required licence.
- 3.5 Bidders who had earlier balloted for access codes but were either unsuccessful in the bidding or did not take part in the bidding session, can choose to keep the ordinary access code that was earlier balloted or take part in the next bidding session.
- 3.6 Bidders who had requested to take part in the bidding without first going through the balloting can choose to ballot for ordinary access codes if they did not succeed or participate in the bidding. In such cases, bidders can choose to accept the access code that is balloted or take part in the next bidding session.

ANNEX 2

PROCEDURES FOR ASSIGNING 4-DIGIT ACCESS CODES

1. Introduction

- 1.1 Access codes of the form "1XXX" level are divided into two pools - Pool A and Pool B. Codes in Pool B have recognisable patterns and are considered more desirable than the codes in Pool A. These codes are shown and explained in Attachments A & B.

2. General Principles and Procedures

- 2.1 IMDA will determine an applicant's qualification for 4-digit codes upon justification. Upon confirmation of eligibility, applicants will be notified of the access code level that is open for balloting or bidding. Access code levels available for applicants' use are based on the services in which the applicants intend to offer. (E.g. enquiry services in the "16XX" and prepaid/postpaid cards in the "18XX").
- 2.2 Service-Based Operator (SBO) (Individual) licensees providing International Simple Resale (ISR) service (excluding solely wholesale service) where customers can have one stage IDD dialling through PSTN and where access is not via card mode nor Personal Computer-based, are eligible for short codes from the '15XX' Series.
- 2.3 Access codes used for network routing and testing (i.e. '19XX') are assigned sequentially
- 2.4 Qualified applicants may request for 4-digit access codes from either Pool A or Pool B. Access codes from Pool A which are allocated through balloting, are allocated without charge. Qualified applicants requesting for Pool A access codes are to follow the balloting procedures listed in Attachment A. Access codes from Pool B which are allocated through bidding, are allocated at the bid price. The minimum bid price for Pool B access codes is S\$50,000 (excluding GST). Qualified applicants requesting for Pool B access codes are to follow the bidding procedures listed in Attachment B.
- 2.5 Applicants who have successfully balloted for access codes from Pool A but do not wish to retain the balloted codes, are eligible to bid for access codes in Pool B. These applicants may take part in the next available bidding session. Upon successfully bidding for a code from Pool B, the code initially balloted from Pool A will be recovered by IMDA.
- 2.6 Applicants who have successfully bid for codes from Pool B are required to pay the offered amount. These applicants will no longer be eligible for balloting or bidding of codes.

- 2.7 Except where approved, assigned access codes must be activated within 6 months from the date of assignment²⁹. Codes not activated within the stipulated period will be recovered from licensees. Inefficiently used codes will also be recovered.
- 2.8 Extension to activation date of access code may be granted to licensees upon justification. The period of extension granted will not exceed 6 months. IMDA will recover codes that are not put into use after the extension without refund. For recovered Pool A codes, affected licensees, shall pay an Access Code Acquisition Fee of S\$20,000 (excluding GST) before they can reapply to acquire access codes from either Pool A or Pool B. Licensees affected by the recovery of Pool B code are exempted from the payment of the Access Code Acquisition Fee if they reapply to acquire access codes from either Pool A or Pool B.
- 2.9 Access codes assigned to licensees are not transferable and will be recovered by IMDA if the licensees fail to:
- a. Hold a valid FBO/SBO (Individual) licence; or
 - b. Commence or provide the service requiring the access code
- 2.10 Once code assignment and payment have been made, no refund will be made even if the access code is returned to IMDA.

3. PAYMENT FOR POOL B ACCESS CODES

- 3.1 The amount payable for each access code from Pool B is based on the amount that the access code was bid for. All payment for access codes must be forwarded to IMDA within seven (7) working days from receiving the invoice for the access code.

²⁹ Date of assignment for codes from Pool A (i.e. codes allocated through balloting), is the date of successful ballot allocation or the date of license approval, whichever later. Date of assignment for codes from Pool B (i.e. codes allocated through bidding), is the date of receipt of payment for the bid.

Attachment A

PROCEDURES FOR BALLOTING FOR 4-DIGIT ACCESS CODES IN POOL A

1. Introduction

- 1.1 A first-come-first-served principle is adopted in the assignment of Pool A access codes through balloting.
- 1.2 The sequence in which applicants ballot for the access codes in a balloting session is determined by the corresponding order (date and time) in which the licence or short code application, whichever later, are approved by IMDA.

2. Ordinary Access Codes for Balloting

- 2.1 Pool A access codes are:

1300 to 1399
1500 to 1599
1600 to 1699
1800 to 1899, less the numbers in Pool B.

- 2.2 IMDA will inform approved applicants of the Pool A codes that are available for balloting.

3. Balloting Arrangements

- 3.1 Applicants whose licence and access code applications have been approved by IMDA will be invited to attend a balloting session held in IMDA's premises. The date and time of the balloting session will be arranged between IMDA and the applicants.
- 3.2 The arrangement for the balloting process will be explained to applicants prior the actual balloting session.
- 3.3 Each applicant will randomly draw an access code from the access codes available in Pool A.
- 3.4 The access code drawn in the ballot will be assigned to the applicant upon the successful acquisition of the required licence by the applicant.

Attachment B**PROCEDURES FOR BIDDING FOR 4-DIGIT ACCESS CODES FROM POOL B****1. Introduction**

- 1.1 Upon receipt of a qualifying applicant's request to bid for a Pool B access code, IMDA will wait for a period of 1 month to collate similar requests from other applicants.
- 1.2 If there is more than one request to bid at the expiry of the 1 month waiting period, IMDA will conduct a bidding session. If only one request is received, the applicant may pay the minimum bid amount of S\$50,000 and select an available Pool B access code.
- 1.3 An applicant who fails to attend the bidding session despite indicating the intention to do so shall be handled as per Para. 3.5 or 3.6, whichever applicable.

2. Special Access Codes for Bidding

- 2.1 The Pool B access codes are:

1YXX
1Y1Y
1YY1

(where Y = 3, 5 - 8
X = 0 to 9)

- 2.2 IMDA will inform the approved applicants of all the Pool B access codes that are available for bidding.

3. Bidding Arrangements

- 3.1 Applicants whose licence and access code applications have been approved by IMDA, and have indicated their intention to bid for a Pool B code will be invited to attend a bidding session held in IMDA's premises. Applicants will be informed of the date and time of the bidding session.
- 3.2 The arrangement for the bidding process will be explained to applicants prior the actual bidding session.
- 3.3 The available Pool B access codes will be sequentially put up for bidding. Bidders interested to bid for an access code at a particular price shall submit a bid by raising the bidding card provided. The bid price for each access code

will be systematically increased by a fixed amount from the floor price of S\$50,000 until only one interested bidder (the highest bidder) is left.

- 3.4 An access code successfully bid for by the highest bidder will be assigned to the applicant upon the successful acquisition of the required licence.
- 3.5 Bidders who were either unsuccessful in the bidding or did not take part in the bidding session, but have earlier balloted for access codes, will retain the access code that was earlier balloted.
- 3.6 Bidders who were either unsuccessful in the bidding or did not take part in the bidding session, but *have not* earlier balloted for access codes, will have to ballot for an ordinary access code. Bidders will subsequently have to accept the access code is balloted and will not be allowed to take part in the bidding again.

ANNEX 3

Procedures for Bidding For Special 1800/1900 Numbers

1. Introduction

- 1.1 The special 1800/1900 numbers will be offered to FBO licensees, who are providing Intelligent Network (IN) services³⁰, for their reassignment to their customers.
- 1.2 IMDA will invite FBO licensees, who have indicated to IMDA their intent to bid for special 1800/1900 numbers, to attend the bidding session.
- 1.3 Upon receiving an indication from an applicant to bid, IMDA will wait for a period of 1 month to collate response from potential bidders.
- 1.4 At the expiry of the 1 month waiting period, if there
 - (i) is more than one bidder, IMDA will hold the bidding session.
 - (ii) is only one bidder, he may select his preferred special 1800/1900 number(s) by paying the minimum amount of S\$20,000 (excluding GST) for each number.

2. Bidding for Special 1800/1900 Numbers

- 2.1 The special 1800/1900 numbers available for bidding will be in the following formations:

1800 – XXX XXXX (where X=0 to 8)

1900 – XXX XXXX (where X=0 to 8)

- 2.2 For each bidding session, IMDA will put up all the available special 1800/1900 numbers for bidding.

3. Bidding Arrangements

- 3.1 IMDA will first explain the logistics and arrangement of the bidding process to all bidders.
- 3.2 If bidders are interested to bid for a particular number, they shall raise their bidding card above their head.

³⁰ Toll-free (1800) and premium rates (1900) services

3.3 The bidding process goes on until the highest bid for each special number has been reached and recorded by IMDA.

3.4 IMDA will allocate the special number to the bidder with the highest bid.

4. Conditions

4.1 FBO licensees can acquire as many special 1800/1900 numbers as they desire. However, the special 1800/1900 number(s) acquired should be put into use as soon as possible. IMDA reserves the right to recover the special number(s) if IMDA is satisfied that a FBO licensee does not have any intention or any firm plan to use the acquired special number(s).

4.2 Once number allocation and payment have been made, there will be no refund even if the number is returned to IMDA.

4.3 Except with the approval of IMDA, the special 1800/1900 number(s) acquired is (are) not transferable among the customers of the FBO licensee concerned.

5. Payment

5.1 The amount for each special number will depend on the amount offered by the successful bidder in the bidding session. However, the basic value of each special number should not be less than S\$20,000 (excluding GST). All payment must be forwarded to IMDA within seven (7) working days.

ANNEX 4

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ANNEX 5

APPLICATION FOR ISPC/NSPC

1. For application of International Signalling Point Codes (ISPCs)/National Signalling Point Codes (NSPCs) for direct SS7 connection to overseas/local carriers, the following information is required:
 - a) Name of Company;
 - b) Date of application;
 - c) Number of SPCs (ISPC and/or NSPC) required;
 - d) Schematic of the SS7 switch/network set up showing the types and interconnection with local and overseas carriers;
 - e) Type of application/service that SPCs will be assigned for. Please provide a brief description on the application. E.g. STP, MSC or AIS or the name of the system;
 - f) Location of signalling point;
 - g) Model and type of the SS7 signalling equipment;
 - h) Planned SS7 interconnection with local/overseas carriers, with name and location of distant signalling point, and NSPC/ISPC of distant signalling point;
 - i) Date by which ISPCs and/or NSPCs are required;
 - j) For IMDA to seek clarification on the above, please include details (name, company name, designation, telephone number or handphone number and fax number) of a contact person.
 - k) Please send the application via ‘Numbers Online Registration System’ at <https://eservice.imda.gov.sg/nors>. For further enquiry please write to:

National Numbering Plan Administration
Info-communications Media Development Authority
10 Pasir Panjang Road
#03-01 Mapletree Business City
Singapore 117438
Fax: (65) 6577 3888
Email: nnp_admin@imda.gov.sg

ANNEX 6

Procedure for Bidding for Numbers Levels Initiated by IMDA

Introduction

1. To meet the requirements of operators for numbers, IMDA will progressively make available 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.

General Principles and Procedures

2. An eligible FBO / SBO licensee (e.g. cellular mobile, public trunk radio and IP telephony operators) is 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 a utilisation percentage of less than 50% operators are however eligible to bid only for one number level in a bidding session.
3. The minimum bid price will be set at the current price of a normal number level i.e. S\$24,300. For ease of administering the bidding, this price will be rounded up to S\$25,000 (excluding GST).
4. An operator who has successfully bid for a number level will only be officially allocated the number level upon payment of the bid price. All payment must be forwarded to IMDA within seven (7) working days. The allocation of such number level is not transferable.
5. All remaining number levels that are not allocated during the bidding session will be placed in a common pool³¹ for subsequent sequential allocation by IMDA.
6. Except where approved by IMDA, the number level acquired at the bidding session should be used³² within 6 months from the date of allocation. IMDA will recover the number level without refund if it is not used within the period.
7. Where IMDA grants approval under Para. 6 upon the submission of justification by operator, the period of extension shall not exceed 6 months. If the number level is still not put into use after the extension, IMDA will recover the number level without any refund, and place it in the common pool for sequential allocation.

³¹ “Common pool” refers to the pool of numbers that are not bid for and are subsequently set aside for sequential allocation

³² Number levels are considered used once they are connected in different operators' networks, or when they are made available to the public

8. A number level acquired under this procedure will be taken into account in the computation of the utilisation criteria.

Request for Numbers by Sequential Allocation

9. An operator who is unsuccessful in its bid for number levels may still request for number levels via administrative allocation. For such requests, IMDA will sequentially allocate number levels from the common pool of numbers.

Frequency of Bidding Session

10. IMDA may make available a new pool of numbers for bidding by operators when any one of the following events first occurs:
 - (i) When 20 or less number levels are left in the common pool; or
 - (ii) After a period of 36 months has elapsed since the completion of the previous bidding session.

ANNEX 7

Procedure for Bidding of Choice Number Level(s) Requested by an Operator

Introduction

1. An operator eligible for allocation of numbers may request for out-of-sequence 8-digit number levels³³ not covered by the administrative allocation or sequential number level bidding scheme initiated by IMDA. Such number level desired by the operator is referred to as a choice number level. IMDA will consider such request and conduct bidding as described in the following paragraphs.

General Principles and Procedures

2. An eligible FBO / SBO licensee (e.g. cellular mobile , public trunk radio and IP telephony operators) is eligible to initiate bid for any available 8-digit choice number levels (except those listed in Attachment A) including those that have been placed in the common pool.
3. Operators do not need to meet any utilisation criteria before they can request to bid for a choice number level under this procedure.
4. The minimum bid price will be set at S\$500,000 for a choice number level of the format 'AAAA XXXX' (e.g. '6666 XXXX') and S\$150,000 for all other choice number levels.
5. An operator who has successfully bid for a choice number level will only be officially allocated the choice number level upon payment of the bid price. All payment must be forwarded to IMDA within seven (7) working days. The allocation of such number level is not transferable.
6. Once a choice number level allocation and payment have been made, there will be no refund even if the choice number level is returned to IMDA.
7. Except where approved by IMDA, a choice number level acquired at the bidding session should be used³⁴ within 6 months from the date of allocation. IMDA will recover the number level without refund if it is not used within the period.
8. Where IMDA grants approval under Para. 7 upon the submission of justification by operator, the period of extension shall not exceed 6 months. If the choice number is still not put into use after the extension, IMDA will recover the choice number level without any refund.

³³ Only 8-digit numbers from open Series (e.g. Series '3', '6', '8', '9') are available for bidding.

³⁴ Number levels are considered used once they are connected in different operators' networks or when they are made available to the public

9. A choice number level acquired under this procedure will be taken into account in the computation of the utilisation criteria.

Bidding Arrangements

10. Upon receipt of an operator's request to bid for a choice number level, IMDA will notify other eligible operators and request them to indicate within 30 days their interest to also acquire the same number level.
11. If there is no interest from other operators, the choice number level will be allocated to the requesting operator upon payment of the minimum bid amount plus GST.
12. If one or more other operators are interested to acquire the same number level, IMDA will conduct a bidding session. The operator(s) concerned will be informed of the date and time of the bidding session.
13. The arrangement for the bidding process will be explained to interested operators prior to the actual bidding session.
14. A choice number level successfully bid for by the highest bidder will be allocated to the operator upon payment of the bid amount plus GST.

ATTACHMENT A**Number Levels Not Opened for Bidding of Choice Number Level(s)**

The following are 8-digit number levels not opened for bidding. IMDA reserves these levels for various purposes: provision of future services by operators or minimising wrong calls to an emergency or a global service. IMDA may review the reservation and make changes from time to time.

Number Level Reserved	Remarks
3000 - 3009	Future new services
6000 - 6009	Future new services
8000 - 8009	Used by ITFS / HCDS ³⁵
9000	Future new services
9900 - 9999	Prevention of wrong calls to '999'

³⁵ ITFS – International Toll-Free Service
HCDS – Home Country Direct Service

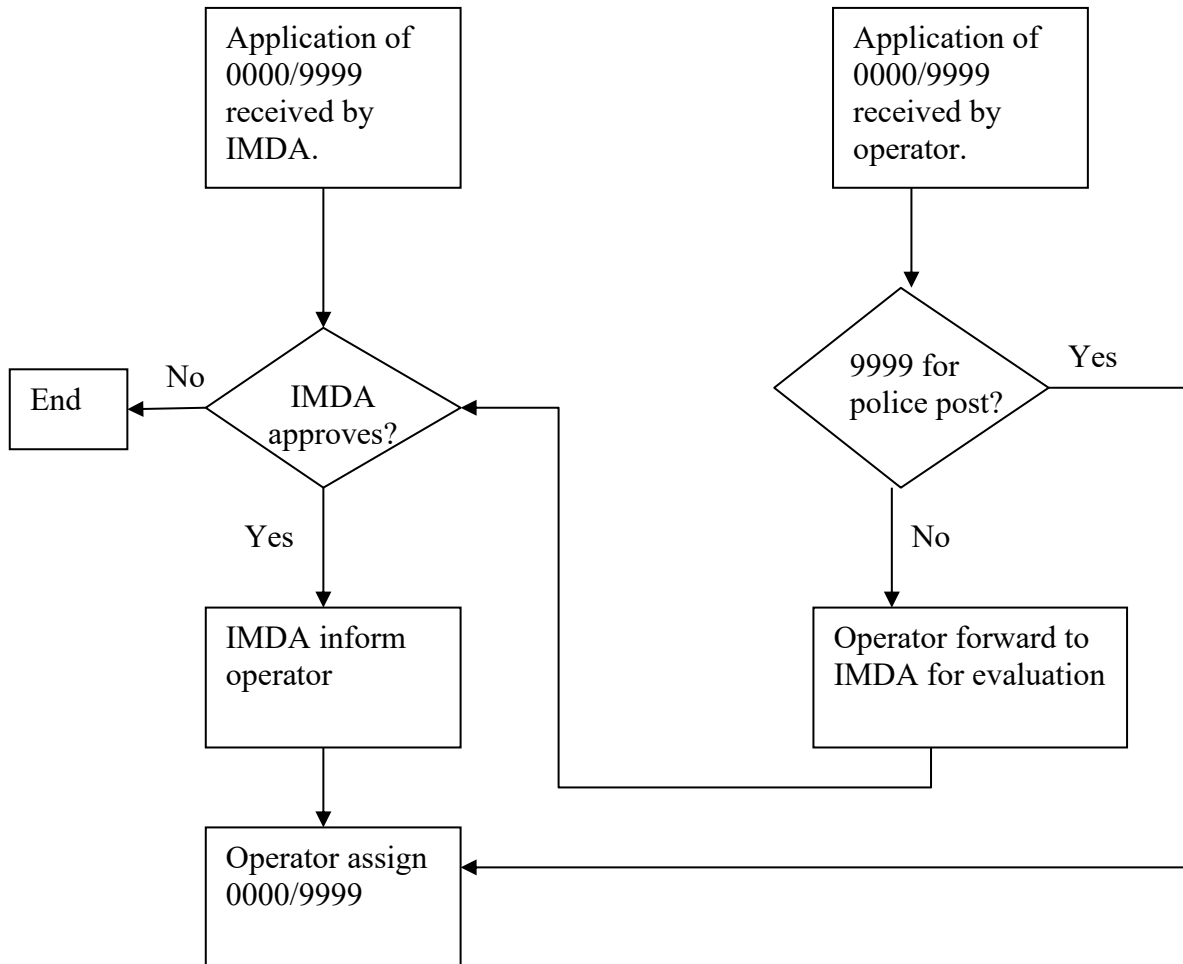
ANNEX 8

PROCEDURE FOR ALLOCATION OF GOLDEN NUMBERS ENDING WITH '0000' AND '9999' FOR NATIONAL INTEREST PURPOSES

1. Application for numbers ending with '0000' and '9999' to be used for national interest purposes is to be made to IMDA. If applications are received by the FBO licensee, the FBO licensee will forward the application to IMDA for approval.
2. Such applications to IMDA shall include the following information:
 - a) Name of organisation
 - b) Requested number(s)
 - c) Justification (including description of usage)
 - d) Period of use (short term for special event or for long term use)
 - e) Effective date of number(s) usage
3. Upon approval from IMDA, the FBO licensee will allocate the required number to the organisation and charge the corresponding golden number fee of S\$50 (excluding GST) for PSTN and mobile numbers.
4. Numbers ending with '9999' for use by the Police at its police posts are pre-approved by IMDA. When such requests are made, FBO licensees will proceed to allocate the numbers to the police without referring to IMDA.
5. A flow chart summarising the above can be found in the [Attachment](#).

ATTACHMENT

Procedure for Allocation of Golden Numbers Ending with '0000' and '9999' for National Interest Purposes



ANNEX 9

List of Abbreviation Used in the National Numbering Plan

DDI	Direct Dialling Inward
DEL	Direct Exchange Line
DID	Direct Inward Dialling
FBO	Facilities-Based Operator
HCDS	Home Country Direct Service
IDD	International Direct Dialling
IN	Intelligent Network
IPT	IP Telephony
ISDN	Integrated Service Digital Network
ISPC	International Signalling Point Code
ITFS	International Toll-Free Service
M2M	Machine-to-Machine
NSPC	National Signalling Point Code
PCMTS	Public Cellular Mobile Telephone Services
PSTN	Public Switched Telephone Network
PSTS	Public Switched Telephone Services
PTRS	Public Trunked Radio Services
SBO	Service-Based Operator
SS7	Signalling System No. 7
SPC	Signalling Point Code
STD	Subscriber Trunk Dialling
UCDO	User-Centric Data-Only