

# Enhanced NORS Training for Licensed SBO

# Training Agenda

1. NORS Overview
2. Logging In
3. Applying for 'ISPC'/'NSPC'
4. Applying for Level '1'
5. Applying for Level '3'
6. Number Query
7. Submitting Quarterly Report (Level '3')

# NORS Overview

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

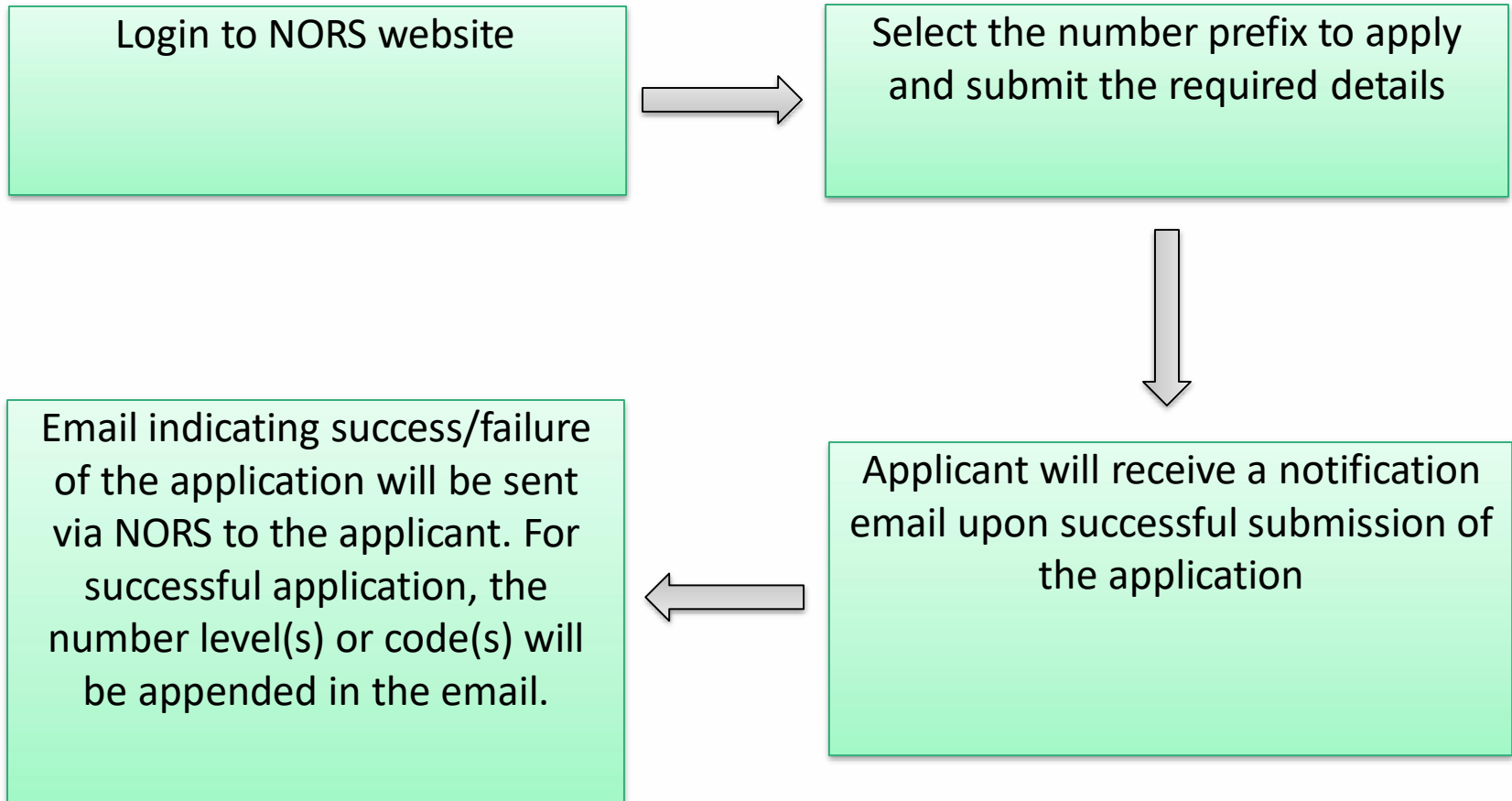
# NORS Overview

## New Features

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

# NORS Overview

## NORS APPLICATION PROCESS



# Logging In

① Launch IE and go to the following webpage:  
<https://eservice.imda.gov.sg/nors>

② Click once to  
access login page

NORS Numbers Online Registration System ABOUT NORS

## Numbers Online Registration System (NORS)

Online portal for authorised licensee users to register and apply for numbering resources

LEARN MORE

Log in for Business Users

**Corppass** is the new corporate digital identity

for business entities to conduct  
Government-to-Business (G2B) transactions

READ MORE →

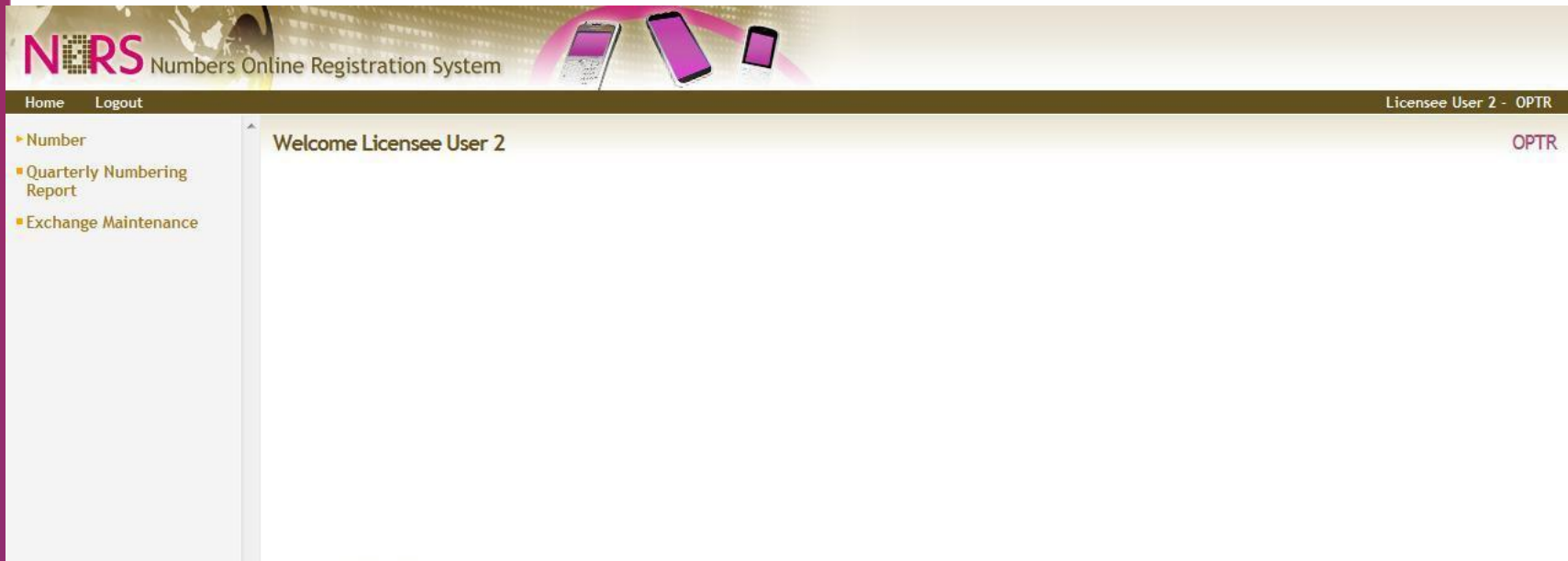
FAQs on **Corppass**

**Corppass** Guides



# Logging In

- On successful login, NORS homepage will be loaded



# Applying for 'ISPC'/'NSPC'

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



# Applying for 'ISPC'/'NSPC'

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

The screenshot displays the NORS Numbers Online Registration System interface. The header includes the NORS logo and the text 'Numbers Online Registration System'. The user is logged in as 'Licensee User 2 - 0'. The main content area is titled 'Number Application' and contains a form with several fields. The 'Number\*' field is highlighted with a red box and a circled '1'. The 'Application for other number levels' link is highlighted with a red box and a circled '2'. The 'Number Status' dropdown menu is open, showing 'ISPC/NSPC' selected, highlighted with a red box and a circled '3'. The 'Add New' button is highlighted with a red box and a circled '4'. The form also includes a 'Date of Application From' field, a 'Number Status' dropdown, and an 'IMDA Licensee' field. A 'Query Wild Cards' section provides instructions for searching. The bottom right corner of the form has 'Query', 'Add New', and 'Reset' buttons, along with a pagination control showing '<< 1 2 3 4 5 >>'. The left sidebar contains navigation links: 'Home', 'Logout', 'Number', 'Registration for 1800 & 1900 numbers only', 'Application for other number levels', 'Quarterly Numbering Report', and 'Exchange Maintenance'.

# Applying for 'ISPC'/'NSPC'

- (5) Select the Request Type – <ISPC>, <NSPC> or <ISPC/NSPC>
- (6) Input the Purpose of Number
- (7) Update Name, Contact No, Email Address and Fax No (If required)  
Note: Particulars will only be updated upon submission of application.

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

# Applying for 'ISPC'/'NSPC'

- (8) Indicate Number of Levels required for ISPC
- (9) Indicate Number of Levels Required for NSPC
- (10) Indicate ISPC Signaling Area
- (11) Indicate NSPC Signaling Area
- (12) Attach supporting document (Schematic of SS7 switch/network)

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

8 Number of Levels Required for ISPC \*

9 Number of Levels Required for NSPC \*

10 ISPC Signaling Area \*

11 NSPC Signaling Area \*

12 Attachment[]  Only \*.pdf, \*.doc, \*.docx, \*.xls, \*.xlsx, \*.zip files allowed

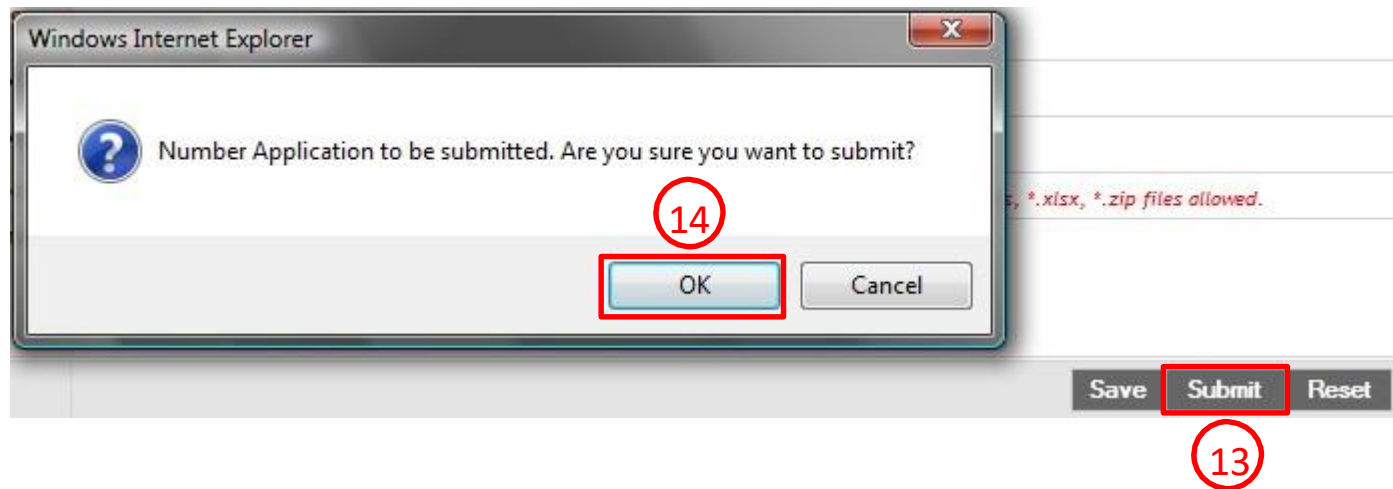
Licensee Remarks

Note: Above screenshot shows selection of both 'ISPC'/'NSPC'.  
If only 'ISPC' or 'NSPC' is required, input the information for the respective service only.

# Applying for 'ISPC'/'NSPC'

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

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



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

# Applying for Level '1'

- Level '1' numbers are used for:

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

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

# Applying for Level '1'

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

The screenshot displays the NORS Numbers Online Registration System interface. The page title is 'NORS Numbers Online Registration System'. The user is logged in as 'Licensee User 2 - 0'. The main navigation menu includes 'Home' and 'Logout'. The left sidebar contains several menu items: 'Number' (annotated with a red circle 1), 'Application for other number levels' (annotated with a red circle 2), 'Quarterly Numbering Report', and 'Exchange Maintenance'. The main content area is titled 'Number Application' and contains a form with the following fields: 'Number\*' (a dropdown menu with 'Level 1' selected, annotated with a red circle 3), 'Date of Application From' (with a date input field), 'Number Status' (with a dropdown menu), and 'IMDA Licensee' (with a text input field). Below the form are buttons for 'Query', 'Add New' (annotated with a red circle 4), and 'Reset'. A pagination bar at the bottom right shows '<< 1 2 3 4 5 >>'. A note at the top of the form states: 'Field marked with \* is mandatory when adding new Application. Query Wild Cards: Multiple Characters: % (Example: Search with s%m results in words like spectrum, sumo) Single Character: \_ (Example: Search with s\_m results in words like sumo, sim)'. The 'Number\*' dropdown menu lists options: '- All -', '- All - 800', 'ISPC/NSPC', 'Level 0', 'Level 1', 'Level 3', 'Level 6', 'Level 8', and 'Level 9'.

# Applying for Level '1'

(5) Input the Purpose of Number

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

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

(7) Indicate Number of Levels required

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

# Applying for Level '1'

(8) Select the Pool Type – <A> or <B>

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

(10) Attach supporting document

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

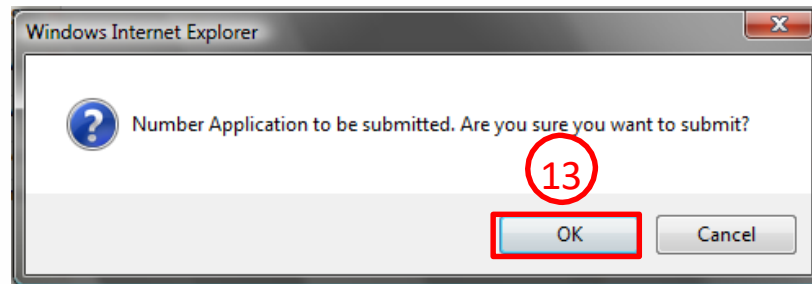
The image shows a screenshot of a web form with three fields highlighted by red boxes and numbered 8, 9, and 10. Field 8 is 'Pool Type \*' with radio buttons for 'A' and 'B', where 'B' is selected. Field 9 is 'Preferred Number Level' with an empty text input box. Field 10 is 'Attachment[]' with a 'Browse...'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



# Applying for Level '1'

- (11) Select the service type from <Service Type> drop down list
- (12) Click on <Submit> to send in the application
- (13) Click on <OK> to confirm the submission

The screenshot shows a web form with a 'Service Type' dropdown menu. The dropdown is open, displaying a list of service types: 10xx, 11xx, 13xx, 15xx, 16xx, 17xx, 18xx, and 19xx. A red box highlights the dropdown menu, and a circled '11' is next to it. Below the dropdown is a 'Licensee Remarks' text area. At the bottom right of the form, there are three buttons: 'Save', 'Submit', and 'Reset'. The 'Submit' button is highlighted with a red box and a circled '12'. A 'TOP' link is visible in the bottom right corner.



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

# Applying for Level '3'

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

# Applying for Level '3'

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

The screenshot shows the NERS Numbers Online Registration System interface. The main navigation menu on the left includes 'Number' (annotated with 1), 'Registration for 1800 & 1900 numbers only', 'Application for other number levels' (annotated with 2), 'Quarterly Numbering Report', and 'Exchange Maintenance'. The main content area is titled 'Number Application' and contains a form with fields for 'Number\*' (annotated with 3), 'Date of Application From', 'Number Status', and 'IMDA Licensee'. A dropdown menu is open for 'Number\*', showing options from 'Level 0' to 'Level 9', with 'Level 3' selected. The 'Add New' button is annotated with 4. Below the form is a 'Number Query Result' table with columns for S.No., Application Ref. No., Licensee Name, Application Date, Approved Date, and Status.

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	<a href="#">IMDA-6-441</a>	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED
2	<a href="#">IMDA-ISPC/NSPC-440</a>	Singapore Telecommunications Ltd	21/06/2011	21/06/2011	APPROVED

# Applying for Level '3'

(5) Input the Purpose of Number

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

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

(7) Indicate Number of Levels required

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

# Applying for Level '3'

- (8) Indicate if Choice Number Level is required
- (9) If Choice Number is required, indicate the Preferred Number Level
- (10) Attach supporting document  
Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.
- (11) Select the service type from <Service Type> drop down list

The screenshot shows a web form with the following fields and annotations:

- 8**: A radio button group for "Choice Number Level" with "Yes" selected and "No" unselected.
- 9**: A text input field for "Preferred Number Level" with the example "Ex. 3188 xxxx" below it.
- 10**: An "Attachment[]" field with a "Browse..." button and a note: "Only \*.pdf, \*.doc, \*.docx, \*.xls, \*.xlsx, \*.zip files allowed."
- 11**: A "Service Type \*" dropdown menu with "IPT" selected. The dropdown options are "- Click Here -" and "IPT".

# Applying for Level '3'

(12) Enter the Current Utilisation in Percentage

Note: The minimum utilisation is 80%.

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

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

## Numbering Report for the past 6 months

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

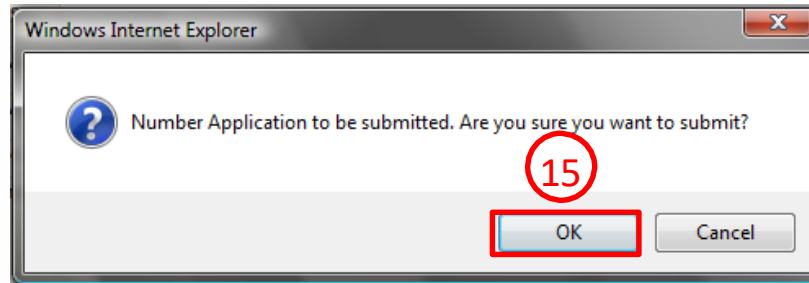
Save **Submit** (14) Reset

Note:

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

# Applying for Level '3'

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



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

# Number Query

- To check status of application

(1) Click on <Number>

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

Home > Number Application

Field marked with \* is mandatory when adding new Application.

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

**Number Application**

Number\* - All -

Date of Application From  To  (DD/MM/YYYY)

Number Status - Click Here -

IMDA Licensee Singapore Telecommunications Ltd

Query Add New Reset

<< 1 2 3 4 5 >>

**Number Query Result**

S.No.	Application Ref. No.	Licensee Name	Application Date	Approved Date	Status
1	<a href="#">IMDA-3-434</a>	Singapore Telecommunications Ltd	23/06/2011		IN PROGRESS
2	<a href="#">IMDA-3-433</a>	Singapore Telecommunications Ltd	23/06/2011		IN PROGRESS

- By default, all number applications are shown



# Number Query

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

Number Application	
Number*	Level 3
Date of Application From	To (DD/MM/YYYY)
Number Status	APPROVED
IMDA Licensee	Singapore Telecommunications Ltd
<a href="#">Query</a> <a href="#">Add New</a> <a href="#">Reset</a>	

## Number Query Result

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

[TOP](#)

# Number Query

## Types of status

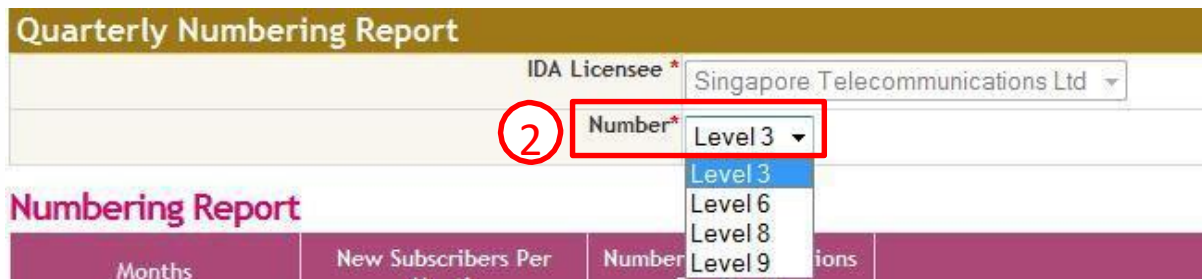
- **APPROVED** – Application is successful
- **DRAFT** – Application is saved but not submitted
- **IN PROGRESS** – Application is submitted pending approval
- **SENT BACK** – Application sent back due to lack of information or for further clarification
- **REJECTED** – Application rejected by IMDA

# Submitting Quarterly Report

(1) Click on <Quarterly Numbering Report>



(2) Select the <Level 3> from <Number> drop down list



# Submitting Quarterly Report

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

Note:

- These numbers will be reflected in the application for the respective number levels.
- If licensee do not submit their numbering report, it will affect their next application for the same number level.

**Quarterly Numbering Report**

IMDA Licensee \* Singapore Telecommunications Ltd

Number \* Level 3

## Numbering Report

Months	New Subscribers Per Month	Number of Terminations Per Month	Remarks
Oct 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Nov 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Dec 2011	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Jan 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Feb 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Mar 2012	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>

3

# Submitting Quarterly Report

## (4) Attach the quarterly numbering report

Note: Only one file up to 2MB allowed. For multiple files, please attach as a zip file.  
Report shall include number level assignment, level of utilisation and projected number usage

## (5) Click <Update>

### Numbering Report Files

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

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

Note:

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

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

# IMPORTANT TO NOTE

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



- **For any enquiries,**

Please email [nnp\\_admin@imda.gov.sg](mailto:nnp_admin@imda.gov.sg)



**THANK YOU**