Numbers Online Registration System (NORS) FAQs

About NORS

Q. What is NORS?

- NORS stands for "Number Online Registration System". NORS commenced in 2001 to provide online number registration for number with prefix '1800'.

- NORS is enhanced to manage additional numbers/codes request for '0', '1', '3', '6', '8', '9', '800', '1800', '1900', 'ISPC' and 'NSPC'.

Accessing NORS

Q. How do I access NORS?

- NORS is hosted in a secure environment, but it is accessible via internet with the following URL https://eservice.imda.gov.sg/nors

Q. Which browser can I use to access NORS?

- Microsoft Internet Explorer (IE) 11 is fully tested. This site is best viewed using IE8 and above. Javascripts must be enabled to access NORS.

Q. Why is Corppass used for NORS? How do I get support for Corppass?

- An organisation would need to know the identity of the individual who had transacted on behalf of the organisation. Corppass is selected to minimise the risk of unauthorised access to the system and sharing of IDs and Passwords.

- Corppass is the authorisation system for entities to manage digital service access of employees who need to perform corporate transactions with Government agencies online on behalf of their organisations.

- Currently, Corppass is applicable to local UEN entities and Singpass holders only.

- For more information on Corppass support, refer to the following URL: https://www.corppass.gov.sg/corppass/common/contactus

Q. How many NORS user can a Licensee nominate? How many concurrent users can access NORS?

- Each <u>FBO licensee</u> can nominate up to <u>5 users</u> to access NORS, while each <u>SBO licensee</u> can nominate up to <u>3 users</u> to access NORS.

- NORS can support up to 50 concurrent users accessing NORS.

Q. How do I update my user information, for example, the "contact number" and the "fax number"?

- Users are allowed to make changes to their user information in the number application form after they have login successfully. All user information entered and submitted in NORS will be updated into NORS database. NORS will display user's latest information thereafter.

Q. How do I apply or terminate a NORS user account?

- Any new or termination of NORS user need to be approved by your company's Regulatory Head. IMDA will only accept the complete NORS User Registration form sent by the company's Regulatory Head to nnp_admin@imda.gov.sg.

- Termination of NORS user may also be informed through the NORS User Validation form during the Annual Audit of External Licensee exercise.

Number Application

Q. What are the number prefix I can apply?

- After successful login, user can view their eligible number level from the number drop down list.

Q. What should I do if the number prefix I intended to apply is not found in the number drop down list?

- The number eligibility is dependent on the type of License issued by IMDA. You may refer to the National Numbering Plan for the number eligibility based on the type of License. User can write to nnp_admin@imda.gov.sg to verify if user finds any mismatch between their License issued by IMDA and the number prefix drop down list.

Q. How do I upload my supporting document for my application? What is the file format allowed?

- All additional number applications allow user to upload documents to support their application.

- NORS only accept the following file format - *.pdf, *.doc, *.docx, *.xls, *.xlsx, and *.zip files.

Q. How will I know my additional number request has been successfully sent for processing? And how do I know the application result?

- When an application is successfully submitted, user will receive an email notification from NORS with the application reference number e.g. IMDA-x-yyy (where 'x' represent number level; 'yyy' represent the series number).

- Similarly, the result of the application will be sent to user's email address. User will receive an attachment in the email to inform user the number(s) or codes allocated.

Q. Why I did not receive the expected number of levels applied?

- IMDA will compute the number of levels to be allocated based on Licensee's historical usage trend. Hence, user may not receive the applied quantity in full. User could write to nnp_admin@imda.gov.sg to clarify the matter.

Q. How can I check the status of my application?

- User can check their number application status via the "Number Status" drop-down list from "Number Application" page. User is expected to see the status of the application with the following status - "Approved", "Draft", "In progress", "Reject" and "Sent Back".

- "Approved" refers to completed application with allocated number levels.

- "Draft" refers to user's application that is saved but yet to submit to IMDA for processing.

- "In progress" refers to IMDA is processing user's application.

- "Reject" refers to IMDA had processed and rejected user's application.

- "Sent Back" refers to application returned to user due to incomplete or missing information.

Quarterly Number Report

Q. What is Quarterly Number Report? Who is allowed to submit Quarterly Number Report?

- Licensee allocated with number levels '3','6','8' and '9' is required to submit Quarterly Number Report ("QNR") on the utilisation status of the number levels assigned.

- All users are allowed submit QNR.

Q. Why does the system only allow user to enter the last 3 months' records? What will happen if I forget to update the figure for the past months?

- In view of the additional number application request comes every 3 to 4 months, the system is designed to follow the same cycle of 3 months.

- There will be 2 separate emails sent on 14th and 21st of Apr, Jul, Oct and Jan to remind user to upload the quarterly report. If user did not update after the 2nd reminder, user need to contact nnp_admin@imda.gov.sg to request administrator to upload manually.

Q. Why do I need to indicate "New Subscribers Per Month" and "Number of Terminations Per Month" in the Quarterly Number Report page?

- These figures will be used to compute the number utilisation whenever user is applying for additional number levels for '3', '8' and '9'. Hence, user is required to update these records monthly or quarterly.

- As the number utilisation for number level '6' is computed based on per exchange and "Service Type", hence user is not required to update the "New Subscribers Per Month" and "Number of Terminations Per Month" figure in the Quarterly Number Report page.

Exchange Maintenance

Q. What is the purpose of Exchange Maintenance?

- The "Exchange Maintenance" only applies to FBO with number level '6' allocated by IMDA.

- As number level '6' for PSTN service (DEL, DID and DDI) may be transferred between different Exchanges. Hence, the function in "Exchange Maintenance" allow user to update their number transfer records.

Q. Can I update NORS for the transfer of smaller number blocks, example 1,000 or 500?
- Yes. User can select "Partial Update" to update the transfer of smaller number blocks.

Other Numbers or Codes

Q. There are other codes e.g. Data Network Identification code (DNIC), Issuer Identification Number (IIN), Mobile Country Code (MCC) and Mobile Network Code (MNC). Why are these codes not included in NORS?

- As FBOs only apply these codes for one-time setup and the evaluation cycle of such codes are different from the rest of the numbers or codes, hence these four codes are not included in NORS.

Q. How should I apply for these codes (DNIC, IIN, MCC, MNC) in the future?

- FBO is required to write to IMDA with the necessary supporting documents when applying for these codes.