

## **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 Standard Sector (ITU-T) Recommendations.

IDA, as the regulator for telecommunications, controls and manages the National Numbering Plan to ensure that the number allocation process is fair and transparent so as to provide a level playing field for competition. In regulating the use of the number resource, IDA has to 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 in light of 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**

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

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 millions 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**

Numbers beginning with the digit '1' are reserved for special services which includes calls for operator assistance, service enquiry, 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 Level '1' short codes.

Generally, only FBO licensees are eligible for Level '1' short codes. However, Service-based Operator (SBO) (Individual) licensees who propose to deliver 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 allocation of codes from the '15XX' level.

### 3) Numbers with Leading Digit 3

Numbers beginning with the digit '3' are reserved for use for IP Telephony (IPT) service. The length of these numbers is standardised at eight digits.

Licensees offering IPT service are eligible for IPT numbers.

### 4) Numbers with Leading Digit 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, PSTN and Integrated Services Digital Network Services) and IPT service meeting the licensing obligations imposed by IDA are eligible for level '6' numbers.

### 5) Numbers with Leading Digit 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, Public Radio Paging Services and Public Trunk Radio Services are eligible for Radio Network numbers.