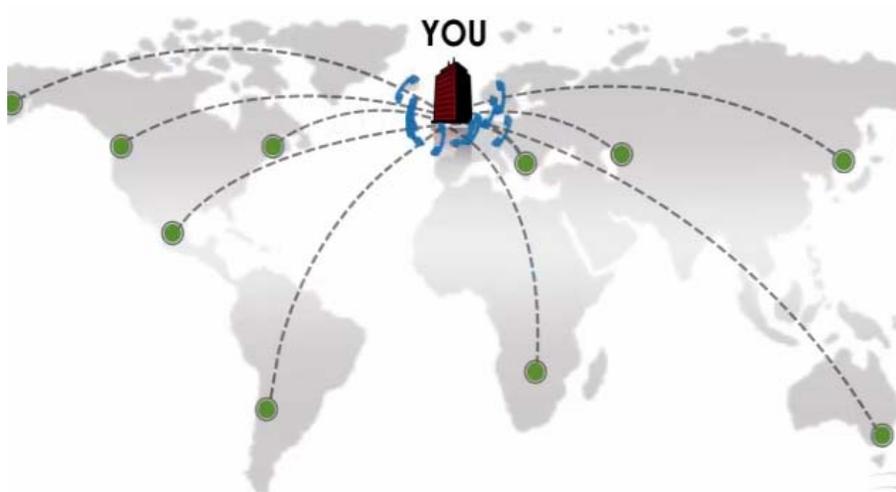


## International Toll Free Numbers



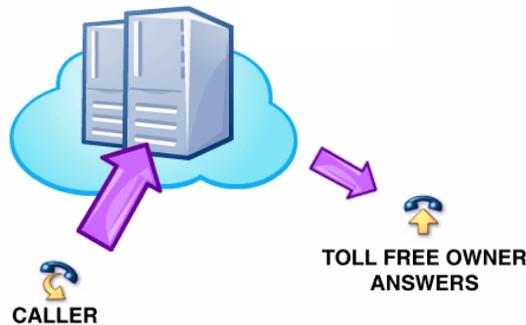
Services Division

Pakistan Telecommunication Authority

2011

## What is International Free Phone Service

The international freephone service (IFS) enables an IFS customer in one country to be assigned one or more special telephone numbers in other countries which allow IFS callers in those countries to call the IFS customer free of charge. All service and call-related charges are paid by the IFS customer.



## Early history

'Freephone' services appeared in the 1960s, with the Post Office introducing such a facility in 1960. A Toll-free service was also originated on May 2, 1967 by AT&T as an alternative to collect calling and to reduce the need for operators. AT&T referred to the service as IN-WATS, or Inward Wide-Area Telephone Service. The first company to use toll-free lines hosted numbers for major companies. Americana Hotels, Budget Rent a Car, Hyatt Hotels, Marriott Hotels, Roadway Inns, Sheraton Hotels, and Quality Inn were a few of the major companies hosted. Roy P. Weber (1945–2005) from Bridgewater, New Jersey was the inventor of the second-generation 800 toll-free number system in 1978. Weber's U.S. Patent No. 4,191,860 was filed July 13, 1978 and issued March 4, 1980 and assigned to AT&T. AT&T started to use this new technology from the Weber patent in 1982. Weber's invention was called 'Data Base Communication Call Processing Method', more commonly called today a 'Toll-Free Call' or '800 Call'.

From 1967 to the AT&T breakup in 1984, AT&T had an absolute monopoly on assigning 800 numbers to subscribing customers. From 1984 to 1993 Toll-Free customers were locked into a system that wed them to the telephone carrier like AT&T or MCI that assigned them their 800 number. To increase competition, the FCC, in 1991, ordered the

implementation of 800-number portability by May 1, 1993. 800 Number Portability means that toll-free numbers are not associated with a particular telephone carrier such as AT&T or MCI. 800 subscribers can switch to another carrier without changing their toll-free number. Before toll-free number portability, toll-free subscribers were locked into their carriers. They could not change those carriers without changing their 800 numbers. Starting in the early 90s, Toll-Free 800 Service became a viable business tool with the use on Vanity Numbers such as 1-800-FLOWERS. With these changes rates have continued to fall and the majority of large users are now buying toll free services for less than 2 cents per minute. Most small businesses now use more than 1000 toll free minutes per month. Toll Free has become so popular that 800 is no longer the only toll free area code. Area codes 866, 877, 888 were all added to meet the increased demands of the end users.

### **How toll-free calls are handled by operators**

The format of the toll-free number is called a non-geographic number, in contrast to telephone numbers associated with households which are geographic. In the latter case, it is possible to determine an approximate location of the caller from the area code. Toll-free numbers in contrast could be physically located anywhere in the world.

When a toll-free number is dialed, the first job of the telephone operator is to determine where the actual physical destination is. This is achieved using the intelligent network capabilities embedded into the network.

In the simplest case, the toll-free number is translated into a regular geographic number. This number is then routed by the telephone exchange in the normal way. Toll-free numbers are specific to each country. For example a Sweden Toll-free number starts 020 and an Ireland or Thailand Toll-free number would start with 1800-xxxxxx.

### **Technical description of toll-free number routing**

The Inter Exchange Carriers (IXC) generally handle traffic crossing boundaries known as LATAs (Local Access and Transport Areas). A LATA is a geographical area within a country that delineates boundaries of the Local Exchange Carriers (LEC). LECs can provide local transport within LATAs. When a customer decides to use toll-free service,

they assign a Responsible Organization (RESPORG) to own and maintain that number. The RESPORG can be either the IXC that is going to deliver the majority of the toll-free services or an independent RESPORG.

Taking a closer look, when a toll-free number is dialed, each digit is analyzed and processed by the LEC. The toll-free call is identified as such by the service switching point (SSP). The SSP is responsible for sending call information to the service control point (SCP), routing the request through at least one signal transfer point (STP) in the Signalling System 7 (SS7) network. SS7 is a digital out-of-band method of transmitting signaling (call control) information in the Public Switched Telephone Network (PSTN). The SS7 network is a packet-switched network carrying signaling data (setup and tear down of the call and services) separate from the circuit-switched bearer network (the payload of the telephone call) in the AIN services network. The SSP asks the SCP where to send the call.

The LEC will determine to which IXC that number is assigned, based on the customer's choice. Toll-free numbers can be shared among IXCs. The reason a customer might do this is for disaster recovery or for negotiating a better price among the carriers. For example, a customer may assign 50% of their traffic to Sprint and 50% to AT&T. It's all up to the customer.

Once the LEC determines to which IXC to send the call, it is sent to the IXCs point of presence (POP). The IXCs SCP must now determine where to send the call. When it comes to routing, the SCP is really the brains of the long distance network. Once the final determination of where the call is supposed to go is completed, the call is then routed to the subscriber's trunk lines. In a call center or contact center environment, the call is then typically answered by a telephone system known as an automatic call distributor (ACD) or private branch exchange (PBX).

### **World Practices**

Around the world International Toll Free Number is a commercial service handled by operators who claim that an International Toll Free number would be active within a few hours. They have simple forms and procedures that can be completed online very

quickly for allocation and activation of International Toll Free Numbers. Most of the Service Providers claim that the calls will be routed using the Telephone exchanges and not using IP based solutions. However there are some who use IP based solutions as well in addition to routing via Telephone Exchanges.

### **North America**

Toll-free numbers in the North American Numbering Plan (NANP) are sometimes called "One-800 numbers" after the original area code which was used to dial them. They include the area codes 800 since 1967, 888 (since 1996), 877 (since 1998), 866 (since 2000) and 855(since 2010). Area codes reserved for future expansion include 844, 833, 822, 880 through 887, and 889.

The toll-free numbers can be called only from certain phone numbers, depending upon the preferences of the customer (and sometimes the provider) who has the phone numbers. The default is that these numbers are available from any phone in Canada or the USA. However, many US toll-free numbers cannot be accessed from Canada, and many Canadian toll-free numbers cannot be accessed from the USA. Although toll-free numbers are not accessible internationally, many phone services actually call through the USA, and in this case the toll-free numbers become available. Examples of these services are the MCI Worldphone international calling card and Vonage internet telephone. However, many calling card services charge their own fee when their toll-free numbers are used to make calls, or when their toll-free numbers are used from pay phones.

From many countries (such as the UK), US toll-free numbers can be dialed, but the caller first gets a recorded announcement that the call is not free; in fact, on many carriers, the cost of calling a 'toll-free' number can be higher than to a normal number.

A limited number of *US toll-free numbers may be accessed internationally free of charge* to the caller by dialing through the *AT&T USADirect service*. This is one way in which US companies may provide toll-free customer service to their international clients.

In addition, US toll-free numbers may be accessed free of charge regardless of the caller's location by some *IP telephone services*.

## **China**

### 800 toll-free numbers

- 800 toll-free numbers in China are twelve-digit numbers beginning with the prefix "10-800". Recipient Business need to apply two 800 numbers to cover North & South China, which include China Unicom (CU) callers in North China and China Telecom (CT) callers in South China.
- 800 toll-free numbers are not accessible via mobile phones.

### 400 toll-free numbers

- 400 toll-free numbers in China are ten-digit numbers beginning with the prefix "400". One single 400 toll-free number is able to cover whole China.
- 400 toll-free numbers can be accessed by any fixed-line and mobile phones under any networks.
- Only "4001" prefix (e.g. 4001-xxxxxx) provided by China Mobile (CMCC) can route to overseas and local. *M800 Limited has gained the sole partnership with China Mobile (CMCC) to launch China 4001 International Toll Free service worldwide.*

## **Australia**

### Toll Free (usually referred to as Free Call or Free Phone)

- Toll-free numbers in Australia are seven or ten-digit numbers beginning with the prefix "180".
- The ten-digit version (1800 xxx xxx) is the most common, leading to toll-free numbers being colloquially referred to as "1-800" ("one eight-hundred") numbers. More recently, seven digit (180 xxxx) numbers exist, but are rare, and a much greater government charge is assessed on these lines.
- For all types, the recipient business pays for incoming toll charges.
- *In some cases, 1800 numbers can be accessed from international lines.*
- Callers to an 1800 number are not charged a connection fee from a domestic fixed line. Calls from a mobile phone may incur charges depending on the provider.

# Universal International Freephone numbers

A Universal International Freephone Number (UIFN) is a worldwide toll-free "800 number" issued by the ITU. Like the 800 area code issued for the NANP in the U.S. and Canada, the call is free for the caller, and the receiver pays the charges (except on certain cell phones). UIFN uses ITU country code 800, so that no matter where the caller is, only the international access code (IAC), the UIFN country code (800) and the 8-digit UIFN need to be dialed. For example, from the United Kingdom, a caller can dial the UIFN number 00 800 8353 4726 for the International Telegram Service. Currently, about 60 countries participate in the UIFN program.

## The UIFN Format

A UIFN is composed of a 3-digit Country Code (CC) for a global service application, 800 and an 8-digit Global Subscriber Number (GSN), resulting in an 11-digit fixed format. As an example, an IFS customer's UIFN could be +800 12345678, where 12345678 being the IFS customer's GSN. An IFS caller must dial an international prefix prior to the UIFN.

CC	Country Code
GSN	Global Subscriber Number
IFS	International Freephone Service
UIFN	Universal International Freephone Number

The international freephone service is provided by bilateral agreement between IFS service providers and IFS service access providers. Participating IFS service providers and IFS service access providers may choose to adopt any, or all, of the specific access methods indicated below:

- a) **Access Method No. 1** - Access in the country of origin via dialling a national freephone number.

A number is assigned to the IFS customer from the available national freephone numbers in each country from which the IFS customer wishes to

receive IFS calls. The IFS caller dials the national freephone number, **which is translated into a routing number and routed to the country of destination.**

Due to variations in freephone number structure among countries, it is likely that the assigned number cannot be the same in each country. Some countries may use within their national numbering scheme differing national prefixes for freephone numbers which terminate calls within the country and for freephone numbers which terminate calls in another country.

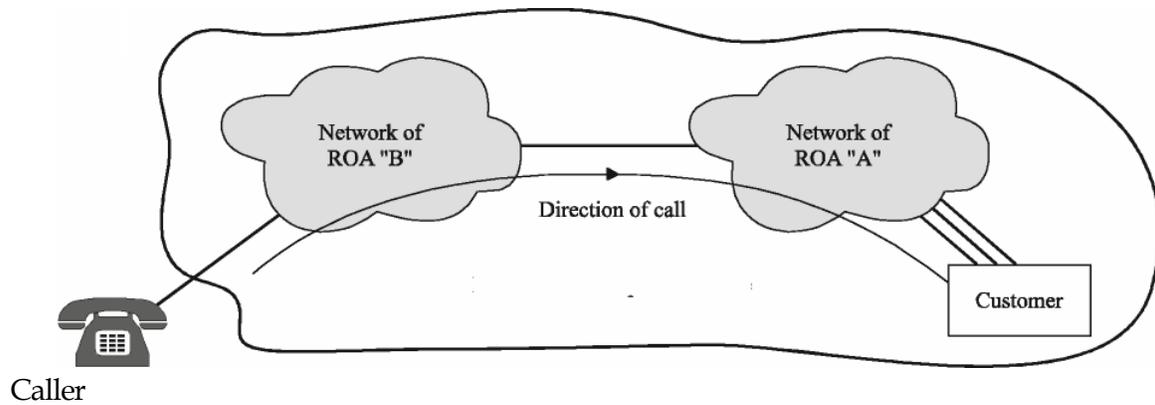
- b) **Access Method No. 2** - Access in the country of origin via dialling a universal international freephone number.

A unique Universal International Freephone Number (UIFN) that is the same throughout the world is assigned to the IFS customer. The IFS caller dials the international prefix followed by the UIFN, which is translated into a routing number and routed to the country of destination.

A UIFN facilitates uniform global access to the IFS customer from all IFS service access providers who choose to offer this feature. The UIFN should be portable, giving IFS customers the ability to retain their UIFNs when changing IFS service providers.

The UIFN access method can only be used where the international freephone service requested by the IFS customer is between two or more countries.

The IFS provider is the provider of the international freephone service to the IFS customer and is responsible for all relations with the IFS customer concerning the international freephone service. The IFS access provider is the Recognized Operating Agency ROA in the country of origin of the call that is responsible for the establishment of the access to the international freephone number in that country. Figure 1 depicts the relationship of the IFS provider and the IFS access provider as regards the direction of call flow.



**Figure 1- General environment of international freephone service**

### **Service management**

The IFS provider has the responsibility of processing all applications received on behalf of their IFS customer and will:

- obtain numbers requested by the IFS customer if available or an acceptable alternative;
- ensure that IFS customers do not promote their assigned international freephone number before the customer due date;
- notify the IFS customer that:
  - a) International freephone numbers are intended to allow IFS callers to call the IFS customer and may not be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. The IFS customer must inform their IFS service provider of any such transfer;
  - b) The assignment of an international freephone number does not create an ownership interest, right or claim to the international freephone number on the part of the IFS customer.

As the originator and interface with the IFS customer, the IFS provider has overall control responsibilities to ensure the satisfactory completion of the service order for initiation, change, suspension and disconnection of service. The IFS provider and the IFS access provider should each appoint a contact person responsible for all general

matters relating to IFS (a "service manager"), as well as specific contacts for service ordering, testing and fault reporting. Information on these contacts should be exchanged between the IFS provider and the IFS access provider.

### **Service ordering - General procedure**

The IFS provider will originate the service order on behalf of the IFS customer. A separate service order form should be sent to each IFS access provider from whom the IFS customer wishes to receive calls.

The IFS access provider will verify the information on the Service Order Form (SOF) and, subject to acceptance of the request for service on behalf of the IFS customer, will program the work necessary to activate the service on the date requested by the IFS customer.

The IFS access provider may request the IFS provider to provide additional information to that specified on the service order form.

The IFS provider and the IFS access provider should each indicate one contact point for the exchange of service orders.

### **Procedures for IFS access in the country of origin via dialing a national freephone number (Access Method No. 1)**

#### **Service provisioning**

The IFS provider and the IFS access provider should endeavour whenever possible to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist around the world.

#### **Requirements before issuing the service order**

The IFS provider may have reason prior to the issue of a service order to request the IFS access provider for a national freephone number assignment (for an IFS customer who wants a specific number and/or to verify the period of notice required for service initiation). A list of up to ten customer-preferred freephone numbers (within the range available) can be submitted.

If the specified number and alternatives are not available, the IFS access provider will allocate the next spare number and notify the IFS provider. The IFS provider can then request additional numbers if required. If the IFS customer has no preference for a specific number, any number may be assigned by the IFS access provider from the available unassigned numbers.

The IFS access provider will advise the IFS provider of the national freephone number allocated within two working days of receiving the request.

The IFS access provider should guarantee the reservation of the allocated national freephone number for 60 days. After this period, the IFS access provider reserves the right to cancel the reservation if another customer has made a request for it.

If no SOF is received after a number has been reserved for more than 60 days, the IFS access provider may cancel the reservation. In all cases, the IFS access provider should promptly notify the IFS provider about the cancellation of any reserved numbers.

**Policy for assignment of national freephone numbers in the country of origin for use in the international freephone service**

The policy can be summarized as follows:

- The numbers will be those specified by the IFS access provider.
- IFS customer requested numbers may be assigned if available.
- Reserved and assigned numbers are intended for the IFS customer's communication service, and are not to be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. Any attempt to do so may result in the IFS access provider reclaiming those numbers for reassignment.
- The IFS access provider will not charge any additional fee for an IFS customer-requested number.
- The reservation or assignment of a national freephone number does not create an ownership interest, right or claim to the national freephone number on the part of the IFS customer.
- IFS customers are not to promote their number(s) before the customer due date.
- When an existing international freephone service is disconnected, the IFS access

provider's number reassignment policy will be followed.

- The IFS access provider makes the final decision on any freephone number used.

### **Portability**

The competitive telecommunications environment requires that a customer can change his IFS service provider without changing access number or losing service.

The above procedure is preferred, but if for some reason it cannot be applied, portability may also be carried out by having the current IFS service provider send a disconnect order to the IFS service access provider and having the new IFS service provider send a new service order to the IFS service access provider. Both these service orders must be marked "Portability" in the remarks section and be matched by the IFS service access provider to avoid service interruptions.

### **Procedure for IFS access in the country of origin via dialling a universal international freephone number (Access Method No. 2)**

#### **Service provisioning**

The IFS provider and the IFS access provider should endeavour whenever possible to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist around the world.

For the initial activation of a UIFN, the IFS provider is required to obtain a number assignment from the UIFN Registrar, and confirm service activation to the UIFN Registrar.

### **Portability**

The competitive telecommunications environment requires that a customer can change his IFS service provider without changing access number or losing service.

The above procedure is preferred, but if for some reason it cannot be applied, portability may also be carried out by having the current IFS service provider send a disconnect order to the IFS service access provider and having the new IFS service

provider send a new service order to the IFS service access provider. Both these service orders must be marked "Portability" in the remarks section and be matched by the IFS service access provider to avoid service interruptions.

### **Service disconnection**

Based on the request of an IFS customer, the IFS provider will originate an SOF to disconnect the international freephone service. The IFS provider and the IFS access provider must exchange the necessary information with each other and must complete all the necessary procedures for disconnection by the date requested by the IFS customer.

The procedures for service provisioning should apply to service disconnection as appropriate.

### **Common service management aspects**

#### **Directory assistance/listing**

Directory assistance and/or listing in Country B may be provided as an option by the IFS access provider and if so can be obtained at the option of the customer of the IFS provider. If IFS customers wish to have their freephone number included in the directory assistance system and/or directory listing, this must be specified in the SOF.

#### **Access capabilities/line definition**

The IFS provider will indicate the actual number of access lines at the disposal of its IFS customer. This may be used for network management purposes.

#### **Service authorization**

The IFS provider and the IFS access provider will activate the service a few days prior to the customer due date. This will allow proper testing and verification of the service before the customer due date.

#### **Pre-service testing**

The IFS provider will verify operation of the IFS customer's access number and will perform pre-service testing during the days preceding the SOP due date.

The IFS access provider will test the service on the day before the SOP due date at the latest. IFS customers are not to promote their number(s) before the customer due date.

### **Service order control**

As the originator and interface with the IFS customer, the IFS provider should have overall control responsibilities to assure satisfactory completion of the service order and initiation of service.

### **Service abuse**

The IFS access provider will notify the IFS provider of any unusual or abusive use of international freephone calling. The IFS provider should attempt to correct the situation as quickly as possible.

Examples of service abuse could be:

- the generation of significant IFS call volumes which the IFS customer has no intention of answering; or
- an unscrupulous person using IFS to access an IFS customer's PABX for the purpose of making outgoing calls at the IFS customer's expense.

In extreme cases, the IFS access provider may terminate service to an IFS customer who has shown an inability or lack of desire to control their international freephone service.

The IFS access provider will consult with the IFS provider prior to taking any action.

### **Customer service features**

As a service provider option, IFS customers may be offered additional service features, as described below.

#### **Announcement for caller**

Announcements for IFS callers may be network-generated at call origin by the IFS access provider (for example, to inform the caller who dials a freephone number that the call will not be charged) or as part of the IFS customer call handling provided in the destination country by the IFS provider.

### **Geographical zone call routing**

In general, a call placed to an international freephone number from anywhere within a country or service area will route to the specified destination for the IFS customer. However, a customer may be able to request that the origination of IFS calls be limited to a restricted geographic area within the country or service area.

This feature may be provided at the option of the IFS access provider.

### **Variable call routing**

A variety of variable call routing applications can be provided in response to specific IFS customer requirements. It should be noted that certain applications could result in an IFS call originating and terminating in the same country. The routing of such calls is a national matter.

### **Point of origin call routing**

This feature permits an IFS customer to specify different IFS call destinations depending on where the IFS call originated. These points of origin can be differentiated by national boundaries or subdivisions within a country, such as linguistic areas, economic or political districts, etc. Independent of the point of origin, the IFS caller would dial the same international freephone number.

This feature may be provided at the option of the IFS access provider or if information as to the origin of call is available by the IFS provider.

### **Time-dependent call routing**

This feature enables IFS customers to route their traffic to alternative destinations or to an announcement at specified times of the day or days of the week. The destinations may vary depending on:

- time (hour - minute);
- day of the week (Su - Mo - Tu - We - Th - Fr - Sa).

This feature may be provided at the option of the IFS provider.

### **Date-dependent call routing**

IFS customers may require temporary changes in their normal routing or interruptions in their normal service to take account of public holidays, business

vacations, seasonal requirements, etc. Date-dependent call routing provides a specified handling that is different from that which would normally be scheduled for the specific date.

The deactivation, reactivation or destinations may vary depending on:

- date (day - month - year).

This feature may be provided at the option of the IFS provider.

### **Variable (follow-me) call routing**

IFS customers may also require temporary changes in their specified call routing for special events or campaigns. The traffic will be routed to these alternative destinations when requested by the IFS customer. The follow-me feature is intended for non-periodic routing changes.

The IFS customer may either activate the follow-me number by contacting the IFS provider's customer service centre who will enter the request into the system on behalf of the IFS customer, or the IFS customer may interact with the system directly. In both cases, the traffic will then be routed to the alternative destination instead of the normal destination. It should be possible to also schedule the request for activation of the follow-me number in advance.

This feature may be provided at the option of the IFS provider.

### **Call completion on busy (traffic-dependent) call routing**

The purpose of this feature is to complete calls which encounter a busy. Three sub-features which may be provided at the option of the IFS provider are possible:

#### **Diversion of calls to alternative destinations**

This sub-feature provides the capability to have calls that encounter busy to be routed to an alternative destination specified by the IFS customer. A series of alternative destinations may be specified. If none of these alternative destinations are available, the call will be given a busy indication, or the queueing sub-feature may be applied.

## **Queueing of calls**

This sub-feature provides the capability to have call attempts that encounter busy on all available destinations, to be held in a queue until an IFS customer line becomes available. If a line becomes available, the call will be taken out of the queue on the FIFO principle (first-in first-out) and routed to the IFS customer.

## **Recorded announcements**

This sub-feature provides the capability to route a call that cannot be completed to a recorded announcement. Depending on the reason for unsuccessful call, different announcements can be provided:

- If the call is prevented by network congestion, the IFS caller should receive usual network tones and announcements.
- If the call is prevented by congestion at the IFS destination access, the announcements provided should be according to the optional arrangements subscribed to by the IFS customer.

## **Additional customer service statistics**

This feature provides the capability to give more information about the usage and performance of the IFS customer's service.

This feature may be provided at the option of the IFS provider. The provision of some of the types of information listed may require the cooperation of the IFS access provider.

## **Real-time information**

The following call-specific information could be given to the IFS customer during the call, e.g., on a terminal. For example:

- freephone indicator showing if the incoming call is a freephone call;
- telephone number of the caller, if available;
- origin of the call;
- charging information related to the call.

Other information could be given to the IFS customer via a terminal, such as:

- usage of the customer lines;

- number of calls in the queue;
- accounting (billing) information of the last accounting period;
- number of seizures/call attempts in a specified period;
- number of successful calls for a specified period.

### **Data analysis**

Traffic data may be processed by the IFS provider and given to the customer on a periodic (e.g., monthly) basis.

- a) For IFS calls:
  - date and time of call;
  - number of the caller, if available;
  - origin of the call;
  - call answer time of the customer;
  - duration of the call.
- b) Call attempt profile:
  - counts of call attempts for a specific period (e.g., 5-minute, 15-minute, or 60-minute periods) can be listed according to their origin.

### **Directory assistance/listing services**

Directory assistance listing of the international freephone number in the country of call origin may be provided at the option of the IFS access provider for the IFS customer.

Directory listing of the international freephone number in the country of call origin may also be obtained at the option of the IFS access provider for the IFS customer.

### **Operational provisions**

#### **Service operational requirements**

The IFS provider should:

- a) collect call data for international billing and accounting purposes;
- b) take appropriate action to prevent fraud;
- c) carry out traffic observations as may be appropriate;
- d) identify an incoming routing number for special handling, as follows:

- verify the validity of the received number;
- translate the received number into the domestic number of the IFS customer;
- route the call to the proper destination.

The IFS access provider should:

- a) ensure the free-of-charge character of the call for the caller;
- b) take appropriate action to prevent fraud;
- c) monitor the network and take action to prevent congestion resulting from an excessive number of calls in a short period of time;
- d) carry out traffic observations as may be appropriate;
- e) allow IFS calls to be placed from any public or private telephone terminal;
- f) screen IFS calls for validity;
- g) translate the dialed IFS number into the number format as specified by the IFS provider.

This will normally be in the form of a special routing number which will be used by the IFS provider to identify the called IFS customer as well as the origin of the call. This routing number should be kept confidential. The structure of the routing number will be bilaterally agreed;

- h) route the IFS call after translation of the dialed IFS number to an appropriate international exchange. However, in the case of UIFNs, the call may instead be routed to a national exchange when the caller and the IFS customer are in the same country.

## Recommendations

### Option I

a) A separate Toll Free number could be assigned to a subscriber for each country. The caller to dial the Toll Free number according to his country in order to make the call free of cost. The call for the International Toll Free number to be routed to the country of Destination through the local Service provider. The Local Service Provider to translate the dialed International Toll Free number into the number format as specified by the International Service provider. This will normally be in the form of a special routing number which will be used by the service provider to identify the called customer as well as the origin of the call. This routing number should be kept confidential. The structure of the routing number will be bilaterally agreed. The National Service Provider to route the International Toll Free call after translation of the dialed International Toll Free number to an appropriate International Gateway Exchange.

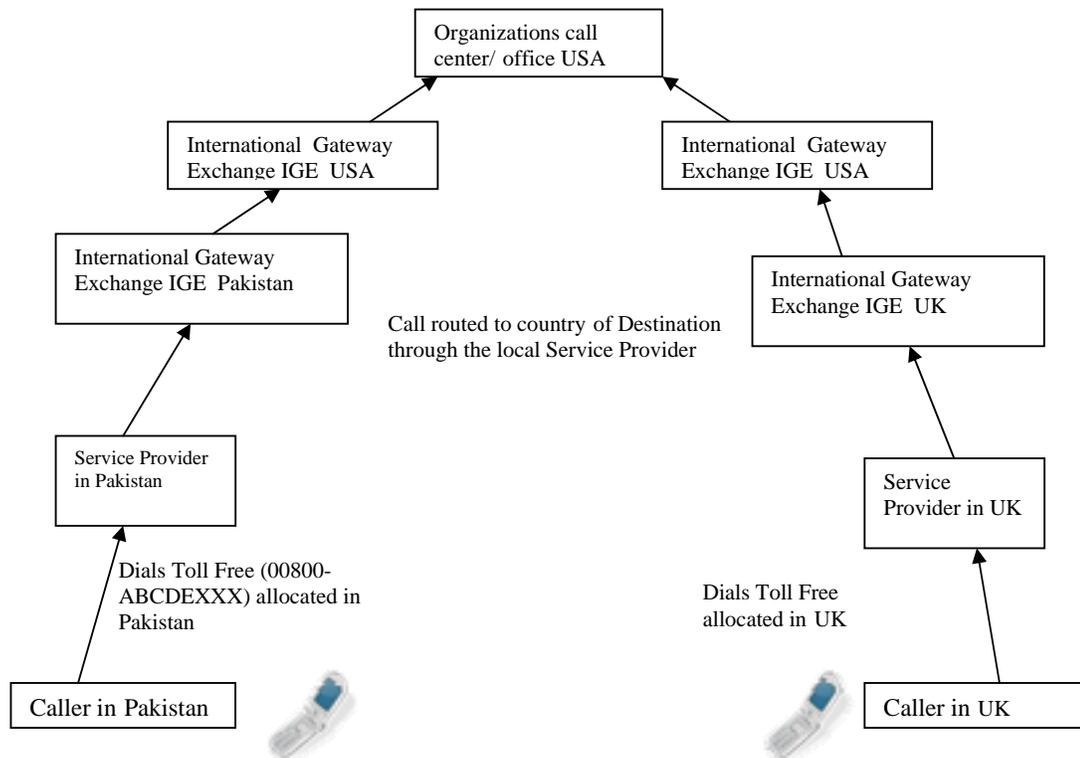


Figure: International Toll Free call originating from Pakistan and UK and terminating in USA.

The following structure for the National Toll Free Number is recommended:

00800-ABCDE XXX

where

A is Service Category; 9 for International Toll Free Service

B is Carrier Number for destination country (0 to 9)

CDE is Country Code (0 (s) to be appended on the left side in case of 1- Digit or 2 Digit Country Code)

XXX is subscriber Number (000 to 999)

b) The procedure / Guidelines be devised by PTA and the international Toll Free Numbers be allocated by PTA like the national Toll Free Numbers. The service provider to map the International Toll Free number according to the customer requirements incorporated in the Allocation Letter issued by PTA. The National Service Provider to have an agreement with the International Operator in order to manage the service and costs of the international Toll Free Numbers. The interconnect agreement to be mutually agreed and in accordance with the Code of Commercial practice. Reverse Charging mechanism to be followed. The operator terminating the calls would pay the call charges to the operator originating the call. The payment of Annual Number Charges @ Rs.5000/- for the International Toll Free to be made by the Local Service provider. The Local Service Provider to be held responsible in case of any malpractice.

## **Option II**

a) It is recommended that the National Toll Free numbers be dialable with a country code from other countries. The call should be routed as a normal international call and the toll free number owner to bear the charges of the call.

b) An agreement between the local service provider (i.e. local FLL/ WLL/ Mobile Operator) and the International operator should be devised in order to ensure the

payments to the International operator for providing a toll free call to an international caller.

### **Option III**

If no such arrangement can be devised the Toll Free number could be made diallable for international callers with the country code but on paying the charges for an international call.