

4. LEVEL ‘3’ NUMBERS

4.1 General

Level ‘3’ numbers are set aside for IP Telephony (IPT) service.

4.2 IP Telephony (IPT) Service

IPT service here refers to a form of VoIP¹⁵ that requires telephone or 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.

The first four digits of the 8-digit IPT numbers uniquely define a set of numbers referred to as a number level. One number level thus consists of 10,000 numbers.

4.3 Level ‘3’ Numbers Eligibility Criteria

FBOs and SBOs (Individual) licensed to offer IPT service are eligible for IPT numbers.

4.4 Level ‘3’ Numbers Allocation Criteria

4.4.1 To facilitate IDA’s assessment of IPT numbers application, operators are required to submit to IDA 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.

4.4.2 Operators may be allocated IPT numbers through either administrative allocation or an auction process.

Administrative Allocation

Operators may request for IPT numbers through administrative allocation when their number utilisation¹⁶ of their existing allocated 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.

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.

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

Illustration:

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

Auction

The following are two procedures whereby operators may acquire IPT numbers through a bidding process:

Bidding of Number Levels Initiated by IDA

In this procedure (see Annex 7 for details), IDA will progressively make available level “3” 8-digit number levels in a sequential order for bidding by operators. For each bidding session, IDA 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% utilization. For number pool which has an utilization percentage of less than 50%, operators are however eligible to bid only for one number level in a bidding session.

All remaining number levels that are not allocated during the bidding session will be placed in a common pool for subsequent sequential allocation by IDA via Administrative Allocation.

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

In this procedure (see Annex 8 for details), an operator eligible for allocation of numbers may request for out-of-sequence IPT numbers not covered by Administrative Allocation or the sequential number level bidding scheme initiated by IDA. 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.

- 4.4.3 Operators shall quarantine recover IPT numbers for at least 3¹⁷ months before making them available to the next user.

4.5 Level ‘3’ Numbers Allocation Procedure

- 4.5.1 Generally, numbers for IPT service are sequentially allocated in levels (i.e. in blocks of 10,000) to operators. This is considered as the primary allocation.

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.

Allocation of numbers to individual subscribers, considered as secondary allocation, is made through the operators.

4.5.2 Existing assignments of Level '3' Numbers are shown in Annex 3.

4.6 Application for Level '3' Numbers

4.6.1 To request for numbers for new IPT service, the following are to be submitted to IDA 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.

4.6.2 For additional numbers for an existing IPT service, the following are to be submitted to IDA 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 months.

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