No. 16-06/2015-AS-IIIViolation/16/ **10 5̄8**   Dated: 23/08/2018

To,

All Access Service Providers (CMTS, UASL &UL NLD, ILD Licensees)

Subject: Clarification on Traffic from '1800' National Toll Free Number for termination at International locations-reg.

With reference to above mentioned subject, the undersigned is directed to clarify that Series '1800' i.e. 'Free Phone Service' has been mentioned in Annexure-IV (Number for Special Services) in NNP-2003. All the codes mentioned in Annexure-IV are for free phone services originating and terminating within India. These numbers are allocated to organizations located within India.

2. As per NNP-2003, for international calls only two types of dialing have been permitted. Such dialing would require pre-fix of '00' or '000'. All other numbers are for national dialing (with respect to calls originating in India).

3. TRAI Regulations titled "the Intelligent Network Services" in Multi Operator and Multi Network Scenario" dated 27.11.2006 also identifies '1800' service as 'National' service.

4. As per NNP-2003, DoT has notified two different access method for Toll Free numbers:

   (i) National Free Phone Number: DoT has issued National Free Phone series '1800' to be utilized by telecom service providers with the following format:
   1800 + YYY + IN number

   Where YYY is SCP code allocated by DoT.

   (ii) International Toll Free Number: DoT has issued International Toll Free Number Series '000800' to be utilized by telecom service providers with the following format:
   000 + 800 + IIC (3-digits) + XXXX (4-digits)

   Where IIC is Identity Code allocated by DoT to IFS service provider.

Based on above, following is clarified

(a) Series '1800' series are **National Toll Free Number series which shall be originated and terminated in the territorial jurisdiction of country.**
(b) All free phone numbers contain SCP code of Telecom Service Providers and free phone calls shall be terminated within the network of the service provider which has

been allocated the said SCP code by DoT and no further transiting of such calls to other national or international service provider is permitted by recipient TSP. .

(c) NNP-2003 has specified only two access methods for calling numbers outside India i.e.

(i) International Service: DoT has issued sub-level '00' for international dialing. It will be followed by country code and will be of 17 digits with the following format:

$$00 + CC + NDC + SN$$

(ii) International Toll Free Number: DoT has issued International Toll Free Number

Series '000800' to be utilized by telecom service providers with the following format:

$$000 + 800 + IIC \text{ (3-digits)} + XXXX \text{ (4-digits)}$$

Where IIC is Identity Code allocated by DoT to IFS service provider.

No other access method shall be used for termination of calls outside India except above two access methods.

This is issued with the approval of competent authority.

Skgarg 23/08/2018

(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725
E-Mail: sanchitk.garg@gov.in

Copy for kind information and necessary action, if any, to:
1. **Secretary-TRAI,**
2. **CMD MTNL/CMD BSNL,**
3. **DG, COAI / SG, AUSPI,**
4. **Director (P&N), DoT, HQ with request to circulate the sanction to related LSA Cells.**
5. **Sr. Program Manager, CMS-NRO, C-DoT, Mehrauli, Delhi-30.**