Service Restrictions

AUSTRALIA
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. The location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request.
Calling Cards applications
Numbers cannot be used for post-paid calling card applications.
Purchase
Other restrictions
Vox800 numbers with area code 13 are Special numbers
Vox800 numbers with areacode 1300 are shared cost numbers
Service limitation
Compatibility issues
T.38 is supported for numbers purchased after June 24 2011. Compatibility issues have been reported for international fax transmissions.
Number portability
Vox800 Special 13 numbers - Allocation of ownership is mandatory for porting out
Reachability limitations
Vox800 Special 13 numbers may not be reachable from other countries than Australia.
Outbound Calling
Onecom shall inform its end users that White Pages do not use IPND data and that a change in the White Pages does not mean a change to the IPND. Onecom shall inform end users that any update to IPND records shall be requested to the Customer. Upon such request Onecom will then update the end user information within internal portals.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls freephone short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan.
Customers using Telstra numbers in connection with any of our services may be subject to blocks implemented by Telstra unless the numbers are ported to Onecom or the whitelisting process outlined in our Help Center is followed. Please review our dedicated Help Centre article for more information and detailed requirements.
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
National Calling and Enhanced Voice Transit do not support Call selection & carrier pre-selectoion.
The State Emergency Service (SES) an Australian institution of first responders to disasters such as storms and floods cannot be contacted by calling 000 - they are reached via 132 500

Service Restrictions

AUT - Austria
Legal or regulatory requirement
Address or identification requirements
For national numbers the location of the end user (place of residence/business) must be within Austria.
Geographic numbers require an address proof of address before activation of the number. The address location of the end user (place of residence/business) must correspond to the geographic area code of the telephone number(s) being associated with it. A valid proof of address is a proof of telecom services at the location of the end user. For more information on what constitutes as a valid proof in Austria please visit the Help Center.
Onecom's Customers purchasing services on Austrian numbers for the first time are required to provide proof of ID for identification purposes as required by local regulations. Valid proofs of ID are as follows: a ZIP file containing the ID/passport of an authorized representative together with a copy of the business registration of the Customer company.
Purchase
Other restrictions
Austria numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by Onecom upon a 5-day notice period due to scarcity of number resourcing within the range in operation.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Number reachability issues have been reported when dialing the 720 range from several carriers outside of Austria therefore international reachability cannot be guaranteed
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency Services calling is currently not supported on National numbers
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.

Service Restrictions

BEL - Belgium
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Other restrictions
Customer has the obligation to be able to identify users of Belgian DIDs through trustworthy information.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
T.38 is not supported.
Reachability limitations
Reachability issues have been reported when dialing the 78 numbers from several carriers outside Belgium.
Vox800 numbers are not reachable from countries other than Belgium
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
Outbound Calling National does not support outbound calls from Belgium VoxDID National numbers (078)

Service Restrictions

onecom

CAN - Canada
Legal or regulatory requirement
Other restrictions
Outbound Calling
Customer shall advise every end user both new and existing prominently and in plain language of the circumstances under which the Outbound Calling feature may not be available through or may be in some way limited by comparison to traditional emergency service. Such circumstances include but are not limited to relocation of the end user's IP compatible CPE (customer premises equipment) use by the end user of a non-native telephone number broadband connection failure loss of electrical power and delays that may occur in making a Registered Location available in or through the ALI database.
Customer shall obtain and keep a record of affirmative acknowledgement by every end-user of having received and understood the limitations of Customer's service which uses the Outbound Calling feature.
Customer should provide end-users one or more methods of updating their registered location. Any method used must allow end-user to update the registered location at will and in a timely manner.
The primary method of routing of emergency calls is not available for the entire territory of Canada; therefore a second routing solution is used according to the applicable regulatory framework which may cause the the following limitations: 1. when the end-user places the emergency call this may be routed to an Emergency Services Center other than the Emergency Services Center that would normally receive the emergency call placed from the end-user location; 2. the end-user physical location and CLI will not be presented to the Emergency Services Centers; 3. in the event that the end-user cannot speak no information will be provided to the Emergency Services Centers in order to contact Onecom to obtain information that could allow them to dispatch emergency services to the end-user's location.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Vox800 numbers are reachable from Canada and US mainland (48 states)
Vox800 numbers are reachable from landline mobile and payphones in Canada. They are not reachable from payphones in the US. CLI info from mobile phones can not be guaranteed.
Outbound Calling
Outbound Calling National currently does not support outbound calling to Premium rate numbers and temporally to short codes 1819 and 1788

Service Restrictions

CHE - Switzerland
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Outbound Calling
Customer shall inform the end-user at the time of subscription about the consequences of a nomadic usage of voice over IP in case of emergency calls.
Customer shall require the end-user to specifically sign a document where he/she recognizes the risk of a nomadic usage of voice over IP in case of emergency calls.
Customer should clearly inform the end-user at the time of subscription that he/she should use as much as possible a more appropriate communication mean for emergency calls.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Number portability
Number portability is available only for Toll free and Geographical numbers.
Reachability limitations
Vox800 numbers are not reachable from other countries than Switzerland
Vox800 numbers are not reachable from payphones.
Outbound Calling
Enhanced Voice Transit is not supported in Switzerland.
On Call CENTRES DIDs used for call back and telemarketing might be blocked by third party operators.
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers
Outbound Calling National currently does not support outbound calling to Premium rate numbers
Outbound Calling National does not support Call selection & Carrier Pre-Selection

Service Restrictions

CYP Cyprus
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone.   If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected.   The location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Service limitation
Compatibility issues
Diversion headers are not supported on inbound call flows on Toll Free numbers (calls to Onecom Toll Free numbers).
Fax transmissions are not supported on inbound call flows on all numbers (calls to Onecom numbers).
T.38 is not supported.
FAX is not supported.
Number portability
Number portability is available only for legal entities based in Cyprus.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers   Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency Services currently not supported on Non-Geographic numbers

Service Restrictions

CZE – Czech Republic
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone.
If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected.
The location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Calling Cards applications
Only ""828"" toll-free numbers can be used for calling card applications. Other toll-free numbers or VoxDID numbers cannot be used for such purposes.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Other restrictions
Vox800 numbers (range 828) are not reachable from Mobiles
Reachability limitations
Vox800 numbers are not reachable from other countries than Czech Republic.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

DEU Germany
Legal or regulatory requirement
Address or identification requirements
For Geographic numbers a local address is required in the city corresponding to the geographical zone of requested number. The customer will submit to Onecom the required address before activating the number and keep the information updated during use.Please review our Help Centre for detailed requirement guidelines. For National numbers the address of the end user (place of residence/business) in Germany is required. The customer will submit to Onecom the required address before activating the number and keep the information updated during use. Please review our Help Centre for detailed requirement guidelines.
Other restrictions
Waiting loops should only be used on geographic or toll free numbers. If we are informed by the German regulator of non compliant use of waiting loops on national numbers the number will be blocked.
Sub allocation
Only one stage sub-allocation of German numbers is allowed.
Purchase
Other restrictions
Germany numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by Onecom upon a 5 day notice period due to scarcity of number resourcing within the range in operation.
Individual end users are not supported only business end users can activate Germany numbers.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Fax is only supported for all numbers purchased after 1 April 2011.
Number portability
Number portability is only for numbers associated to a subscriber line. Extensions can be ported only if these numbers along with the main line number are included within the same request.
Outbound Calling
Calls from German numbers to other numbers within Germany that come in via international routes will be blocked. To avoid this enable these calls for national outbound.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers and temporarily to 118xyz short codes.
The Enhanced Voice Transit feature does not support Emergency Services.
To use EVT for national calling in Germany the customer must be registered with the German regulator BNetzA
Fax to emergency services is not available
Outbound Calling Emergency cannot be enabled on National Toll-Free

Service Restrictions

onecom

DNK Denmark
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the customer shall provide name and address of the end user. The customer will submit to Onecom the required information before activating the number and will keep the information updated during use. Upon request of Onecom customer must be able to provide a proof of address within 24 hours otherwise the number may be disconnected.
Purchase
Other restrictions
There is no link between geographical location and area code in Denmark. Therefore the phone numbers offered by Onecom are classified as ""geographical"" in our systems but can be used for all cities.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Vox800 numbers are not reachable from other countries than Denmark.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers and temporarily to 118xyz short codes.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

ESP - Spain
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Purchase
Other restrictions
Vox800 numbers with area codes 901 are shared cost numbers for which Onecom charges per minute fees to their customers. VoxDID numbers with areacode 902 are officially classified as shared cost numbers however they are presented as national numbers in our systems as we do not charge per minute fees for calls to these numbers.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
901 numbers are not reachable from other countries than Spain.
Reachability issues have been reported when dialing 518 national numbers from outside Spain.
Reachability issues have been reported when dialing 902 national numbers from outside Spain
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency services cannot be enabled on non-geographical or Mobile numbers.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency Access number to reach the Local Police (092) in the city of Sant Just Desvern (Barcelona Region) is Not supported
Outbound Calling International is not supported on VoxDID National numbers

Service Restrictions

EST - Estonia
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
International reachability on National number type is not guaranteed from outside of Estonia.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
Toll-free numbers are only reachable from within Estonia.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

onecom

FIN Finland
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. The location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Number portability
Porting is currently not available for Mobile numbers.
Reachability limitations
We cannot guarantee completion of calls to Finnish mobile numbers.
Outbound Calling
Calls from Finnish numbers to other numbers within Finland that come in via international routes will be blocked. To avoid this enable these calls for national outbound.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Directory Services are not available for Outbound Calling. Local PSAPs use the directory services database to support location identification therefore no integration exists for callers to be automatically identified when a call is setup.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
To use EVT for national calling in Finland the customer must be registered with the Finnish regulator TRAFICOM
Outbound Calling Emergency is not available for non geographical (national mobile) VoxDID numbers.

Service Restrictions

FRA France
Legal or regulatory requirement
Address or identification requirements
For geographical numbers now known as Standard Polyvalent type numbers the customer must provide proof of the relevant end user address information (address must be within France) together with a copy of the ID or Business registration (KBIS extract that is no older than 3 months) for validation before activating the number. The customer will keep the information on both the address and the end user up-to-date during use. More information can be found in the Help Center.
For national numbers now known as Type 2 Polyvalent (Verified) and Type 3 Polyvalent (Platform) type numbers the customer must provide proof of the relevant end user address information (address must be within France) together with a copy of the ID or Business registration (KBIS extract that is no older than 3 months) for validation before activating the number. The customer will keep the information on both the address and the end user up-to-date during use. More information can be found in the Help Center.
Other restrictions
France numbers are not available for sub-allocation to third parties. More information can be found in the Help Center.
Purchase
Other restrictions
The use of robocalling or auto-dialling technologies from French CLIs is strictly prohibited. More information can be found in the Help Center.
Service limitation
Compatibility issues
T.38 is unsupported. Fax is supported.
Number portability
Number portability for all number types is not available with all operators. A list of supported operators is provided in the new porting request page when selecting the country.
Reachability limitations
France-to-France calls must be placed over national routes (National Termination). Such calls over ILD routes will be subject to blocking by any and all operators on the French network. More information can be found in the Help Center.
Reachability issues have been reported when dialing (0)811 (0)805 (only if ported from Verizon) and (0)9 numbers from outside France.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers and temporarily to short codes.

Service Restrictions

GRC - Greece
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Calling Cards applications
VoxDID and Vox800 numbers cannot be used for calling card applications.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Vox800 numbers are not reachable from payphones.
Vox800 numbers are not reachable from other countries than Greece.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

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HKG – Hong Kong
Legal or regulatory requirement
Address or identification requirements
Geographic and National numbers require an address and proof of address of the end user before activation of the number. The proof of address will be an objective document showing a link between user and address. Valid proofs of address include third party issued bank statements utility bills (all issued in the previous 6 months) and government documents (issued in the previous year) or IDs listing the submitted address such as government-issued IDs passports drivers licenses and business registration. The address location of the end user can be anywhere globally.
Calling Cards applications
Hong Kong numbers cannot be used for calling card applications.
Other restrictions
Customers have to fulfill local Know-Your-Customer requirements. Please review our dedicated Help Centre articles for more information and detailed requirements. Customers have to submit to Onecom the required information and supporting documentation before purchasing services in Hong Kong for the first time and keep the information updated during use.
Onecom is a SBO licensee under the Telecommunications Ordinance (Cap. 106) for Class 1 Class 2 and Class 3 services. SBO licensees providing Class 2 services are not required to facilitate number portability provide directory service to customers free of charge and provide customer charter. Class 2 and Class 3 services. SBO licensees providing Class 2 services are not required to facilitate number portability provide directory service to customers free of charge
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Outbound Calling
Diversion headers are not supported for outbound national calling.
Enhanced Voice Transit is not supported in Hong Kong.
Geographic and National numbers are not allowed to use international outbound (ILD trunk) for outbound national calling.
National calling currently does not support calling to Premium Rate numbers.
Outbound national calling currently does not support reachability to International Access Codes.

Service Restrictions

HRV - Croatia
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) corresponding to relevant geographic zone is required. The customer will submit to Onecom the required address before activating the number and keep the information updated during use.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
T38 is not supported for the country
Vox800 numbers are not reachable from other countries than Croatia.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency Services cannot be enabled on non-geogrpahic numbers.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
National calling and Enhanced Voice Transit currently do not support outbound calling to the following Short Codes - 118, 11888, 18981 144 & 177
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling International is not supported on VoxDID National numbers
Outbound Calling National is currently not supported for VoxDID numbers mapped to Onecom's Australia Super PoP

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HUN - Hungary
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) corresponding to relevant geographic zone is required. The customer will submit to Onecom the required address before activating the number and keep the information updated during use.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Reachability issues have been reported when dialing Vox800 numbers from outside Hungary.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency cannot be enabled on non-geographical.

Service Restrictions

IRL Ireland

Legal or regulatory requirement

Address or identification requirements

Geographic numbers require an address proof of address before activation of the number. The address location of the end user (place of residence/business) must correspond to the geographic area code
(MNA) of the telephone number(s) being associated with it. A valid proof of address is a proof of a utility bill for services provided at the location of the end user. For more information on what constitutes as a valid proof in Ireland please visit the Help Center.

Other restrictions

National numbers (076) without an allocated end user use must be cancelled from customers account for quarantine and return to the regulators pool of numbering resources.
For detailed instructions please follow the guidance on our Help Centre article ""Ireland - Non-Geographic Number (NGN) ranges"".

Purchase

Address or identification requirements

Intended end user use for National numbers are required for the provisioning of a new number. If requested by Onecom Customer shall provide proofs of use within 24 hours of receiving the request otherwise the number may be disconnected.
National numbers (0818) shall only be distributed to Irish residents or to those who have a real and substantive association with Ireland.
For detailed instructions please follow the guidance on our Help Centre article ""Ireland - Non-Geographic Number (NGN) ranges"".

Other restrictions

Irish National numbers (0818) purchased on or after 1st May 2022 will be presented in E164 format (+353818x) to customers. National numbers (0818) purchased before 1st May 2022 will be presented in
E164 format including the national 0 prefix (+3530818x) unless a ticket is raised to update the format. Please see Article 'Ireland - 0818 - Number Presentation Change'

Service limitation

Compatibility issues

Compatibility issues have been reported for international fax transmissions.

Reachability limitations

For national numbers purchased after 06/02/2013reachability issues have been reported when calling from outside Ireland

National numbers (0818) are not reachable from outside Ireland.

Vox800 numbers are not reachable from other countries than Ireland.

Outbound Calling

Any outbound national call generated from an invalid ""A"" number will be blocked

Calls from Irish numbers to other numbers within Ireland that come in via international routes will be blocked. To avoid this enable these calls for national outbound.

Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers
Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers

National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers and temporarily to 118xyz short codes.

The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

ISR Israel
Legal or regulatory requirement
Other restrictions
P-asserted identity headers are not allowed.
Purchase
Address or identification requirements
Geographic numbers used by corporate End Users/Subscribers - Before service activation the Customer shall provide the subscriber's company name VAT number as well as the address of the subscriber in the relevant geographic area of the number and a valid proof of address document. The customer shall provide a letter (in English) signed by the subscriber confirming that the subscriber's engagement of services was carried out through authorized signatories of the subscriber and is legally binding on the subscriber. The customer shall maintain the subscriber information up to date.
Geographic numbers used by Individual End Users/Subscribers - Before service activation the Customer shall provide the complete name and ID number of the subscriber as well as the address and proof of address document of the subscriber in the relevant geographic area of the number. For validation purposes the customer shall upload the ID copy of the subscriber. The customer shall maintain the subscriber information up to date.
Service limitation
Other restrictions
Calling a Vox800 number from a mobile phone is not free of charge.
Reachability limitations
Reachability issues have been reported when dialing the numbers from Paltel and Jawwal (Palestinian Telco's).
Vox800 numbers are not reachable from other countries than Israel.
Vox800 numbers purchased after February 3rd 2014 are not reachable from payphones
Outbound Calling
Outbound Calling National currently does not support outbound calling to Premium rate numbers
Outbound Calling National currently only available for numbers purchased or ported after October 5th 2021

Service Restrictions

ITA Italy
Legal or regulatory requirement
Address or identification requirements
For geographical numbers Address and ID Requirement applies. An address anywhere in Italy is required. For individual end users the customer will submit to Onecom the following identification information before activating the number name and address birth location and date nationality and tax code along with proof of the end user identity (copy of ID/Passport). For business end-users the name and address of the company along with the VAT number is required before activating the number. In addition the following details of an authorized representative are required name and address birth location and data nationality and tax code along with proof of the authorized representative identity (copy of ID/Passport). The customer must keep the information updated during use. For Vox800 numbers a global address of the end user (place of residence/business) is required. For individual end users the customer will submit to Onecom the following identification information before activating the number name and address birth location and date nationality and tax code along with proof of the end user identity (copy of ID/Passport). For business end-users the name and address of the company along with the VAT number is required before activating the number. In addition the following details of an authorized representative are required name and address birth location and data nationality and tax code along with proof of the authorized representative identity (copy of ID/Passport). The customer must keep the information updated during use.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
199 numbers are reachable from Italy only.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support access to some short code numbers - 1500,1515,1518,1522,1525,1530,1533 & 1544.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
Outbound Calling International is not supported on VoxDID National numbers

Service Restrictions

JPN Japan
Legal or regulatory requirement
Address or identification requirements
Geographic numbers require a local address within the relevant geographic area corresponding to the requested number as well as supporting identity and address proofs. Please review our dedicated Help Centre articles for more information and detailed requirements. Customer will submit to Onecom the required address and supporting documentation before activating the number and shall keep the information updated during use.
Other restrictions
Customers shall fullfill local Know-Your-Customer requirements and submit a worldwide address as well as supporting proofs. Please review our dedicated Help Centre articles for more information and detailed requirements. Customer will submit to Onecom the required information and supporting documentation before purchasing services in Japan for the first time and shall keep the information updated during use.
Purchase
Other restrictions
As of February 28th 2022 activation of services for new individual end users is no longer supported only business end users can activate Japan numbers. For updating end user details for existing services of individual users please go to the Help Center for more information.
Japan numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by Onecom upon a 5 days' notice period due to scarcity of number resourcing within the range in operation.
Service limitation
Compatibility issues
National Calling is only supported from Tokyo Geographic numbers.
T.38 is supported for DIDs purchased after 31/10/2012.
Reachability limitations
National Calling does not support calls to Premium Rate numbers.
National Calling does not support calls to short codes.
Outbound Calling
Diversion headers are not supported for outbound national calling.
Enhanced Voice Transit is not supported in Japan.
Outbound calling does not support access to Emergency Services.

Service Restrictions

LTU Lithuania
Legal or regulatory requirement
Address or identification requirements
For Geographic numbers the address location of the end user (place of residence/business) must be in the city corresponding to the area code of the requested numbers(s). Upon Onecom specific request the Customer will then need to provide the proof of address. If the proof is not received by Onecom within 24 hours of the request the number(s) will be disconnected and further legal actions may be taken. The address location of the end user (place of residence/business) must be in the city corresponding to the area code of the requested numbers(s). Upon Onecom specific request the Customer will then need to provide the proof of address. If the proof is not received by Onecom within 24 hours of the request
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Number portability
Porting is currently not available for Mobile numbers.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers
Outbound Calling International is not supported on VoxDID National numbers

Service Restrictions

LUX Luxembourg
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Outbound Calling
Enhanced Voice Transit is not supported in Luxembourg.
Fax to emergency services is not available.
Outbound Calling International is not supported on VoxDID National numbers

Service Restrictions

ONECOM

LVA Latvia
Legal or regulatory requirement
Calling Cards applications
Latvia numbers cannot be used for calling-card applications.
Purchase
Address or identification requirements
For geographical/landline national and toll-free numbers the location of the end user (place of residence/business) in Latvia is required. The customer will submit to Onecom the subscriber information: full name / company name address within Latvia and proof of address (ex: utility bill or government issued documents issued in the past 6 months or a valid lease agreement). This information shall be submitted for verification before activating the number. Customer must keep the information updated during use.
Other restrictions
For Geographic numbers there is no link between geographical location and area code in Latvia. Therefore, the Geographic numbers offered by Onecom can be used for any cities within Latvia.
Service limitation
Reachability limitations
Geographic numbers are only reachable from within the EU.
Outbound Calling
Access to Emergency Services is currently not supported on Non Geographical numbers.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

NLD Netherlands
Address or identification requirements
Legal or regulatory requirement
For geographical numbers the location of the end user (place of residence/business) corresponding to relevant geographic zone is required. The customer will submit to Onecom the required address before activating the number and keep the information updated during use. For Mobile numbers in the Netherlands a global address of the end user (place of residence/business) is required. The customer will submit to Onecom the required address before activating the number and keep the information updated during use.
Compatibility issues
Service limitation
Compatibility issues have been reported for international fax transmissions.
T.38 is only supported on VoxDID numbers purchased after August 4th 2014.
Other restrictions
Reachability limitations
Service limitation
Reachability issues have been reported when calling the national 085 numbers from outside the Netherlands.
Outbound Calling
Service limitation
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers

Service Restrictions

onecom

NOR Norway
Address or identification requirements
Legal or regulatory requirement
For geographical/landline national and toll-free numbers the location of the end user (place of residence/business) in Norway is required. The customer will submit to Onecom the subscriber information: company name required address street code municipality code company organisation number as well as a proof of Norwegian business registration for verification before activating the number and will keep the information updated during use.
Compatibility issues
Service limitation
Compatibility issues have been reported for international fax transmissions.
Other restrictions
Purchase
Individual end users are not supported only business end users can activate Norway numbers.
Outbound Calling
Legal or regulatory requirement
Customer acknowledges and agrees that Onecom does not provide access to 1412 (and 149) for the deaf or hearing impaired and that the Onecom outbound calling service does not support such service. Customer shall clearly inform the end-users about such restriction prior to the activation of the emergency service to such end users using the outbound calling service.
Should Customer require such access to 1412 and 149 we advise Customer to download the software "Nye 149 Teksttelefonen" which is a service provided by Telenor at: http://www.telenor.no/privat/kundeservice/personer_med_nettsatt_funksjonsevne/produkter.jsp. However as this is not part of the Outbound Calling Feature as provided by Onecom under this Addendum Customer understands and agrees that Onecom shall have no responsibility towards the Customer and its end users or any third party for the service provided by Telenor for calling 1412 (and 149) for the deaf or hearing impaired. Customer shall defend indemnify and hold Onecom its officers and employees harmless from any and all claims injuries damages losses or suits including attorney fees arising out of or in connection with the performance of access to 1412 and 149 using Onecom Activated Numbers.
Service limitation
Any number requiring national termination will first need to be activated with emergency services.
Calls from Norway numbers to other numbers within Norway that come in via international routes will be blocked. To avoid this enable these calls for national outbound.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Enhanced Voice Transit does not support access to Emergency Services.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.

Service Restrictions

NZL New Zealand
Compatibility issues
Service limitation
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
Service limitation
Vox800 numbers are not reachable from other countries than New Zealand.
Vox800 numbers are reachable from landline and mobile phones. They are not reachable from payphones and other freephone numbers.
VoxDID reachability issues have been reported for international calls to numbers with 07 and 09 area code.
Outbound Calling
Service limitation
Onecom shall inform end users that they will have to provide their locations to the emergency call operator when this information is not available for the emergency service organizations
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
The performance of the Emergency calls will not meet the service standards of the "Code Standard Voice Service"
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers

Service Restrictions

POL Poland
Mobile numbers
Outbound Calling
Service limitation
Customer acknowledges that in certain areas there is no service for some of the emergency numbers i.e. there is no entity appointed to receive calls to such emergency numbers. This "limited service" applies to the following emergency numbers: 984 (River Emergency Service) 985 (Sea and Mountain Rescue) 986 (Municipal Wardens) 987 (Provincial Crisis Containment Centres) 992 (Gas Emergency Service) 993 (Heating Emergency Service) 994 (Water Emergency Service) Customer is hereby informed that if a call is placed to one of the above numbers from an area which has not appointed a contact point for receiving calls to that number then the call will be disconnected. Customer shall ensure that end-users are informed about this specific service restriction prior to activation of access to emergency service. The areas where this restriction applies can be found on this link https://static.voxbone.com/resources/zip/Outbound Calling_POL_Restrictions.zip. i.e. there is no entity appointed to receive calls to such emergency numbers. This "limited service" applies to the following emergency numbers: 984 (River Emergency Service) 985 (Sea and Mountain Rescue) 986 (Municipal Wardens) 987 (Provincial Crisis Containment Centres) 992 (Gas Emergency Service) 993 (Heating Emergency Service) 994 (Water Emergency Service) Customer is hereby informed that if a call is placed to one of the above numbers from an area which has not appointed a contact point for receiving calls to that number
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency services cannot be enabled on non-geographical or Mobile numbers.
Emergency services is not available for geographical numbers purchased before January 2011.
Enhanced Voice Transit does not support access to Emergency Services.
EVT calls to Poland may have their CLI anonymised or be blocked due to the anti-spam regulations in Poland.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.

Service Restrictions

PRI. Puerto Rico
Service limitation
Compatibility issues
T.38 is not supported.
Reachability limitations
International reacheability issues have been reported for numbers from Arroyo Humacao Aguadilla Aguada and Aguas Buenas (except for calls originating from USA). Humacao Aguadilla
Vox800 numbers are reachable from US mainland mainland (48 states) Canada Hawaii and Puerto Rico.
Outbound Calling
Outbound calling is not supported to Premium rate numbers

Service Restrictions

onecom

PRT – Portugal
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) corresponding to relevant geographic zone is required and the customer will submit to Onecom the required proof of telecom services being provided to the address of the number before activating the number as well as keep the details active during use.
Local address is required for nomadic numbers (030 range). This info will be sent to Onecom within 24 hours of receiving the request otherwise the number may be disconnected.
Calling Cards applications
A calling card business must be registered at the regulator.
Calling card applications can only be used with numbers being part of the range ""882"".
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Reachability limitations
882 numbers are not reachable from mobiles.
Calls to international Portuguese TF numbers (8008) will not connect when dialing locally.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
VoxDID and Vox800 numbers are reachable from the following fixed and mobile networks: MEO PT Prime NOS Vodafone ONI NOWO Colt G9 & Dialoga
Outbound Calling
Currently 1415 are not reachable through Outbound Calling Emergency Services.
Customer acknowledges and shall inform all end users of Onecom emergency service that the public safety answering points (PSAPs) in Portugal are currently experiencing a technical error due to which they cannot read the location information of the 112 caller on their screens when a call is initiated and routed to 112. This technical issue impacts all market and is outside of Onecom's control. The PSAPs will however be able to retrieve the location information either from the centralised database for emergency services where Onecom is publishing this information or by calling Onecom's 24/7 support department.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency services are supported for both Geographic & National numbers. Numbers can only be registered to will location information that ties to one of the following 4 Districts :- AVEIRO LISBOA PORTO & SETUBAL.

Service Restrictions

ROU Romania
Legal or regulatory requirement
Address or identification requirements
Geographic numbers require an address and proof of address of the end user. This information must be provided to Onecom if requested within 24 hours of receiving the request otherwise the number may be disconnected. The proof of address will be an objective document showing a link between user and address. The address location of the end user must be in the city corresponding to the area code of the number.
Calling Cards applications
Numbers cannot be used for calling-card applications.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Diversion headers are not supported on inbound call flows (calls to Onecom numbers).
Other restrictions
Numbers purchased before 1/11/2011 are not reachable from UPC RDS and mobile networks.
Outbound Calling
Customer acknowledges and agrees that any change to the end user information will be updated in the emergency services database by the 25th of each month.
Customer or its subscribers shall not use a Onecom Number to originate prank false or involuntary calls to Emergency Numbers.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency services cannot be enabled on National or Toll Free numbers.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
National calling only supports outbound Toll-Free calling to Telekom Romania GTS Orange and RCS & RDS network numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

SGP Singapore
Legal or regulatory requirement
Calling Cards applications
Numbers allocated cannot be used for calling card applications.
Other restrictions
Onecom will support and provide with priority location information for emergency calls upon request from the Singapore Public Safety Answering Points but given industry practice in Singapore we encourage and recommend business/company end users to have alternative means available to provide location information directly when making emergency calls.
Purchase
Address or identification requirements
Geographic numbers require an address and proof of address of the business/company end user before activation of the number. The business/company end user needs to provide a copy of their business registration in Singapore as a proof of address and their business registration number. The address location of the business/company end user must be in Singapore. Customers shall keep the information up to date during use.
National numbers require an address and proof of address of the business/company end user before activation of the number. The business/company end user needs to provide a copy of their business registration globally as a proof of address and their business registration number. The address location of the business/company end user can be anywhere globally. Customers shall keep the information up to date during use.
Toll Free: Service is available to businesses and service providers registered in or with address location outside of Singapore only.
Number portability
Number portability of Toll Free numbers is not supported.
Other restrictions
As of November 11th 2021 individual end users will no longer be supported for new activations of National numbers; only business end users will be able to activate Singapore National numbers. Existing individual end users before November 11th 2021 will continue to be supported for the existing services on already activated numbers.
As of October 11th 2021 individual end users will no longer be supported for new activations of Geographic numbers; only business end users will be able to activate Singapore Geographic numbers. Existing individual end-users before October 11th 2021 will continue to be supported for inbound services only.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions to Onecom numbers.
Number portability
Number portability is not available on National and Mobile numbers.
Outbound Calling
Emergency Services is not supported on National and Mobile numbers
Enhanced Voice Transit is not supported in Singapore.
Geographic and National numbers are not allowed to use international outbound (ILD trunk) for outbound national calling.
National calling to Premium Rate numbers is not supported.
National calling to Short Codes is not supported.
Outbound calling does not support CLI privacy from National numbers.
Outbound calling to Singapore ITFS is not supported from National numbers.
Whitelisting and Diversion headers are not supported for outbound calling.

Service Restrictions

SVK Slovakia
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Service limitation
Number portability
Number portability for all number types is available via the larger operators but not available with all operators. Please enquire with the current number operator whether porting away is possible via them.
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency calling cannot be enabled on non-geographical.
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

SVN Slovenia
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within the relevant geographic zone. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Sub allocation
Sub-allocation of numbers is allowed provided that customer is a notified operator or service provider.
Outbound Calling
Emergency Calling - Customer shall inform end users of the existence and importance of the single European emergency number ""112"" and the single European missing children hotline number ""116000"" in a visible place on its website and in the directory
Service limitation
Compatibility issues
T.38 is not supported.
Other restrictions
Anonymous calls on Vox800 numbers will be charged as mobile originated.
Reachability limitations
Vox800 numbers are not reachable from other countries than Slovenia.
Vox800 numbers are not reachable from payphones
Outbound Calling
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
Emergency Calling - Only voice calls to emergency services is available due to the technical inability to process SMS to emergency services.
Emergency Calling cannot be enabled on non-geographical or VoxDID Mobile numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.

Service Restrictions

SWE Sweden
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must be within Sweden. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request otherwise the number may be disconnected. the location of the end user (place of residence/business) must be within Sweden. If requested by Onecom Customer shall send the location of the end user (place of residence/business) within 24 hours of receiving the request
Service limitation
Compatibility issues
T.38 is not supported.
Number portability
Number portability is available only to owners of Swedish Social Security/Organisation Number.
Porting is currently not available for Mobile numbers.
Reachability limitations
Vox800 numbers are not reachable from other countries than Sweden.
Outbound Calling
Calls from Swedish numbers to other numbers within Sweden that come in via international routes will be blocked. To avoid this enable these calls for national outbound.
Customer shall not send traffic through the Enhanced Voice Transit feature to Onecom's network from numbers not permitted to originate calls short codes specialized service numbers Emergency Service numbers and Premium Rate numbers as designated as such by the National numbering plan. short codes specialized service numbers
National calling and Enhanced Voice Transit currently do not support calling to Premium Rate numbers.
The Enhanced Voice Transit feature does not support Emergency Services.
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers

TUR Turkey
Legal or regulatory requirement
Address or identification requirements
For geographical numbers the location of the end user (place of residence/business) must correspond to relevant city corresponding to the area code. For business end users the customer must provide the Turkish business registration taxation registration and copy of the ID or passport of its authorised company representative. Additional fields such as MERSiS number Mother's first name and Father's first name of the authorised company representative are also required. This must be provided for validation before activating the number. The customer will keep the information updated during use. Please review the following link for detailed requirement guidelines: https://support.voxbone.com/hc/en-us/articles/360016132918-End-User-Registration-requirements-Turkey
For Tollfree and National numbers the location of the end user (place of residence/business) must be within Turkey. For business end users the customer must provide the Turkish business registration taxation registration and copy of the ID or passport of its authorised company representative. Additional fields such as MERSiS number Mother's first name and Father's first name of the authorised compay representative are also required. This must be provided for validation before activating the number. The customer will keep the information updated during use. Please review the following link for detailed requirement guidelines: https://support.voxbone.com/hc/en-us/articles/360016132918-End-User-Registration-requirements-Turkey
Calling Cards applications
Calling cards applications can only use Toll-free numbers with area code 811.
Purchase
Other restrictions
Individual end users are not supported only business end users can activate Turkey numbers.
Service limitation
Compatibility issues
Diversion headers are not supported for outbound national calling.
Reachability limitations
National outbound calling currently does not support calling to Premium rate numbers.
Outbound Calling
A Customized CLI is prohibited.
Emergency services cannot be enabled on National or Toll-free numbers.
Enhanced Voice Transit is not supported in Turkey.
Turkish numbers are not supported on the Voxbone Whitelist outbound calling service.

Service Restrictions

USA
Legal or regulatory requirement
Outbound Calling
Customer shall advise every end user both new and existing prominently and in plain language of the circumstances under which the Outbound Calling feature may not be available through or may be in some way limited by comparison to traditional emergency service. Such circumstances include but are not limited to relocation of the end user's IP compatible CPE (customer premises equipment) use by the end user of a non-native telephone number broadband connection failure loss of electrical power and delays that may occur in making a Registered Location available in or through the ALI database.
Customer shall obtain and keep a record of affirmative acknowledgement by every end-user of having received and understood the limitations of Customer's service which uses the Outbound Calling feature.
Customer should provide end-users one or more methods of updating their registered location. Any method used must allow end-user to update the registered location at will and in a timely manner.
In the event of a validation of the address's failure the errors in end-users records shall in no event be corrected in real-time.
The primary method of routing of emergency calls is not available for the entire territories of United States; therefore, a second routing solution is used according to the applicable regulatory framework which may cause the the following limitations: 1. when the end-user places the emergency call this may be routed to an Emergency Services Center other than the Emergency Services Center that would normally receive the emergency call placed from the end-user location; 2. the end-user physical location and CLI will not be presented to the Emergency Services Centers; 3. in the event that the end-user cannot speak no information will be provided to the Emergency Services Centers in order to contact Onecom to obtain information that could allow them to dispatch emergency services to the end-user's location.
Purchase
Other restrictions
Because of very limited supply United States Vox800 numbers with area code 800 are only available via your account manager.
Service limitation
Compatibility issues
Compatibility issues have been reported for international fax transmissions.
Other restrictions
US numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by Onecom upon a 5 days' notice period due to scarcity of number resourcing within the range in operation.
Reachability limitations
Vox800 numbers with area code 855 bought before July 2015 are reachable from US mainland (48 states) and Canada.
United States Vox800 numbers are reachable from US mainland (48 states). Canadian Vox800 numbers have extended reachability covering US mainland and Canada. Puerto Rican Vox800 numbers have extended reachability covering US mainland Canada Hawaii and Puerto Rico. Virgin Islands Vox800 numbers have extended reachability covering US mainland Alaska Canada Hawaii Puerto Rico Guam Mariana Islands (Saipan) and Virgin Islands.
Outbound Calling
Outbound Calling Emergency cannot be enabled on non-geographical or VoxDID Mobile numbers
Outbound Calling National currently does not support outbound calling to Premium rate numbers and temporally to N11 short codes excluding 911

Service Restrictions

ZAF – South Africa
Legal or regulatory requirement
Address or identification requirements
Geographic numbers require an address proof of address and proof of ID before activation of the number. In addition the nationality and passport number or ID card number of the end user is required and for business end users the business registration number should be given. For end users a copy of the ID card or passport. For business end users a copy of the ID or passport of its legal representative. The proof of address will be an objective document showing a link between user and address. The address location of the end user must be in the city corresponding to the area code of the activated number.
National numbers require an address proof of address and proof of ID before activation of the number. In addition the nationality and passport number or ID card number of the end user is required and for business end users the business registration number should be given. For end users a copy of the ID card or passport. For business end users a copy of the ID or passport of its legal representative. The proof of address will be an objective document showing a link between user and address. The address location of the end user can be anywhere globally.
Reachability limitations
Reachability issues have been reported when dialling geographic numbers from outside South Africa.
Outbound Calling
Outbound calling does not support access to Emergency Services.