



INTERNATIONAL DIAL-IN NUMBER RESTRICTIONS

Country	International Local/Toll Number Restrictions
Cameroon	Service from outside Cameroon is not guaranteed.
China 400 – North and South	Landline and mobile.
China 800 – North and South	Landlines only
Nigeria	Service from outside Nigeria is not guaranteed.
Senegal	Service from outside Senegal is not guaranteed.

Any countries not listed above have no restrictions with local/toll numbers

Country	International Toll-Free Number Restrictions
Anguilla	No mobile access.
Antigua and Barbuda	Mobile and payphone access is not guaranteed.
Argentina	Mobile access is available for ITFS, but airtime is charged. Toll-free access is available from all carrier networks. A minimum is charged for calls from hotels. Payphone access is available for ITFS. Coins or card not required from payphones.
Aruba	No restrictions.
Australia	No payphone access (OPTUS), however, reachable using Telstra payphone.
Austria	No payphone access.
Bahamas	No restrictions.
Bahrain	Hotels may charge. A coin may be required in coin phones (depending on type of coin phone). Minimum amount to be inserted is BHD 0.100 (1 BHD = 2.65 US\$). Cards are not required to activate card phones.
Barbados	Small number of hotels will not have in-room IDD. Callers can access the service by requesting an outside line from the hotel operator and then dial the access number.
Barbuda	No mobile access.
Belarus	No mobile or payphone access.
Belgium	No payphone access.
Bermuda	Access is only available from the C&W Bermuda network.
Bolivia	No mobile or payphone access.
Botswana	No mobile or payphone access.
Brazil	No mobile or payphone access.
British Virgin Islands	No mobile or payphone access.

Country	International Toll-Free Number Restrictions
Brunei	No access from mobile networks. Some public phones may require coin. Amount required is 0.50 cents BND.
Bulgaria	No mobile or payphone access. Toll-free numbers are only accessible from Bulgaria Telecom fixed network if IDD is activated.
Cambodia	Not accessible from Beelind and Smart.
Canada	No restrictions.
Cayman Islands	No restrictions.
Chile	No mobile access.
Colombia	No restrictions.
Costa Rica	No mobile access. Only available from ICE. Some numbers may work from Movistar, but this is not guaranteed.
Croatia	Coin or cards are not required for payphone.
Cyprus	A charge may be applicable for calls from hotels, but this is not controlled by the authority. Public payphones do require coin or cards. ITFS is accessible from all mobile networks, but airtime is charged.
Czech Republic	No payphone access.
Denmark	No payphone access.
Dominica	Third Country Calling (TCC) restriction: ITFS request will be sent for numbers terminating in Canada only. No mobile access.
Dominican Republic	A charge is applicable for calls from hotels: from US\$ 5 to US\$ 10 per call. No access from Tricom Network.
Ecuador	Payphone: only accessible from card phones but credit and/or a debit card is NOT required to activate the phone. No access from Pacifictel network. No mobile access.
Egypt	Toll-free numbers are accessible from Egypt Telecom's fixed network only. Toll-free does not work from Vodafone + Mobinil + Etisalat Mobile Networks.
El Salvador	No mobile or payphone access. Only available from Telefonica fixed network.
Estonia	Payphone access available at some hotels. No mobile access.
Fiji	Calls cannot be made from some payphones.
Finland	No restrictions.
France	Airtime is charged for mobile calls.
Germany	No payphone access.
Greece	No mobile access only available from OTE Globe network.
Grenada	No restrictions.
Guam	No restrictions.
Guatemala	Public phones require local coin payment through call duration. Limited availability from mobile phones. Airtime charges may apply.

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Guyana	No mobile or payphone access.
Hong Kong	<p>Overseas mobile carriers do not open ITFS access to all roamers.</p> <p>Calls are free from local carrier payphones.</p> <p>Private payphones may incur charges or access may be barred.</p> <p>Private payphones accept HK\$1 coins, which may not be returned after a Freephone call.</p>
Hungary	No payphone access.
Iceland	Airtime is charged for mobile subscribers.
India (000800 XXXXXXXX)	<p>International toll-free services are not available from payphone.</p> <p>Please note customers calling ITFS are not charged for international calls. However, they are charged one local call from the local provider.</p> <p>Access available from the following networks: BPL, BSNL - fixed (all regions but Bhopal), Etisalat DB Telecom, Vodafone (formerly Hutch), IDEA/SPICE (all regions but Karnal, Ernakulam, Pune, Meerut, Punjab Spice), MTS India Mobile, Shyam (fixed), MTNL - fixed, Reliance (all regions but Ahmedabad, Bhopal, Bhuneswer, Jaipur, Lucknow, Meerut), Touchtel, TTML & TTSL (Tata Indicom), Tata DoCoMo, Uninor, Virgin Mobile India, Aircel.</p> <p>Access not available from the following networks: BSNL - mobile, MTNL- mobile, S-Tel Mobile, Datacom, HFCL Infotel/Ping Mobile.</p> <p>All numbers provisioned after March 15, 2006 will be accessible from the Bharti/Airtel network (includes Touchtel and Hexacom). All other numbers can be opened on the Bharti/Airtel network on a request basis.</p>
India (1800 XXXXXXXX)	Not available from BSNL or MTNL networks.
Indonesia (001 XXXXXXXXXX)	<p>A charge is applicable for calls from hotels: Rupiah 10,000.</p> <p>The International Direct Dialing (IDD) facility needs to be activated with the local carrier to access ITFS from fixed lines.</p> <p>No access from PT Telkom network.</p> <p>Mobile call is accessible from phone with International Direct Dialing (IDD) service activated.</p> <p>Mobile access is available from Matrix Cellular network (prefix 0855, 0858, 0815 and 0816) only.</p>
Indonesia (007 XXXXXXXXXX)	<p>A charge is applicable for calls from hotels: Rupiah 10,000.</p> <p>The International Direct Dialing (IDD) facility needs to be activated with the local carrier to access ITFS from fixed lines.</p> <p>No access from PT Indosat network.</p> <p>Mobile call is accessible from phone with International Direct Dialing (IDD) service activated.</p> <p>Mobile access is available from Matrix Cellular network (prefix 0855, 0858, 0815, 0816) only.</p>
Ireland	No payphone access.
Israel	<p>Airtime is charged for ITFS mobile calls.</p> <p>No access from Paltel mobile network.</p> <p>Doesn't cover Palestinian Territories.</p>
Italy	No payphone access.
Jamaica	Not accessible from FLOW networks.
Japan (0120 XXXXXX)	No restrictions.

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Japan (0053 XXXXXXX)	<p>Mobile networks access: NTT Docomo, Au, J-Phone and Tu-ka.</p> <p>End user must register with KDDI for international calls beforehand.</p> <p>No access from IP phones except from KDDI IP phones.</p> <p>Some payphone originating call to toll-free numbers in Japan are blocked.</p> <p>ITFS and UIFN available from specific payphones: Green and Grey International & Domestic payphones and silver IC Card payphones.</p> <p>Payphones might require 10 to 100 yen coin or calling card to activate the call, but coin will be returned and card will not be debited.</p> <p>No access from mobile roaming subscribers.</p>
Jordan	<p>Two stage dial number.</p> <p>Jordan toll-free numbers are accessible from Jordan Telecom's fixed network only. No mobile access.</p>
Kazakhstan	No mobile or payphone access.
Kenya	<p>ITFS numbers will be accessible from:</p> <p>Fixed – Safaricom and Airtel</p> <p>Mobile – Airtel, Safaricom and Orange</p>
Korea (South)	<p>300 WON requested to activate payphone, but will be returned after the call.</p> <p>A charge may applicable for calls from hotels.</p>
Latvia	Toll-free numbers available from payphone.
Lebanon	Two stage dial number.
Lesotho	No restrictions.
Liechtenstein	No mobile access.
Lithuania	Available from payphones.
Luxembourg	<p>No mobile access.</p> <p>A charge may be applicable for calls from hotels. The amount depends on the hotel.</p> <p>Full country coverage provided by PPT Lux, Tele2, Global One, Codenet.</p> <p>Coins requested from public phones, but will be returned.</p>
Macau	<p>Calls cannot be made from some payphones.</p> <p>Airtime or local call charge from mobile phones.</p>
Malaysia	No restrictions.
Malta	<p>No access from mobile phones.</p> <p>Limit to the number of concurrent calls that can be set up - 15 simultaneous calls is the expected number available.</p>
Mexico	Carrier advised that best service will be from on net carriers (Alestra).
Moldova	Mobile access only guaranteed from Moldtelecom mobile network.
Monaco	<p>Public payphones may require coin or card.</p> <p>Not accessible from some private phones and payphones.</p>
Montserrat	No mobile access.
Morocco	No mobile access.
Namibia	No mobile access.
Netherlands	No mobile or payphone access.
Netherlands Antilles	No restrictions.
New Zealand	No restrictions.
Nicaragua	Cannot guarantee mobile and payphone access.

Country	International Toll-Free Number Restrictions
Norway	<p>A charge may be applicable for calls from hotels. The amount depends on the hotel.</p> <p>ITFS available from the two mobile networks (Telenor Mobile and NetCom). Airtime is charged.</p> <p>5 NOK is required to make call from payphones.</p>
Oman	Toll-free numbers are accessible from Omantel Network only.
Pakistan	No mobile or payphone access.
Panama	<p>Available from mobile phones.</p> <p>The National Authority for Public Services of the Republic of Panama, by means of Notice DSAN-1098-08, dated April 21, 2008, has requested Cable & Wireless Panama to implement a warning in order to inform the customer that originates a call from Panama to an international toll-free phone number (001 + 800 + XXX + XXXX), that the call will be free of charge only if the customer originating the call uses Cable & Wireless Panama international long distance services.</p> <p>Calls to their international toll-free number (001 + 800 + XXX + XXXX), will be free of charge only if the customer originating the call uses Cable & Wireless Panama international long distance services, for which the customer should use the following dialing format: 011 (Cable & Wireless Long Distance Access Code) + 001 + 800 XXX XXXXX.</p>
Papua New Guinea	No restrictions.
Paraguay	No mobile access.
Peru	No mobile access.
Philippines	<p>ITFS and UIFN is only accessible from PLDT landline phones (includes SMART-subsiary owned of PLDT) and only from area served by PLDT (however almost nationwide).</p> <p>No mobile or payphone access.</p>
Poland	No payphone access.
Portugal	No payphone access.
Puerto Rico	A charge may be applicable for calls from hotels. The amount depends on the hotel.
Qatar	No restrictions.
Romania	Toll-free access is provided only from Romtelecom (including public payphones).
Russia (810800 XXXXXXXX)	<p>Access available from the following cities/areas: Astrakhan, Barnaul, Birobidjan, Blagoveshchensk, Bryansk, Cheboksary, Chelyabinsk, Cherepovets, Chita, Ekaterinburg, Gorno-Altaysk, Irkutsk, Kaluga, Kazan, Kemerovo, Khanty-Mansijsk, Kostroma, Kurgan, Makhachkala (Dagestan), Maykop, Moscow (Rostelecom), Murmansk, Nalchik, Nizhni Novgorod, Novgorod, Novosibirsk, Omsk, Orenburg, Penza, Perm, Petrozavodsk, Pskov, Rostov on Don, Salekhard, Samara, Saransk, St.Petersburg, Stavropol, Syktyvkar, Tomsk, Tver, Ufa (Bashkortostan Republic), Ulan-Ude, Ulyanovsk, Vladicavkaz, Vladivostok and Primorskiy Area, Volgograd, Vologda, Voronezh, Yakutsk, Yoshkar-Ola, Yuzhno-Sakhalinsk. Toll Free access is provided only from Rostelecom, Aerocom, Gaztelecom, Global One, RusTelNet, Incom, TCM, Astelit and ASVT networks. ITFS Payphones access: Payphone accessible only from Rostelecom (accessible only from payphone model branded "Urmet").</p> <p>No mobile access.</p>
Russia (8800 XXXXXXXX)	No mobile access.
San Marino	No restrictions.
Saudi Arabia (80081 XXXXX) (80084 XXXXX)	Accessible from all fixed line networks, but only accessible from STC mobile network.
Saudi Arabia (80085 XXXXX)	Accessible from all fixed and mobile networks apart from STC.
Serbia	Numbers are accessible from fixed lines on the Telekom Srbija network.
Singapore	<p>A surcharge of Singapore \$ 2.50 (flat rate) is imposed by most hotels.</p> <p>ITFS access from payphones is available from Singtel network only, free of charge.</p>

Country	International Toll-Free Number Restrictions
Slovakia	No mobile access. Access available from Slovak Telecom fixed line only.
Slovenia	No mobile access.
South Africa	A charge may applicable for calls from hotels. The amount depends on the hotel. ITFS is available from mobile networks, but airtime is charged.
Spain	No payphone access.
Sri Lanka	The limitation is 15 simultaneous calls. No restrictions from mobile phones with the number format used is normal PSTN which has been made free to the caller by Sri Lanka Telecom.
St. Kitts and Nevis	No mobile access.
St. Lucia	Minimum charge applicable for calls from hotels: \$4 USD per call.
St. Vincent & the Grenadines	Minimum charge applicable for calls from hotels: \$4 USD per call.
Sweden	No payphone access.
Switzerland	No payphone access.
Taiwan	No restrictions.
Tajikistan	Mobile access available, but air time is charged.
Thailand	ITFS and UIFN numbers are accessible from mobile networks with International Direct Dialing (IDD) service activated. No access from payphones.
Trinidad & Tobago	No mobile or payphone access.
Turkey (00800 XXXXXXXXX)	No mobile access.
Turkey (0811 XXXXXXXXX)	Turk Telekom landline accesses only – no mobile access.
Turkey (0812 XXXXXXXXX)	Turkcell mobile access only – no landline access.
Turks & Caicos Islands	No restrictions.
Ukraine	ITFS available from mobile network (but accessibility depends on each subscriber's package with their mobile operator). Air time is charged. Payphone availability is only guaranteed from Urktelecom TK-121.
United Arab Emirates	Etisalat toll-free numbers are accessible from Etisalat network only. Du toll-free numbers are accessible from both Du and Etisalat networks.
United Kingdom	Mobile access is available, however, airtime is charged. No access from payphone.
United States	No restrictions.
Uruguay	Mobile access available from Ancel and Movistar but airtime charged. ITFS available from payphone.
US Virgin Islands	No restrictions.
Uzbekistan	No mobile or payphone access.
Venezuela	No mobile or payphone access.
Vietnam	ITFS works from: Vietnam Telecom International (VTI) and Vietnam Post and Telecommunications (VNPT) fixed and mobile. Please note Mobifone and Vinaphone are part of VNPT.