

VoIP in Singapore

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Introduction

- Definition: VoIP that requires E.164 telephone numbers, that allows a user to make and receive voice, data and video calls with a telephone number in any domestic or overseas location where Internet access is available.
- VoIP providers who want PSTN numbers (starting with “6”) must adhere to all PSTN rules
- VoIP providers can also get 8-digit numbers starting with “3”. PSTN rules do NOT apply.
- Approvals granted to 7 Facilities-Based Operators and 18 Services-Based Operators to offer VoIP

Principles

- Forbear, forbear, forbear
- Competition, competition, competition
- Interconnection, interconnection, interconnection

VOIP Providers With Level “3” Numbers

- No Retail Price regulation
- No Number Portability requirements
- No QOS requirements
- No Emergency services requirement
- No Directory enquiry and printed directory services requirement
- No Universal Service contribution
- No requirements for Backup Power
- Main requirement – educate customers about the limitations of the VoIP service

VOIP Providers With Level “3” Numbers

- Allocation of numbers via auction. Allow licensees to assign foreign telephone numbers, provided it is approved by the foreign regulator
- VoIP numbers – not tied to Singapore addresses
- Regulator will arbitrate Interconnection disputes with PSTN operators
- A Guide for Interconnection with Dominant Licensees issued
- Law enforcement – comply with standard licence requirements such as recording of subscribers’ particulars



Thank you
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