

## Access Restrictions to International Toll Free numbers

Toll Free numbers are often subject to access restrictions enforced by telecommunications carriers. This document describes known access restrictions in various countries.

The restrictions are not enforced by our service providers.

This document focuses on restrictions that apply to calls from mobile phones, but access to toll free numbers can also be restricted from payphones, hotels, corporate PABXs, and sometimes even land lines (aka fixed lines) using a certain carrier.

**From outside the country of assignment:** Toll Free numbers are not reachable from locations outside the country where the number is assigned (e.g. a UK toll free number can only be accessed by a caller from within the UK).

**From hotels:** Access to toll free numbers may vary by hotel, and the hotel may impose additional access charges.

**From pay phones:** Access to toll free numbers may vary based on the company providing the payphone. Some payphones may require a payment to access a toll free number, which may be returned on completion of the call.

**From mobile phones:** Access to a toll free number can depend on the mobile carrier of the calling party and the relationship that carrier has with the carrier hosting the toll free number. The calling party may need International Direct Dialing (IDD) even though the call is not an international call. Airtime may be charged to the subscriber. When roaming into foreign countries, access to the toll free number might be blocked. Known restrictions are listed in the table below.

**If toll free is blocked for mobile:** Call to the alternate in-country number if one exists. If you are not able to complete call using Toll Free number or alternate number, try calling numbers from a landline. If you can reach **“Welcome to WebEx”** when dialing the number from a landline then the issue is **“Mobile blocked by network provider”**.

This table describes known restrictions regarding the toll free numbers, with an emphasis on mobile phones.

Country	Access from mobile phones
Australia	no known restrictions
Austria	no known restrictions
Belgium	no known restrictions
Brazil	Mobile and Payphone Limited
Brunei Darussal	no known restrictions
Chile	Mobile Blocked
China Telecom	Mobile access "limited". China Unicom does not work with China Telecom. If you are not able to connect from mobile try Hong Kong (852) 3001-0000.
China Unicom	Mobile access "limited". If you are not able to connect from mobile try Hong Kong (852) 3001-0000.
Columbia	no known restrictions
Czech Republic	no known restrictions
Denmark	no known restrictions
Egypt	Mobile Blocked
Finland	no known restrictions
France	no known restrictions. Payphones blocked
Germany	no known restrictions
Greece	no known restrictions

Hungary	Accessible from T-Mobile, Vodafone and Pannon only
Iceland	Charges may apply.
India	Access not available from BSNL mobile; MTNL mobile; S-Tel mobile; Datacom; HFCL Infotel/Ping Mobile
Indonesia	No mobile access from Natrindo and Sampoerna Telecom
Ireland	no known restrictions
Israel	Charges may apply. No access from Palestine and Taltel mobile.
Italy	no known restrictions
Japan	no known restrictions
Jordan	Available from Orange Network Only
Kazakhstan	No mobile or payphone access
Kenya	Toll-Free from Airtel Only; Airtime will be charged for other networks
Luxembourg	no known restrictions
Malaysia	no known restrictions
Mexico	no known restrictions
Morocco	Two step dialing: Dial 002-11-0011 wait for second dial tone, dial 855-256-9188
Netherlands	no restrictions
New Zealand	Mobile Blocked
Norway	no restrictions
Pakistan	Mobile access not guaranteed. Charges may apply. Limited payphone access
Philippines	Touch Mobile works on Globe Network. Smart and Sun Cellular accepted on alternate number
Poland	Charges may apply
Portugal	no known restrictions
Qatar	no known restrictions
Russia	no known restrictions
Saudi Arabia (Bharti AirTel)	Bharati Airtel fixed and mobile networks -not from STC fixed or mobile networks. Works from mobile networks: Mobily and Zain.
Saudi Arabia (STC)	STC fixed and mobile networks within Saudi Arabia, not from Mobily and Zain mobile networks.
Singapore	Advise Network operator you require International Access (Landlines as well as mobile)
South Africa	no known restrictions
South Korea	Charges may apply
Spain	no known restrictions
Sweden	no known restrictions
Switzerland	no known restrictions
Taiwan	Mobile Blocked
Thailand	True mobile only
Turkey	Mobile Blocked
U.A.E.	Du and Stisalat mobile and landlines only
United Kingdom	Charges may apply
U.S.	No restrictions
Ukraine	no known restrictions
Uzbekistan	Mobile Blocked
Vietnam (Viettel)	Mobile blocked on Viettel.
Vietnam (VNPT)	Mobifone and Vinaphone work on VNPT.