Access Restrictions to Cisco Webex Toll-Free Numbers

First Published: 2017-06-08

Last Modified: 2018-06-19

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CHAPTER 1

Access Restrictions to Cisco Webex Toll-Free Numbers

Toll-free numbers are often subject to access restrictions that are enforced by telecommunications carriers. This document describes known access restrictions to the Cisco Webex toll-free numbers in various countries. The restrictions are not enforced by Cisco Webex and hence not subject to Cisco Webex requests or contracts.

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 (for example, 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) although 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 following table.

This table describes known restrictions about the Cisco Webex toll-free numbers, with an emphasis on mobile phones. If a country is not listed in the table, and Cisco Webex has a toll-free number available in that country, there are no known access restrictions to the toll-free number in that country.

Country	Access from Mobile Phones	Other Information
Brazil	Mobile blocked	

Country	Access from Mobile Phones	Other Information
Bulgaria		Accessible only from Vivacom or Globul Mobile. International Direct Dialing (IDD) must be enabled. Payphone blocked.
China (South)	Accessible from mobile phones using China Telecom (domestic) only	Accessible from within Southern China only. Accessible only from the China Telecom domestic network (fixed or mobile). The China Telecom mobile ranges that can access the toll-free number are 86133, 86153, 86189, 86181, 86180, 86177, 861700. Major cities in the South are Shanghai, Guangdong (including Guangzhou and Shenzhen) and Zhejiang (including Hangzhou). Other southern regions include Anhui, Chongqing, Fujian (including Fuzhou, Xiamen), Gansu, Guangxi, Guizhou, Hainan, Hubei (including Wuhan), Hunan, Jiangsu (including Nanjing, Suzhou), Jiangxi, Ningxia, Qinghai, Shaanxi (including Xi'an), Sichuan (including Chengdu), Tibet, Xinjiang, Yunnan.
China (North)	Mobile blocked	Accessible only from within Northern China, from the China Netcom domestic network (fixed lines only). Major cities in the North are Beijing and Tianjin. Other northern regions include provinces of Shandong, Henan, Liaoning, Heilongjiang, Jilin, Hebei, and Shanxi.
China 400 Service		No access restrictions. Users may be charged a local access fee by their service provider.
Denmark		Not accessible from Faroe Islands or Greenland (mobile or fixed lines)
France		Not accessible from Monaco or these overseas departments and territories: Reunion, Martinique, Guadeloupe, Guyane, St. Pierre and Miquelon, Mayotte, New Caledonia, French Polynesia, Wallis and Futuna.
Greece	Mobile Blocked	Toll-free number is only available from OTE Globe network (fixed lines only).

Country	Access from Mobile Phones	Other Information
India		International Direct Dialing (IDD) must be enabled. Accessible from the following networks: Loop Mobile (formerly BPL), BSNL -fixed (except from Bhopal), Vodafone (formerly Hutch), IDEA/SPICE (except from Punjab Spice), MTS India/Shyam (fixed line), MTNL (fixed and mobile), Reliance (except from Ahmedabad, Bhopal, Bhuneswer, Jaipur, Lucknow, and Meerut), TTML and TTSL (fixed and postpaid), Tata DoCoMo, HFCL Infotel/Ping Mobile, S-Tel Mobile, Uninor, Videocon Mobile (formerly Datacom), BSNL mobile. Not accessible from the following networks: TTSL (Prepaid), Etisalat DB Telecom, and Jio Payphone blocked.
Indonesia		International Direct Dialing (IDD) must be enabled. Mobile phones accessible only from Matrix Cellular.
Ireland		Accessible from Vodafone, O2 Digiphone, Meteor, and H3G mobile networks.
Israel		Not accessible from Paltel and Jawal/Watania mobile networks.
Italy		Mobile phone access available only from TIM, Vodafone, and Wind.
Japan		To access the toll-free number, the mobile phone must be registered with KDDI for International Direct Dialing (IDD). To register with KDDI, dial 0077-7160 for registration at the Mobile Customer Care Center (foreign languages available). Toll-free number is accessible from mobile networks NTT Docomo, Au (KDD), and SoftBank. Toll-free number is accessible from IP Phones from KDDI networks.
Luxembourg	Mobile blocked	
Sweden	Mobile blocked	
Switzerland	Mobile blocked	
Taiwan		Mobile phone access available from all mobile carriers except KG Telecom.
Thailand		International Direct Dialing (IDD) must be enabled.

Note

- The table is not a full list of countries in which Cisco Webex offers a toll-free access number. For such a list, contact your account manager.
- If a country is not listed in the table, and Cisco Webex has a toll-free number available in that country, there are no known access restrictions to the toll-free number in that country.