

# Numbering Solutions



## Flexible numbering solutions for the international voice market

Expand your international reach without increasing your costs

### **International Toll-Free Number (ITFN) service**

An International Toll-Free Number (ITFN) enables free-of-charge calls to be made to domestic numbers for onward delivery to international destinations. These numbers work in the same way as standard toll-free in-country numbers, meaning callers only incur local charges.

For companies operating globally, ITFNs allow the creation of a virtual local presence. Calls can be forwarded to a central location (for example a centralised support function) to facilitate international customer service.

### **Universal International Freephone Number (UIFN) services**

Unlike ITF numbers, UIF numbers enable free calls to a single, unified number from multiple countries. These numbers are like standard toll-free numbers but are designed for international use. UIF numbers are accessible from several countries, allowing toll-free calls on an international level, with a unique number for all countries covered.

### **What is a virtual mobile number?**

Virtual mobile numbers differ significantly from traditional phone numbers since they are not tied to a specific location or device. Often associated with cloud telephony, these numbers do not require a SIM card. Virtual mobile numbers enable multinational enterprises to create an extended managed network, providing voice and messaging access to local markets.

### **Arelion's numbering solutions**

Arelion offers MNOs toll-free numbers, (ITFS and UIFN) and virtual mobile numbers. Our services span an expanding network of countries, including Sweden, Norway, Finland, Estonia, Georgia, Turkey, and Nepal.

## Benefits in brief

### **ITFN/UIFN**

- Provides customers with a virtual local presence
- Multi-country solutions available
- Rapid global expansion
- Better operational performance and greater customer satisfaction

### **Virtual mobile numbers**

- Flexible numbers without connection to a specific device or location
- Multi-country solutions available
- Supports both voice and/or SMS solutions
- Simple and scalable - easy to add or remove a phone number

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## Technical highlights

### Features

SIP/SNPP interconnect – voice and sms enabled services

24/7 dedicated support from the Arelion support team

Daily/weekly/monthly reports

Multi-channel access to the number is supported

### Arelion coverage for toll-free services

Country	ITFN	UIFN	VMN	Porting	SMS
Sweden	+	+	-	+	-
Norway	+	+	-	+	-
Finland	+	+	-	-	-
Estonia	+	+	-	-	-
Nepal	+	-	+	-	+
Georgia	+	-	-	-	-
Turkey	+	-	-	-	-

### Potential market segments

- Auto-banking
- HR
- Logistics & delivery
- Technology
- Marketplace
- Retail & e-commerce
- Travel
- Healthcare

### Use cases

#### 2-way virtual mobile numbers with voice and SMS enabled

- Customers can use one or several multi-channel numbers to provide customer service access to their users, across both voice and SMS numbers
- Technical requirements: SIP and SNPP interconnects

#### ITFN/UIFN numbers

- Customers can offer free access for their users to contact them via ITFN or UIFN numbers nationally or internationally
- Technical requirements: SIP interconnect