

International Inbound Virtual Mobile Numbers

What are Virtual Mobile Numbers?

The Virtual Mobile Numbers are long codes or mobile numbers that support two-way communication on both voice and SMS. These numbers easily integrate with enterprise communications platforms and help businesses reach customers wherever they are. They work the same as regular mobile numbers with the exception of mobile data, thus creating an ecosystem where two-way communication with the customer is a necessity.

Virtual mobile numbers allow organisations to use both inbound and outbound mediums for voice and SMS communication with their customers using the same number. This means your customers can make calls and be reached by people with the same area code for the price of a local call and SMS.

A virtual mobile number is reachable from any part of the globe. It can be used by businesses to reduce their go-to-market time by deploying these numbers as part of their cloud communication strategy.

The key benefit of a Virtual Mobile Number is that there is no SIM required. Virtual Mobile Numbers can be terminated onto an 01 or 02 number.

A Virtual Mobile Number is the ideal solution for SMS-driven interactive applications, services and advertising promotions.

Which countries can offer Virtual Mobile Numbers?

Virtual Mobile Numbers are available in the following locations. Regulation and compliance differ by country as highlighted in the table below

Country	Service	Regulations and Compliance
AUSTRALIA	Voice & SMS	International reachability cannot be guaranteed for SMS and inbound voice on mobile numbers - prefix +6148 support both voice and SMS
BELGIUM	Voice & SMS	
BRAZIL	Voice & SMS	SMS does not support non-latin special characters (characters in other languages are not supported)
CZECH REPUBLIC	SMS only	
DENMARK	Voice & SMS	Mobile numbers cannot be used for calling card or conference applications.

INDONESIA	Voice & SMS	Due to the local regulations in Indonesia, customers are required to provide use cases for each number, copy of the ID or passport of the company's legal representative and business registration is required.
ISRAEL	Voice & SMS	Mobile numbers cannot be used for conferencing services and call centres
ITALY	SMS only	Name and address of the company along with the VAT number. In addition the following details of an authorized representative are required, name and address, birth location and data, nationality and tax code along with proof of the authorized representative identity (copy of ID/Passport)
LITHUANIA	SMS only	Company name and address together with an up-to-date proof of company identification (business registration certificate)
POLAND	Voice & SMS	Business name, address and registration number along with a copy of the ID or passport of its legal representative
SINGAPORE	SMS only	Proof of address worldwide
SWEDEN	Voice & SMS	Mobile numbers can only be used for Person-to-Person communication.
UNITED KINGDOM	Voice & SMS	Mobile numbers can only be used for Person-to-Person communication.
UNITED STATES	Voice & SMS	Mobile numbers can only be used for Person-to-Person communication.

How do I order a Virtual Mobile Number?

The ordering process is very similar to that of the other international numbers.

Log into the Inbound International Numbers portal and "Order a new Number" From the drop-down menu, there is now an option for Mobile.



Order a New Number

Customer:

Contact: ●

Reference or End User Name: ●

Gamma ID:

Date:

11/10/2022

New Number 1

Country: ●

ITFS/PSTN/Mobile/UIFN: ●

City (if PSTN):

Mobile access needed (if possible):

ITFS
Mobile
PSTN
UIFN

Termination Number: ●

Simply select the county required and enter the termination number as normal.



Order a New Number

Customer:

Contact: ●

Reference or End User Name: ●

Gamma ID:

Date:

11/10/2022

New Number 1

Country: ●

ITFS/PSTN/Mobile/UIFN: ●

City (if PSTN):

Mobile access needed (if possible):

ITFS
Mobile
PSTN
UIFN

Termination Number: ●

How long does the Process take?

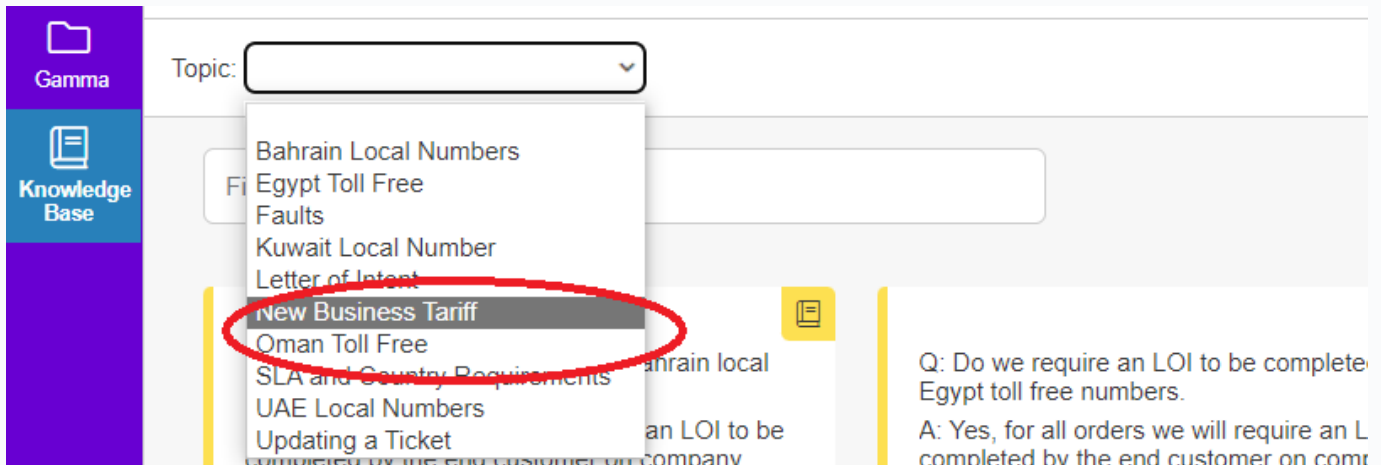
There is a 3 working day lead-time for providing Virtual Mobile Numbers

Can I port a number to a Virtual Mobile Number?

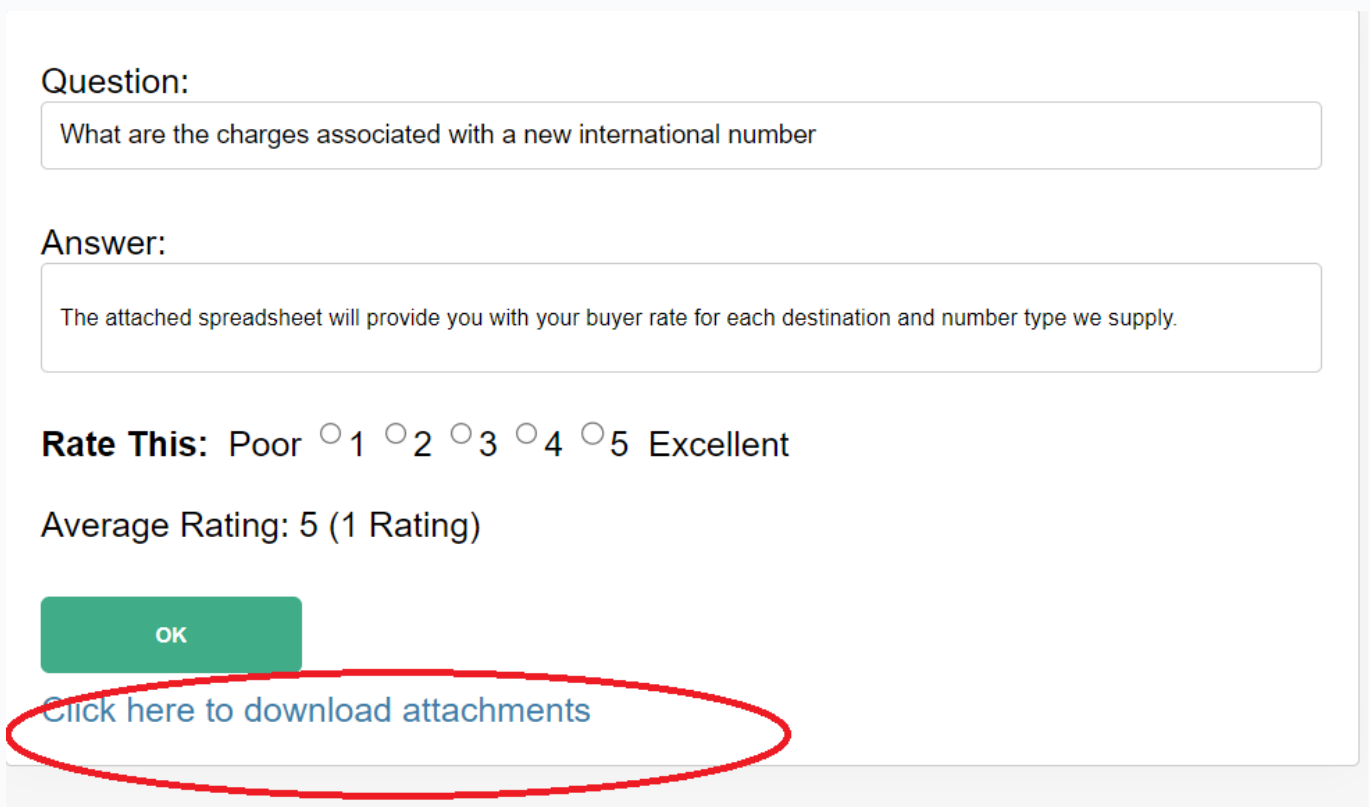
Numbers cannot be ported, they are provided as a new number for your chosen country

How much do Virtual Mobile Numbers costs?

As with other international numbers, pricing varies by country. A pricing plan is available under the knowledgebase section of the portal. Select New Business Tariff



The select the option, and click to download the attachments



How do I report a service issue on a Virtual Mobile Number?

Faults or service issues can be raised as standard via the International Numbers Portal. Simply select "Raise a Fault" and enter the information in the form below



Raise a Fault

Customer:

Contact: •

Reference or End User Name: •

Date Fault Reported: •

Contact Telephone Number: •

Gamma ID:

Country-: •

Number fault is on: •

City (If PSTN number, leave blank if ITFS):

Has the Termination been tested?: •

What is the termination number?:

Terminating Carrier: •

Symptoms Experienced:

- Cli Presentation
- Dead Air
- Disconnect Multiple
- Disconnect Single
- DTMF Failure

Reason for Outage:

Ongoing Issue? Is the customer still experiencing symptoms?:

Are you able to replicate fault in country:

Virtual Mobile Numbers have the same SLA agreement in place as standard International Numbers for each country