

Global Toll-Free Calling Restrictions

Toll-Free calling is often subject to restrictions within each country. The restrictions are created and enforced by telecommunications carriers in each country and are not subject to WebEx requests or contracts. The restrictions are not intuitive and may affect mobile phones, payphones, hotels, and individual company PABXs differently. In some cases calls to toll-free numbers from hotels is restricted or may incur access or per minute charges. In most cases customers will be charged airtime by mobile carriers. Some businesses may restrict access to toll-free calling through their PABX. Restrictions for PABXs can vary on a location by location basis.

	Country	Call Blocking by Type of Origination?	Other Information
APJ	Australia	All originations allowed	Payphones: some payphones require a coin deposit, which is refunded at the end of the call. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
APJ	China	Mobile blocked Some hotels may block Regional accessibility restrictions	Mobile origination blocked by in-country carrier(s). As of May 1, 2004, China Telecom divided its network into two separate networks. China NetCom (CNC) in Northern China and China Telecom (CT) in Southern China. <ul style="list-style-type: none"> Northern China includes cities such as: Beijing, Tianjin, Heilongjiang, Jilin, Liaoning, Shandong, Shan(1)xi, Hebei, Henan, and Inner Mongolia. Southern China includes cities such as: Shanghai, Jiangsu, Zhejiang, Anhui, Fujian, Jiangxi, Hubei, Hunan, Guangdong, Guangxi, Hainan, Chongqing, Sichuan, Guizhou, Yunnan, Tibet Autonomous Region, Shan(3)xi, Gansu, Qinghai, Ningxia, Xinjiang Autonomous Region. CNC will block all toll-free numbers for CT in its network; likewise, CT will block toll-free numbers for CNC in its network. WebEx provides 2 separate toll-free numbers; one for CNC (listed as China, North) and one for CT (listed as China, South).
APJ	Hong Kong	Payphone, PABX, and Hotel restrictions	Payphones: Calls are free for calls from Local Carrier payphones. Private payphones may incur charges or access may be barred. In general, private payphones accept HK\$1 coins which may not be returned after the toll-free call. PABX – Some PABXs may block toll-free calls. Varies from company to company. Hotels: Some Hotels may block toll-free calls Some Hotels may charge a combination of accessibility and per minute fees.
APJ	Japan	Mobile blocked Payphone restriction	Mobile: Mobile customers are blocked by default and must register with their Japanese wireless carrier prior to making calls. Payphones: When making a toll-free call from a payphone a 100 yen coin must be deposited. The coin will be returned upon completion of the call.
APJ	Korea, South	Most originations allowed	Access not available from all payphones. Some hotels and businesses (PABX) may block access to toll-free calls
APJ	New Zealand	Mobile blocked Payphone blocked	Mobile: carriers block access by default. Customers can request an exception from their carrier. Payphone: Telecom New Zealand blocks toll-free access by default with unpredictable exceptions. TelstraClear New Zealand does not block.
APJ	Singapore	Payphone rules vary by carrier	Payphone: free access from Singtel operated payphones only. Other carriers may charge for access.
APJ	Taiwan	Mobile rules vary by carrier Payphone rules vary by carrier	Mobile: KG Telecom blocks access to toll-free numbers. All others charge airtime. Payphone: free access from Chungwha operated payphones only. Other carriers may charge for access.

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EMEA	Austria	All originations allowed	Payphones: When making a toll-free call from a payphone a €1 coin must be deposited. The coin will be returned upon completion of the call. PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Belgium	Mobile blocked	Mobile: Toll-free calls are blocked by the mobile carrier. Access not available from all payphones. PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Denmark	Mobile blocked Payphone blocked	
EMEA	Finland	All originations allowed	
EMEA	France	All originations allowed	Mobile: Customer may be charged airtime. PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Germany	Mobile blocked Payphone blocked	PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Greece	Mobile blocked	Access not available from all payphones.
EMEA	Ireland	Mobile blocked Payphone blocked	PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Israel	All originations allowed	Mobile: allowed by all carriers except Paltel. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Italy	Mobile blocked Payphone blocked	Payphones: Available only on Telecom Italia owned payphones
EMEA	Luxembourg	Mobile blocked	PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Netherlands	Mobile blocked Payphone blocked Some hotels blocked	PABX: Some businesses (PABX) may block access to toll-free calls. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Norway	All originations allowed	Payphones: A 5 Kroner access charge is applicable to each call and must be deposited at the beginning of the call.
EMEA	Spain	Payphone restrictions	Mobile: Access for all carriers. Movistar charges for airtime. Payphones: Access allowed from Telefonica owned payphones only. Hotels: Some hotels may charge a combination of accessibility and per minute fees.
EMEA	Sweden	Mobile Restrictions	Mobile: Access is dependent on the carrier. The national carrier, Telia, blocks access. Payphones: Telia phone card required to pay a 3 Kronor access charge
EMEA	Switzerland	Mobile blocked Payphone blocked	Mobile and Payphone access is blocked by the national carrier. Hotels: Some hotels may charge a combination of accessibility and per minute fees or may block access at their discretion.



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EMEA	UK	All originations allowed	Payphone: free access from BT and associated operator operated payphones only. Other carriers may charge for access. Mobile: Charges for airtime vary by mobile carrier. PABX: Access may be subject to a fee which varies by carrier Hotels: Some hotels may charge a combination of accessibility and per minute fees.
LA	Brazil	Mobile Restrictions	Mobile: Embratel mobile customers are blocked from accessing toll-free numbers by default. The customer must request access from their mobile carrier. Telefonica customers do not face this restriction. Hotels: Some hotels may charge a combination of accessibility and per minute fees or may block access at their discretion.
LA	Mexico	Payphone Restrictions	Access not available from all payphones.