

# Toll-Free Dialing Restrictions

Dial-in numbers are often subject to access restrictions enforced by telecommunications carriers. This document describes known access restrictions to toll-free numbers dialed from and provides in-country audio alternatives.

Access to toll-free numbers can also be restricted from payphones, hotels, corporate PABXs, and sometimes even land lines (a.k.a. fixed lines) using certain carriers.

**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 by 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.

**Audio connections to WebEx which utilize embedded voice (voice over computer) to/from a workstation (or mobile app) are not impacted by dialing restrictions.**

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Known, in-country toll-free dialing restrictions and alternatives are listed in Table 1.0. Where countries list “limited access” dialing in toll-free, that access is subject to local carrier transport agreements.

**If a country is NOT listed, then there are no known dialing restrictions to an in-country toll-free number if one is available via the conference’s global dialing link.**

Toll-Free Dialing Restrictions from Mobile Devices				
Country	In-Country Toll-Free Access	Audio Alternatives		
		Call Me	In-country Toll	US Toll Voice Over Computer
Anguilla	Limited Access	•	•	•
Antigua	Limited Access	•	•	•
Barbados	Limited Access	•	•	•
British Virgin Islands	Limited Access	•	•	•
Brunei	No Access	•	•	•
Bulgaria	No Access	•	•	•
Cayman Islands	Limited Access	•	•	•
Chile	No Access	•	•	•
China (Netcom)	No Access	•	•	•
Croatia	No Access	•	•	•
Denmark	No Access	•	•	•
Dominica	Limited Access	•	•	•
Ecuador	No Access	•	•	•
Estonia	Limited Access	•	•	•
Fiji	No Access	•	•	•
Germany	No Access	•	•	•
Ghana	No Access	•	•	•
Greece	No Access	•	•	•
Grenada	Limited Access	•	•	•
Hungary	No Access	•	•	•
India	No Access	•	•	•
Indonesia	Limited Access	•	•	•
Ireland	No Access	•	•	•
Japan (Softbank)	No Access	•	•	•
Japan (KDD)	No Access	•	•	•
Liechtenstein	No Access	•	•	•

Toll-Free Dialing Restrictions from Mobile Devices				
Country	In-Country Toll-Free Access	Audio Alternatives		
		Call Me	In-country Toll	US Toll Voice Over Computer
Lithuania	Limited Access	•	•	•
Luxembourg	No Access	•	•	•
Macedonia	No Access	•	•	•
Malta	No Access	•	•	•
Mauritius	No Access	•	•	•
Montserrat	Limited Access	•	•	•
Netherlands	No Access	•	•	•
New Zealand	No Access	•	•	•
Paraguay	No Access	•	•	•
Peru	No Access	•	•	•
Philippines	No Access	•	•	•
Portugal	No Access	•	•	•
Slovakia	No Access	•	•	•
Spain	No Access	•	•	•
St. Kitts / Nevis	No Access	•	•	•
St. Lucia	Limited Access	•	•	•
Sweden	No Access	•	•	•
Switzerland	No Access	•	•	•
Taiwan	No Access	•	•	•
Trinidad & Tobago	No Access	•	•	•
Turkey	No Access	•	•	•
Turks & Caicos Islands	Limited Access	•	•	•
Uruguay	Limited Access	•	•	•
Venezuela	No Access	•	•	•

Table 1.0