Based on China Telecom’s international voice network and service platform, its IDD service provides voice services for overseas corporate customers and public customers so as to meet their long-distance and international call demands. Users can dial the local service access number (or add a prefix before the access number, according to the applications of local numbers) to access China Telecom's international voice network in order to enjoy this service.

**Customer Benefits**

- **Long-distance Calls**: IDD provides two ways of using its long-distance call service, namely, dialling the local service access number or adding a prefix before the access number.

- **Adding the Prefix before the Access Number**: By dialling the “number prefix + country code + called number + #”, users can access China Telecom’s international voice network via its overseas operator network. According to the prefix of the access number, the relevant service is triggered on the service platform, which then authenticates the calling number before the call is connected to the called number.

- **Local Access Number**: By dialling the local service access number, users can access China Telecom’s international voice network via its overseas operator network. Subject to the access number, the relevant service is triggered on the service platform and the service prompt tone is played to users. Then users need to dial the called number ending with “#” instructed by the prompt tone. Once the service platform authenticates the calling number, the call is connected to the called number.

- **Number transit**: If the called party is busy or cannot be connected during the course of use of the service, the system automatically prompts users to dial other numbers, or continue to use the service by selecting other options as needed.

- **Customer Self-service**: IDD provides Web-based self-service management for corporate customers and public customers, with main functions like service ordering, detailed call list and bill queries, balance queries, telephone recharging, payments via credit card, number binding, and password changes.

- **Binding of Calling Numbers**: Calling parties should bind their numbers when using the IDD service and the binding of numbers can be set when customers order the service. The setting can also be changed via self-service, but one calling number cannot be bound to both corporate and public customer accounts at the same time.