# **IPECS Cloud CLI Presentation Policy**

**Introduction**

Ofcom updated their regulations regarding presentation numbers to reduce spoofing, from the 15th March 2023. Presentation numbers MUST be a valid DDI. In parallel to this, we have made a change to our platform that means we now store the presentation number AND the valid DDI against each user. These can be the same DDI or different DDIs, but they both must always be a valid DDI.

A valid DDI is either:

* A DDI that has been purchased from us.
* Or a working inbound DDI that has been ported to our Platform.

The valid DDI is stored in the PAID header.

* The PAID Header is sent to the emergency services so that if an emergency call is made from that DDI, the emergency services immediately have the callers location.
* You must ensure that a working inbound DDI number is set for the PAID Number for Emergency Calls within the Customer manager Portal.
* Numbers that are used for outbound presentation only should never be used.

The presentation number is stored in the FROM header.

* CLI Flex Numbers that are used for outbound presentation only, can only be used as the FROM Number for CLI presentation purposes. They should never be used as the PAID Number. They must be ported to our network within 3 months of requesting the CLI Flex Numbers to be added to the OMS so that they meet the criteria for being a valid DDI.

# **CLI Presentation Policy**

We are enforcing the following rules:

1. Only a valid DDI is presented in the PAID header. A valid DDI is either:
* A DDI that has been purchased from us.
* Or a working inbound DDI that has been ported to our Platform.
1. CLI Flex Numbers must be ported to our network within 3 months of requesting the CLI Flex Numbers to be added to the OMS.
	* If your number has not been ported to our network after 3 months, Emergency Address updates will be rejected for CLI Flex Numbers that have not been ported to our network as they are not on our SIP trunk. We automatically send addresses linked to the PAID number to the emergency services. You will be required to correct any rejected emergency services updates. Please note, if you do not update the PAID header, you will be in breach of Ofcom regulations.

# Version Information

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| **Date** | **Author** | **Update Information** | **Version** | **Approved By** | **Date Approved** |
| 30/01/2023 | Sally Button  | First Version  | 1.0 | G Lawless |  19/01/2023 |