



# SIP Trunking

Customer request forms for in life services

## How to use this guide

This guide is to assist you adding in-life services to your current SIP Trunking service from O<sub>2</sub>. To request a new service all you need to do is complete a customer request form (CRF) and submit it to [unifyorderfulfilment@o2.com](mailto:unifyorderfulfilment@o2.com).

This is an interactive guide which will help you to find the information you need. You can do this by using the right side banner, which displays each section the document. All you need to do is click on the title you're interested in and the hyperlink will take you there. To view the full table of contents click on the top right side of the banner.

There are contact and help details at the end of the guide, if there is further information you need which isn't included in this document.

### Welcome to your O<sub>2</sub> SIP Trunking Service

Now that your SIP Trunking service has been deployed you'll want to familiarise yourself with the materials available to you that support both in-life changes and support.

All of the SIP Trunking materials can be found on the O<sub>2</sub> Website at the following URL at [www.o2.co.uk/business/sip-trunking](http://www.o2.co.uk/business/sip-trunking)

The most important questions you'll want to know right now are:

### I've realised I need some additional functionality such as new numbers or additional porting, how do I do this?

Ordering new functionality is handled through our customer request forms (CRF) which can be found on the above website. Each CRF contains brief instructions on how to fill out the form, what information is needed and where to send it.

### The CRFs are asking for my customer Endpoint reference, where do I find this?

You will find this in this document under the SIP Endpoints section

### If something goes wrong, how do I report a fault?

The fault reporting details - including how to report and how to escalate are found in the service charter section of the [Product Handbook](#).

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**CRF version history****Need additional help?**

I need help with	What CRF do I submit to Unify order fulfilment	What is the target lead time?
<b>Can I add new number(s) to my SIP endpoint?</b> Yes, you can add UK based geographic numbers ranges to your existing SIP endpoint.	SIP New number	2.5 working days
<b>Can I port number(s) to my SIP endpoint?</b> Yes, you can port your UK based geographic number ranges to your existing SIP endpoint. Subject to porting agreements.	SIP Port a number	Please see porting timescales
<b>Can I cease my SIP endpoint?</b> Yes, you can request a SIP endpoint cease. Please note cancellation charges may apply.	SIP ceased	2.5 working days
<b>Can I add or decrease my channels on my SIP endpoint?</b> Yes, you can request additional channels or decreasing of channels subject to contract agreement	SIP channels	<sup>(4)</sup> Decreased channel 2.5 working days
		<sup>(1)(2)(3)(4)</sup> Increase channels 2.5 working days
<b>Can I request CLI flexibility?</b> Yes, CLI flexibility allows you to present non O <sub>2</sub> registered CLIs as the presentation A-number CLI.	SIP CLI changes	2.5 working days
<b>Can I change the CLI presentation to the SIP endpoint?</b> Yes, CLI presentation changes to the incoming CLI format can be made (leading zero 0203*, no leading zero 203* and E.164 format +44203*).		
<b>Can I set a SIP Trunking call diverts?</b> Yes, predefined diverts for a single number or DDI range can be pre configured to your SIP endpoint. Divert activation and deactivation is implemented by ticket request.	SIP Trunking divert	2.5 working days

<sup>(1)</sup> If SIP Trunking option is SIP over Public or SIP over Janet, then the target lead time will be 2.5 working days

<sup>(2)</sup> If SIP Trunking has available capacity on Ethernet connectivity, then the target lead time will be 2.5 working days

<sup>(3)</sup> Channel increases above 30% or where additional bandwidth is required will incur a lead-time (18.5 working days) for core network capacity checks.

<sup>(4)</sup> For Semafone enabled SIP Trunking the target lead time will be an extra 5 working days. For decreasing/increasing SIP channels additional time will be required to allow for verification with Semafone

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### CRF version history

### Need additional help?

I need help with	What CRF do I submit to Unify order fulfilment	What is the target lead time?
<b>What is a letter of authority?</b> When porting a geographical number range a letter of authority (LOA) is required. The letter of authority isn't required to place an order, however the range holder or losing communications provider can, and do, request a letter of authority from time to time.	SIP LOA	not applicable
<b>Why update the 999 records for my SIP Trunking numbers?</b> As a fully compliant and regulated telecoms provider <b>O<sub>2</sub></b> support the emergency services database. <b>O<sub>2</sub></b> can update the emergency services database with corrected or updated address information for allocated numbers to your SIP endpoint.	SIP 999 change	2.5 working days

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### CRF version history

### Need additional help?

I need help with	What CRF do I submit to Unify order fulfilment	What is the target lead time?
<p><b>Can I change the IP address of IP-PBX or session border controller?</b> Yes, this is possible for SIP Trunking services please completed the CRF.</p> <p><b>Can I change my fraud management setting on the SIP endpoint?</b> Yes, fraud management setting allows protections from fraudulent activity from the SIP endpoint that have fallen victim to hacking or excessive unauthorized call spends. The feature allows to pre-set individual call limits.</p> <p><b>Can I change the call barring options of the SIP endpoint?</b> O<sub>2</sub> offers five call barring options, please complete the CRF to change the call barring settings.</p> <p>No call barring, international call barring, mobile call barring, premium call barring and all call barring (expect freephone)</p> <p><b>What over features can I change to my SIP endpoint?</b> The following technical parameters can be changed on the SIP endpoint the supported codec , enabling or disabling Fax T.38 support.</p> <p><b>Can I remove a number range for a SIP endpoint?</b> Yes, a number range can be removed from a SIP endpoint, please note this option will completely remove the number range and this range will be returned to the original range holder.</p> <p><b>Can I upgrade from standard to enhanced SIP Trunking channels?</b> Yes, an enhanced build has additional network resilience this can be upgrade from a single SIP Trunking channel build.</p>	SIP endpoint change	2.5 working days

## SIP endpoints 1-5

The details below indicate your current SIP endpoints, this should be reference in your CRF where possible.

Endpoint #1	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #1	<input type="checkbox"/>				
SIP Type #1	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #2	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #2	<input type="checkbox"/>				
SIP Type #2	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #3	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #3	<input type="checkbox"/>				
SIP Type #3	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #4	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #4	<input type="checkbox"/>				
SIP Type #4	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #5	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #5	<input type="checkbox"/>				
SIP Type #5	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			

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### CRF version history

### Need additional help?

## SIP endpoints 6-10

The details below indicate your current SIP endpoints, this should be reference in your CRF where possible.

Endpoint #6	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #6	<input type="checkbox"/>				
SIP Type #6	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #7	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #7	<input type="checkbox"/>				
SIP Type #7	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #8	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #8	<input type="checkbox"/>				
SIP Type #8	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #9	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #9	<input type="checkbox"/>				
SIP Type #9	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			
Endpoint #10	<input type="checkbox"/>	Build Type	<input type="checkbox"/>	Channels	<input type="checkbox"/>
Address #10	<input type="checkbox"/>				
SIP Type #10	<input type="checkbox"/> Standard SIP Trunking	<input type="checkbox"/> Semafone enabled SIP Trunking			

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**CRF version history****Need additional help?****New DDI number CRF**

This CRF is for new DDI number allocation and can be used for the following scenarios.

- DDI allocation to a new or existing SIP Trunking endpoint.

The following information is required to complete this CRF.

1. Terminating SIP endpoint reference, if available.
2. Area code of the DDI number range for example 01753 (Slough)
3. The quantity of new DDI number(s) required.
4. Whether new DDI number are consecutive or not.
5. New DDI charges can be viewed from the following [location](#)
6. 999 details for the DDI range,
  - Address location for the DDI range
  - Contact details please include a 24\*7 contact where possible for example building security.

Front Page

Range 1-3

Range 5-6



## Port a number CRF

This CRF is for porting an existing customer number or number range to an active SIP Trunking endpoint

The following information will be required to complete this CRF.

1. Terminating SIP endpoint reference, if available
2. Digitally Signed letter of authority [LOA](#)
3. Main billing number of the DDI range (indicated on your current bill)
4. Confirmation of your current supplier (LCP) losing communication provider
5. Confirmation of no associated products e.g Redcare
6. Port requested date and timeslot
7. 999 details for the DDI range,
  - Address location for the DDI range (indicated on your current bill)
  - Contact details (please include a 24\*7 contact where possible. for example building security).
8. Porting numbers from an existing ISDN30/2 service, please include all ranges that will remain on the ISDN30. Please note ranges can only remain active on ISDN30/2 if the main billing number is not ported.
9. All porting charges can be viewed from the following [location](#)

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### CRF version history

### Need additional help?

#### Front Page

#### Range 1-5

## Channel change CRF

This CRF will support up to 4 changes per submission.

The CRF must be accompanied with a quote from [unifypricing@o2.com](mailto:unifypricing@o2.com) for the Ethernet re-grade. This follows a two stage provisioning process

- Stage 1 (Ethernet re-grade)
- Stage 2 (Channel re-grade)

The image displays two pages of the SIP Trunking CRF form. The left page is the header section, titled 'SIP Trunking SIP channel changes', and contains fields for Company name, Contact name, Email address, Contact number, SIP endpoint reference (optional), and SIP endpoint site location. Below these fields are instructions and notes regarding the form's purpose and submission requirements. The right page shows the main data entry section, titled 'SIP Trunking SIP channel changes', which is divided into 'Channel increase' and 'Channel decrease' sections. Each section contains a table with columns for 'SIP endpoint ref', 'Current channels', and 'Additional channels'. A large, semi-transparent 'DRAFT' watermark is overlaid across the right page.

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**CRF version history****Need additional help?**

## Cease SIP endpoint CRF

This CRF will support up to four SIP endpoint termination per CRF submission.

This CRF is submitted to [unifyorderfulfilment@o2.com](mailto:unifyorderfulfilment@o2.com).

This is a cease order form for an existing SIP endpoint.

- The order form can be used to cease an existing SIP Trunking service.
- The order form can be used to cease managed ethernet connectivity directly associated with the SIP Trunking service e.g CES0000\*\*\*\*-01

The following information will be required to complete this order form.

1. All SIP Endpoint reference to be ceased
2. Requested ceased date

**O<sub>2</sub> business**

**SIP Trunking**  
Cease SIP endpoint

Company name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Email address: \_\_\_\_\_

Contact number: \_\_\_\_\_

SIP endpoint reference#1: \_\_\_\_\_ Cease date: \_\_\_\_\_

SIP endpoint reference#2: \_\_\_\_\_ Cease date: \_\_\_\_\_

SIP endpoint reference#3: \_\_\_\_\_ Cease date: \_\_\_\_\_

SIP endpoint reference#4: \_\_\_\_\_ Cease date: \_\_\_\_\_

Sometimes enable SIP Trunking

**Instructions:**

This CRF (customer request form) is submitted to [unifyorderfulfilment@o2.com](mailto:unifyorderfulfilment@o2.com)

All customer request forms are available at [www.o2.co.uk/business-to-business](https://www.o2.co.uk/business-to-business)

This is a cease CRF for an existing SIP endpoint which is

- Used to cease an existing SIP Trunking service.
- Used to cease Google or Multi Ethernet connectivity directly associated with the SIP Trunking service e.g CES0000\*\*\*\*-01

The following information will be required to complete this CRF

1. All SIP endpoint referenced to be ceased
2. Requested ceased date
3. Sometimes enabled SIP Trunking will incur a longer lead time to cease as they are a manual build.

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**CRF version history**

Need additional help?

**SIP CLI changes CRF**

This CRF supports CLI presentation changes for an existing SIP endpoint.

This CRF is submitted to [unifyorderfulfilment@o2.com](mailto:unifyorderfulfilment@o2.com).

- CLI flexibility: enable the ability to present non O2 registered CLIs as the presentation A-Number CLI.
- CLI presentation: Change the incoming CLI presentation rules to one of the following options:
  - Leading zero (0203)
  - No leading zero (203)
  - E.164 format (+44203)

The following information will be required to complete this order form.

1. Terminating SIP endpoint reference.
2. CLI flexibility enabled or disabled, if required.
3. CLI presentation type, if required.

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**CRF version history**

Need additional help?

**SIP Trunking divert CRF**

This CRF will implement a divert rules to a selected destination on an individual number or DDI range on the selected SIP Trunking endpoint

- Activation of these divert rules can be either.
- All Pre-configured rules with a single activation.
- Activation of individual divert rule as necessary.
- Divert activation and deactivation is implemented by ticket request

The following information will be required to complete this order form.

1. Terminating SIP endpoint reference, if available.
2. Individual or the DDI range for call divert
3. Terminating divert number

**SIP Trunking**  
SIP Trunking divert

Company name  
Contact name  
Email address  
Contact number  
SIP endpoint reference  
SIP endpoint view location  
SIP endpoint type

**Instructions:**  
This CRF (customer request form) is submitted to [ordermanagement@bt.com](#).  
All customer request forms are available at [https://www.bt.com/external/customer-requests](#).  
This CRF will implement a divert rule to a selected destination on an individual number or DDI range on the selected SIP Trunking endpoint.  
• Activation of these divert rules can be either:  
• All Pre-configured rules with a single activation.  
• Activation of individual divert rule as necessary.  
• Divert activation and deactivation is implemented by ticket request.  
The following information will be required to complete this order form.  
1. Terminating SIP endpoint reference, if available.  
2. Individual or the DDI range for call divert.  
3. Terminating divert number.

**Notes:**  
• Divert rules are subject to the same call barring option as the main SIP Trunking.  
• Calls will not be diverted for call diverted calls. Diverted calls for customers with restricted services will not be billed for the diverted leg (subject to the applicable terms and conditions).  
• QoS (Quality of Service) emergency calls is supported on other numbers which exceed 11 digits in length.  
• A statement of 999 emergency call diversions configured per endpoint are supported.  
• Fraud alerts, CLI flexibility and call admission control do not apply to CLIs when call diversions are enabled.  
• Sometimes enabled SIP Trunking will incur a longer lead time to provision as they are a manual build. Sometimes enabled SIP Trunking is not available in all markets.  
• This CRF is a non-billable service.

**SIP Trunking**  
SIP endpoint change

SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

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**SIP Trunking**  
SIP Trunking divert

Call divert  
SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

Call divert  
SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

Call divert  
SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

Call divert  
SIP endpoint ref  
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Call divert  
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Change code  
Remove numbers

Call divert  
SIP endpoint ref  
Current IP address  
Change code  
Remove numbers

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## SIP LOA letter of authority

When porting a geographical number range a letter of authority (LOA) is required. The letter of authority isn't required to place an order, however the range holder or losing communications provider can, and do, request a letter of authority from time to time.

**Please note:** The (LOA) can be digitally signed and is considered with the same weight as one signed by hand. There is nothing in the porting industry guides to say that this has to be hand signed, so O2 will accept a digitally signed (LOA). In the unlikely event where a LCP (losing communication provider) wouldn't accept a digitally signed LOA, it will be requested to hand sign the LOA.

### 1. Digitally Signed letter of authority [LOA](#)

**Geographic number Porting letter of authority**

To:

From: Gamma Telecom Limited

Registered address:  
James House  
21-25 James House, Hexton Road  
Bath, BA1 1LQ, U.K.

**Customer details**

Company name:  
As shown on the most recent bill

Account number:  
As shown on the most recent bill

Company's registered address:

Company's registered number:

**Porter's details**

Name:

Job title:

Contact details:  
Please include a contact telephone number

This is to notify you that I (representing the customer shown above) have decided to port the above "Direct Dialling In (DDI) or "VPM/Carfax (geographic numbers) from you to the gaining operator (also shown above). The gaining operator is authorised to act on my behalf in this matter. I recognise that it is my responsibility to arrange cessation of, or changes to, any other services currently provided by you if required. You have my authority to disclose to the gaining operator such information regarding the "Direct Dialling In (DDI) or "VPM/Carfax (geographic numbers) and numbers quoted, together with any other numbers as are necessary to allow the port to proceed. I confirm that I have the authority of my company to make this instruction.

Signed:  Date:

Print name:

Letter of authority

**Geographic number Porting Letter of Authority**

Account Number	Customer Name	Numbers to port		
SIP address 1		Numbers to port Range 1		
SIP address 2		Numbers to port Range 2		
SIP address 3		Numbers to port Range 3		
SIP address 4		Numbers to port Range 4		
SIP address 5		Numbers to port Range 5		

Letter of authority

**Geographic number Porting Letter of Authority**

Account Number	Customer Name	Numbers to port		
SIP address 6		Numbers to port Range 6		
SIP address 7		Numbers to port Range 7		
SIP address 8		Numbers to port Range 8		
SIP address 9		Numbers to port Range 9		
SIP address 10		Numbers to port Range 10		

Letter of authority

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**CRF version history****Need additional help?**

## SIP 999 change CRF

This CRF is to update the 999 address and contact details for DDI's allocated to a SIP endpoint, this is a non billable service.

As a customer of O<sub>2</sub> SIP Trunking service you are obligated to provide accurate caller location information to the emergency services database(s) and ensure this is accurately and timely maintained. The address details should be checked at the [royal mail](#) postcode checker to confirm all details are correct.

- Premises: house number or name of premise
- Street/thoroughfare/Thoroughfare: more commonly known as the Street/thoroughfare name
- Town/locality: village or an area within a Town/Town/locality if available, otherwise replicates the Town/Town/locality field
- Country code: O<sub>2</sub> only provides 999 services within the UK; therefore the code should always be GB
- Postcode: The full postcode for the address, for example RG14 5BY
- Contact details (please include a 24\*7 contact where possible for example building security).

**SIP Trunking**  
SIP 999 change

Company name

Contact name

Email address

Contact number

SIP endpoint reference (optional)

SIP endpoint site location

**Instructions:**  
This CRF (customer request form) is submitted to [webmaster@o2business.com](mailto:webmaster@o2business.com). All customer request forms are available at <https://www.o2business.com/crf>. The CRF is to update the 999 address and contact details for DDI's allocated to a SIP endpoint, this is a non billable service. As a customer of O<sub>2</sub> SIP Trunking service you are obligated to provide accurate caller location information to the emergency services database(s) and ensure this is accurately and timely maintained. The address details should be checked at the [royal mail](#) postcode checker to confirm all details are correct.

- Premises: house number or name of premise
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**SIP Trunking**  
SIP 999 change

**999 DDI range 1**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

**999 DDI range 2**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

**999 DDI range 3**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

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**SIP Trunking**  
SIP 999 change

**999 DDI range 3**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

**999 DDI range 4**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

**999 DDI range 5**  
Start number  End number

**999 records**  
Contact name  Tel number   
Company name  Premises   
Street/thoroughfare  Town/locality   
Postcode  Country code

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- SIP LOA letter of authority
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- SIP endpoint change CRF
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CRF version history

Need additional help?

### SIP endpoint change CRF

This CRF is to update the following parameters of the existing SIP Trunking endpoint.

- To change network call barring on an existing SIP Trunking endpoint.
- To change the IP address on an existing SIP Trunking endpoint
- To update network fraud management options.
- To change codec between G.711 and G.729.
- To enable or disable Fax T.38.
- To remove number ranges from an existing SIP Trunking endpoint.

The following information will be required to complete this CRF.

- Terminating SIP endpoint reference, if available.
- The existing IP address of the SIP endpoint, if available.
- The call barring parameters if required.
- Network fraud management daily spend limits if required.
- Network fraud management weekly spend limits if required.



## SIP Internal number transfer

This CRF is for porting an existing customer number or number range between active SIP Trunking endpoint  
The following information will be required to complete this CRF.

1. Terminating SIP endpoint reference, if available
2. 999 details for the DDI range,
  - Address location for the DDI range (indicated on your current bill)
  - Contact details (please include a 24\*7 contact where possible. for example building security).
3. All porting charges can be viewed from the following [location](#)

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### CRF version history

Need additional help?

The image displays three sequential screenshots of the 'SIP Trunking Internal number transfer' CRF form. Each screenshot shows a different section of the form, which includes fields for company name, contact details, and 999 records. The form is titled 'SIP Trunking Internal number transfer' and features the 'O2 business' logo. The first screenshot shows the 'Port range 1' section, the second shows 'Port range 2', and the third shows 'Port range 3'. Each section includes a '999 records' table with columns for 'Tel number', 'Premises', 'Town/Locality', and 'Country code'. The form also includes a 'Notes' section with instructions and a 'Port range 1-3' label at the bottom of each page.

## CRF version history

There are eleven associated CRF documents for SIP Trunking services.

CRF Name	Description	Version
001_SIP New number	Brand approval and customer release	1.5 January 2018
002_SIP Port a number	Brand approval and customer release	1.5 January 2018
003_SIP Channels	Completed standalone new order guide	2 <sup>nd</sup> March 2018
004_SIP Single	Completed standalone new order guide	2 <sup>nd</sup> March 2018
005_SIP Multi	Completed standalone new order guide	2 <sup>nd</sup> March 2018
006_SIP Ceased	Brand approval and customer release	1.5 January 2018
007_SIP CLI changes	Brand approval and customer release	1.5 January 2018
008_SIP Trunking divert	Brand approval and customer release	1.5 January 2018
009_SIP LOA	Brand approval and customer release	1.5 January 2018
010_SIP 999 change	Brand approval and customer release	1.5 January 2018
011_SIP endpoint change	Brand approval and customer release	1.5 January 2018
In life guide	Product name change to SIP Trunking	8 <sup>th</sup> June 2018
015_SIP Internal number transfer	Additional CRF added	11 <sup>th</sup> October 2018
SIP New order guide	Minor changes	15 <sup>th</sup> November 2018
	SIP Trunking website details added	26 <sup>th</sup> November 2018
	Additional document links added	23 <sup>rd</sup> December 2018
	Minor updates	18 <sup>th</sup> January 2019
	URL updates	28 <sup>th</sup> January 2019
Semafone	Added Semafone capability	21 <sup>st</sup> April 2019

## Need additional help?

If you need additional help or document feedback please email [CFOMT@o2.com](mailto:CFOMT@o2.com)

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