

# 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 [unifyorderfulfilment@o2.com](mailto:unifyorderfulfilment@o2.com)

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

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](http://royalmail.co.uk) 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

### 999 DDI range 1

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>

### 999 DDI range 2

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>

### 999 DDI range 3

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>

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### 999 DDI range 3

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>

### 999 DDI range 4

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>

### 999 DDI range 5

Start number  End number

#### 999 records

Contact name	<input type="text"/>	Tel number	<input type="text"/>
Company name	<input type="text"/>	Premises	<input type="text"/>
Street/thoroughfare	<input type="text"/>	Town/locality	<input type="text"/>
Postcode	<input type="text"/>	Country code	<input type="text" value="GB"/>