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VoIP Number Formats | Dial Plan Format

For VoIP number formats calls in local, national and mobile cases we use 10 digit dialing (xx xxxx xxxx), with international calls prefixed with 0011+ [CountryCode] and finally special numbers such as 13/1300, 1800 presented in local dialing format (see examples below).

- Local / National / Mob: 0289707500 / 0450301520
- International: 00116492885145
- Special numbers: 132861, 1800150686

The following SIP capture provides an example of an outgoing call. Take note that we validate your FROM as the full 11 digits while the To is per format below.

- A Party: 61289707501
- B Party: 0450301523

CLI and Registration

If your PBX supports SIP Peering, we would generally recommend this method of connection over Registration.

The requirement is to present the originating CLI to the PSTN.

If you are connecting your PBX via Registration there are a number of options for ensuring the originating CLI is presented to the PSTN:

- Individually Register each DID: Requires system admins to individually register each DID on the PBX.NB
 - On our platform, you can use your master account password to register each DID.
- Restrict lines: In Lines Administrator, you can restrict individual lines to use their own UserName (and passwords). As with the "Individual Registration" option above you will need to individually register each line with us.
- Outbound Trunking: Individual registration is convenient for situations where you are connecting a small office with say ten phones for example. The approach quickly becomes unworkable for offices with hundred of DIDs or handsets, not just for implementation but for ongoing management. If your switch doesn't support SIP Peering the preferred solution for Registration is Outbound trunking where you register a single DID as your trunk number, with all other numbers connecting out onto the PSTN via this single trunk number (see Outbound trunking). To preserve the originating DID as the CLI your trunk number will present to us in the SIP URI sip:61289796500@phone.yourcloudpbx.com.au while the outgoing CLI is presented in the FROM "61289706501" contact.

CLI and SIP Peering

By comparison to Registration, Peering is straight forward as you are connecting with us via a public WAN IP. In a Peering mode, we will honor any number you send to us as the outgoing CLI, as long as the number is either a valid YourCloudPBX number or 'verified non-YourCloudPBX' number.

In the example below, we will present the DID contained in the SIP URI
sip:61289706502@phone.yourcloudpbx.com.au