

# CLI Flexibility

As an optional service, Channel Partners can enable the ability to present Non-Gamma Registered CLIs as the Presentation A-Number CLI from a SIP Trunk Endpoint. This is called CLI Flexibility.

This feature is particularly relevant with Customer Call Centres and hosted offices, working on behalf of numerous clients. When making outbound IP calls, the user may want to present the relevant client number (this could be a non-Gamma number).

Activation of this feature requires an amendment to the standard Gamma Telecoms Services Agreement (TSA) which is signed once by the Channel Partner (see within Service Description) and the Customer Agreement (below) which is signed by each end user.

**Note: DDI Billing is not currently possible when CLI Flexibility has been enabled on an endpoint.**

For full terms and conditions of CLI Flexibility, including the change to the TSA, please see the SIP Trunks Technical Service Description.

## Enable CLI Flexibility

In order to be able to set up CLI Flexibility on a SIP Trunk endpoint, you must sign an amendment to the terms of service agreements. To do this, please contact your BDM who can help you with this. Once this has been signed, access will be granted to edit CLI Flexibility.

Once access has been granted by Gamma you can enable or disable CLI Flexibility by completing the following steps.

### Step 1

From the Gamma Portal, go to "Provisioning and Service Management", "Voice Connectivity", "Gamma SIP Trunks" and "Service Management".

If you don't have this option contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.

## Step 2

Select the account that has the endpoint you wish to provision CLI Flexibility for and click "View".

Gamma SIP Trunks Service Search

Use Classic Search

DC2N17AQM394891

Advanced Search Options >

Search

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Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
183234	Gamma	DC2N17AQM394891	MSX75	Gamma Broadband - FTTC	Standard		Active	<a href="#">View</a>

## Step 3

From the "Actions" drop-down select "CLI Flexibility Settings" and click "Continue"

# Gamma SIP Trunks Service ID: 176040

### Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	TSC STCM P2P Test EP 2
Service ID:	176040
ITSM Number:	-
Service Status:	Order updated successfully
Endpoint:	DC2N16GNL312321
Product Type:	Gamma SIP Trunks
Product Option:	SIP Trunk Call Manager
Build:	Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

### Actions

CLI Flexibility Settings

This Action Allows You to Change the CLI Flexibility Settings for the Endpoint

This endpoint is eligible for a free upgrade to an Enhanced Build.  
An Enhanced Build will increase the resilience of the service by connecting the endpoint to two geographically distinct SBCs within the Gamma network, offering automatic failover in the unlikely event of an SBC failure within the Gamma network.  
To take advantage of this option, the CPE will need to support a dual IP address configuration. To request upgrade select *Request to Migrate to Enhanced Build*.

[Continue](#)

### Service Details

Health Check | Service | SIP Trunk Call Manager | Numbers | Customer | History

- Service Status
- Call Barring
- Fraud Management
- SIP Trunk Call Manager Service
- Access

## Step 4

Read the “CLI Flexibility Terms and Conditions” and once you agree with them, tick the “I accept the terms and conditions above” tick box.

Press “Enable CLI Flexibility” button which will then apply CLI Flexibility to the endpoint.

## CLI Flexibility Settings

### CLI Flexibility Terms and Conditions

Where an A number is being presented:

1 - You must ensure that the A Number is of E.164 (with leading +) format, is allocated to the End User and that such End User possesses all necessary permissions in respect of the lines in question;

2 - You must ensure that where the A Number is not allocated to the End User, you have written consent from the allocated owner for its use as an A Number and that such consent has not been withdrawn;

3 - You must ensure that under the terms of the CLI code of practice the A Number must be a number that is allocated to a Customer, is in use, connected to a terminal and capable of receiving calls;

4 - Where you have ordered Gamma's Presentation CLI Service (the "Service"), which allows your End Users to authorise Gamma to carry voice traffic with a Presentation Number different from its underlying CLI or endpoint(s) (as these terms are defined in NICCC ND 1016 available at <http://www.nicstandards.org.uk/publications/public-net.cfm>).

**I accept the terms and conditions above**

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