

Reserved emergency- and special numbers

Overview

Within the platform short numbers are used for extensions and dial plans. Normally these numbers can be assigned freely, however, there are certain restrictions with regards to emergency and special numbers. For these numbers validation rules are in place to ensure these numbers cannot be used as an internal number.

Since users should always be able to make a call to emergency numbers, these numbers will be automatically whitelisted and are no subject to the call limits. Emergency numbers are always reachable even when a company has reached their limits.

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1. What type of numbers are reserved?

To make sure that emergency numbers and Special numbers cannot be assigned to an Extension or Dialplan, we reserved several numbers depending on the country. We have two type of numbers reserved:

1.1 Emergency numbers

Emergency numbers are the short numbers which route calls to Emergency Services, such as 112.

1.2 Special numbers

Special numbers include emergency numbers, but have a wider range. These types of numbers route calls to other, less urgent, services not directly aimed to rescue a human's life.

2. Validation rules

On our platform, you can assign short numbers to dial plans and extensions. With the implementation of the new set of validation rules the usage of internal numbers is restricted based on the Company's Country setting, which can be set in the Company settings via the Provider or Reseller panel.

2.1 Create a new Company

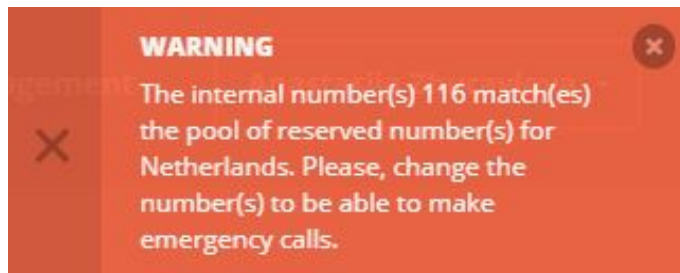
When you create a new company the following validation rules will be applied:

- The Emergency and Special numbers for the selected country will be automatically reserved, this means it is not possible to create a Dial plan or Extension with the identical number.
- The Emergency and applicable Special numbers for the selected country will be automatically whitelisted, this means that, despite of a manually configured whitelist, these numbers remain available for outbound calls.

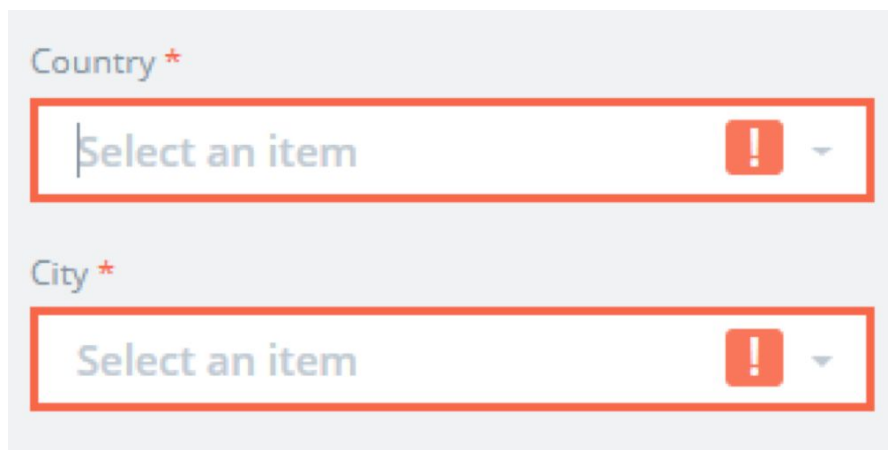
2.2 Edit an existing Company

When you change the Country selection of the Company the following validation rule will be applied:

- In case there is an existing internal number which conflicts with the Emergency or Special number(s) for the newly selected Country an error message will appear at the top right corner of the 'Edit of Company' page:



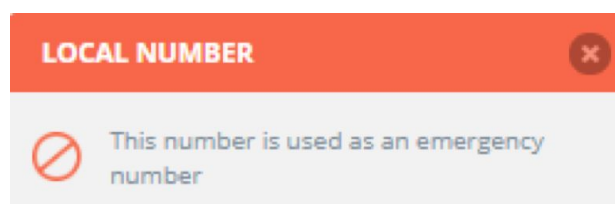
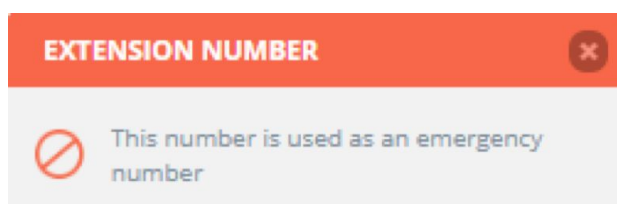
Furthermore the fields 'Country' and 'City' will automatically be emptied and highlighted in red:

A screenshot of a form with two fields. The first field is labeled "Country *" and contains the text "Select an item". The second field is labeled "City *" and also contains the text "Select an item". Both fields have a red border and a red exclamation mark icon in the top right corner, indicating an error.

It is required to first un-assign the mentioned internal number from the conflicting extension or dial plan in the Company panel. Only then you will be allowed to change the Country as desired.

2.3 Create or edit extensions or dial plans

When you create or edit an extension or dial plan and the internal number is identical to the Emergency or Special number(s) for the Company given it's County the following error message will be displayed:



3. Whitelisting

To ensure all emergency services are reachable, we applied automatic Whitelisting of this specific range of numbers based on the Country selection in the Company Settings.

This means the calls to the Emergency Services will not be affected by the restrictions set for a Company and you are not able to exclude the reachability of these numbers yourself. Calls to Special numbers however can still be subject to the limitation settings for a Company, consult the number overview for the details.

5. Overview reserved numbers

Country	Emergency number	Special number	Automatically whitelisted
The Netherlands	112		Yes
	113		Yes
	09000113		Yes
		144	Yes
		1400	No
		140	No
		116	No
Belgium	112		Yes
	100		Yes
	101		Yes
		102	Yes
		103	Yes
Luxembourg	112		Yes
	113		Yes
Germany	112		Yes
	110		Yes
Switzerland	112		Yes
		117	Yes
		118	Yes
		140	Yes
		1414	Yes
		1415	Yes
		143	Yes
		144	Yes
		145	Yes
		147	Yes

Denmark	112		Yes
Sweden	112		Yes
Other countries	112		Yes
Kwebbl		1233	