Troubleshoot Webex Calling Outbound Call Rejections Due to Missing Calling Plan Provisioning

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Issue

Outbound calls from both Cisco 8861 phones and Webex mobile applications are being rejected with outgoing call permission errors. Inbound calls function normally, but all outbound call attempts fail with the specific error "Cisco calling plan is not enabled" and release reason code OCP (021). The issue persists across multiple devices and applications, affecting the user's ability to place any outbound calls through the Webex Calling service.

Call logs show this rejection pattern:

```
Validate origination result:
Level = USER
Call Type = Local
Permission = Block
Reason = Cisco calling plan is not enabled
Number = +17047760865
OCP does not allow - Local - call type
ReleaseWithCauseEvent (cause=FORBIDDEN,treatment=defaultServiceCT:OCP) created
```

Environment

- Webex Calling service in North America region
- Cisco 8861 IP phone
- Webex mobile application
- User account with Webex Calling Professional license
- User account initially configured with both UCM and Webex Calling Professional licenses
- BroadWorks hosting environment

Resolution

The resolution involved backend provisioning corrections to enable the Cisco Calling Plan for the affected user account. These troubleshooting steps were performed before the final resolution:

Initial Troubleshooting Steps

Step 1: Change outbound call permissions to use Location settings instead of custom settings.

This change did not resolve the issue, as the problem was at the provisioning level rather than the permission configuration level.

Step 2: Unassign and reassign the Webex Calling license.

The license was removed and reassigned to the user account, but outbound calls continued to fail with the same error.

Step 3: Remove conflicting UCM license.

The Unified Communications Manager (UCM) license was removed from the user account, and the device was rebooted. The issue persisted after this change.

Final Resolution

Step 1: Backend provisioning patch applied.

Engineering applied a patch to enable the outbound billing plan for the affected user account. This correction addressed the missing Cisco Calling Plan provisioning that was not properly enabled during the initial account setup.

Step 2: Verification of outbound calling functionality.

After the patch was applied, outbound calling was restored to normal operation from both the Cisco 8861 phone and Webex mobile application.

Cause

The root cause was determined to be missing Cisco Calling Plan provisioning during the initial account setup. The user account was not properly enabled for the Cisco Calling Plan during the provisioning process, which prevented outbound calls from being processed through the Outgoing Call Permissions (OCP) system. The order occurred too long ago to determine the specific root cause of the provisioning failure, but the resolution required backend engineering intervention to correct the missing outbound billing plan configuration.

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