Webex Calling Cloud Connected PSTN Number Ordering Unavailable with AudioCodes in UAE

Contents

Issue

When configuring a new Webex Calling site for a Dubai, UAE location using AudioCodes as the Cloud Connected PSTN (CCP) provider, the option to request or order phone numbers directly from the provider is not available in Webex Control Hub. After selecting AudioCodes as the Cloud Connected PSTN provider in Control Hub for the Dubai site, the **Order Numbers** option does not appear, preventing the procurement of PSTN numbers needed to bring the Dubai site into service.

Environment

- Webex Calling deployment in Dubai, UAE
- AudioCodes selected as Cloud Connected PSTN (CCP) provider
- Webex Control Hub interface for number provisioning
- Organization configured for Partner deployment type

Resolution

The absence of the **Order Numbers** option in Control Hub when AudioCodes is selected as the CCP provider in UAE is expected behavior. AudioCodes operates as a Non-Integrated Cloud Connected PSTN provider in the UAE region, which requires manual number procurement outside of the Webex Control Hub interface.

Understand CCP Integration Types

In Webex Calling, Cloud Connected PSTN providers fall into two categories.

Integrated CCP

Allows for a Single Pane of Glass experience where you can procure, order, and provision phone numbers directly within the Control Hub interface if the provider is integrated in a specific region.

Non-Integrated CCP (AudioCodes in UAE)

The partnership operates as a Non-Integrated CCP, meaning the automated **Order Numbers** button is not available in Control Hub. Number procurement must be handled directly with the provider.

Required Steps for Number Procurement

Step 1: Contact AudioCodes for Number Procurement

Contact AudioCodes directly to purchase and secure phone numbers outside of the Webex Control Hub using one of these methods:

- **Official Contact Form:** Use the AudioCodes **Contact Us** page. Select **Sales Inquiry,** mention your location as **United Arab Emirates**, and specify your interest in **Webex Cloud Connect / PSTN Numbers**.
- **EMEA Engagement:** Proceed via AudioCodes general EMEA sales inquiry channel
- **Headquarters Phone:** +972-3-976-4000 (Israel headquarters covering Middle East)
- **Professional Services:** https://www.audiocodes.com/services-support/professional-services
- **Webex Calling Solutions:** https://www.audiocodes.com/solutions-products/solutions/voice-solutions-for-webex-calling

Step 2: Manual Number Addition in Control Hub

Once AudioCodes has assigned the numbers to you, manually add them to your Dubai location within

Control Hub.

Step 3: Number Verification

After adding the numbers in Control Hub, they are verified against the trunk established with AudioCodes to activate service.

Cause

AudioCodes operates as a Non-Integrated Cloud Connected PSTN provider for the UAE region. Non-Integrated CCP providers do not support automated number ordering and provisioning through the Webex Control Hub interface, requiring direct engagement with the provider for number procurement.

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