

Faults – frequently asked questions

This guide is designed to assist you with some of the most common issues and faults that can occur with inbound calls to Magrathea or ported numbers and calls outbound via your account.

For any questions or queries regarding any of these scenarios, please call 0345 004 0040 or e-mail support@magrathea-telecom.co.uk.

Inbound – faults with Magrathea or ported numbers

Numbering API Our Numbering API guide can be found here:

<https://www.magrathea-telecom.co.uk/assets/Client-Downloads/Numbering-API-Instructions.pdf>

Problem – you cannot assign a number from the range you require.

Solution – ensure that the range is assigned to Magrathea, details of all of our ranges can be found on our client download site <https://www.magrathea-telecom.co.uk/clientinfo/> in the documents entitled “Geographic Numbering Plan” and “Non-Geo Numbering Plan”. If you are confident that the range is assigned to Magrathea, check that you are using the correct command, a link to the numbering API guide is above. If you are sure your command is correct, it may be that there are no more numbers available in the required range, please email support@magrathea-telecom.co.uk and we will get some added as soon as we can.

Problem – you cannot STAT a number that you believe should be assigned to your account.

Solution – the number may have ported away, expired or been de-activated. If you are sure that the number should still be live and assigned to your account, please email support@magrathea-telecom.co.uk and we will check its status for you.

Problem – you cannot assign an 0800, 070, 0871/2/3 or 09 number via the API

Solution – 0800/0808 numbers are not available to assign in the API because they have to be linked to an account for payment purposes, as there is a charge to you to receive calls on freephone numbers. If you would like a 0800/0808 assigned to your

account, please contact support and we will assign one for you. It would be useful if you could give us a target at the same time, so we can SET this as well.

070, 0871/2/3 and 09 numbers are not available in the API by default, as they are regulated by either Ofcom or the Phone-paid Services Authority. Please contact us on support@magrathea-telecom.co.uk as there is additional paperwork we will require before we can assign any numbers (09) or grant you access via the API (0871/2/3 & 070).

Inbound calls

Problem – you are not receiving calls to a number that is assigned to your account

Solution – there are a number of reasons that you are not receiving calls, the most common are listed below:

Is the number assigned to your account and active ? - you can check this using the STAT command in the numbering API, which will give you the current status, expiry date and target. If the number is not assigned to your account and you believe that it should be, contact support@magrathea-telecom.co.uk and we will check for you.

Is the target in the correct format? - SIP targets are usually S:<number>@<ip or URL>, IAX are usually I:<username>:<password>@<IP or URL>.

If your target is a PSTN or mobile, you will need to set it in international format, eg 443450040040. A fax-to-email target must be F:<email address>. We allow you to send calls to a SIP or IAX address or a fax-to-email free of charge, please note that you can only divert a number to a PSTN or mobile if you have a Chargeable NTS account, as there will be a cost for a divert. If you do not have this type of account and you point your number to a chargeable destination, your calls will fail.

Don't forget that the ACTI and SET commands are best used together.

Is your server accepting the calls? – there are many reasons that calls we send you are not being accepted by your server, you or your technical team need to investigate on your side for the specific reason calls are being rejected. If you cannot resolve this, please contact support@magrathea-telecom.co.uk as we can check a trace of a failed call and let you know the response we are receiving.

Do you have our up to date firewall information? – you need to ensure that you allow incoming traffic from us on all of our IP addresses, otherwise you may be blocking calls. For our up to date firewall information, please check the Client Handbook or contact support@magrathea-telecom.co.uk

Is the number ported? – there are a separate set of reasons why calls to a ported number may fail, please see our separate document “Porting in the UK_Common Faults” document for details.

Is the call reaching you but there is one way audio? – check our firewall information for full details, as if you firewall UDP traffic on your network, you must ensure this is current. For various reasons, we do not capture RTP media, so the quickest way we can assist you is if you send over a full SIP trace with RTP media.

Is the call reaching the Magrathea number? – in the very unlikely event that a call does not reach a Magrathea number, it may be due to a data build error, where the originating network has not built our number range so cannot route the calls. If you believe this to be the case, please contact support@magrathea-telecom.co.uk

Outbound – faults with placing calls outbound

Problem – you are unable to place any calls outbound via your account

Solution – there are a number of reasons why you may be unable to place outbound calls, the most common are listed below:

Are there funds on your account? – you will not be able to place any calls if your account does not have available funds. You can check your balance via our status page or the Client Portal and also transfer funds between accounts if required (the funds transfer facility is available via the RESTAPI or Client Portal only).

Are you unable to Register? – if your account is set up to Register, you will have been given a user name and password. You will need to send these details with your call to sipgw.magrathea.net. If you are using the correct user name and password and sending calls to the correct destination, please send a trace of a failed call including the responses from our network to support@magrathea-telecom.co.uk for analysis.

Is your account authorised by IP? – for an account set up to validate by IP address, we will only accept calls from the IP addresses you have provided. You will need to check if the IP address of the failing call is on your authorised list. If not, please contact support@magrathea-telecom.co.uk and we will add it to our network.

Remember that you must send calls to sipgw.magrathea.net.

Are you using IAX? – you will need to send traffic to iaxgw.magrathea.net. If your call fails, please send sample details to support@magrathea-telecom.co.uk and we will investigate.

Problem – you are unable to place specific calls outbound via your account

Solution – there are a number of reasons why you are unable to place a specific outbound call, the most common are listed here:-

Is the number you are dialling invalid? – check that the number you are dialling is a valid number, by dialling from another provider.

Is number you are dialling blocked? – Magrathea works very closely with our carriers to detect and prevent fraud. It is possible that the number you are trying to dial has been blocked due to fraudulent activity. We can review this situation with our carrier, but we will need any information you can provide on the number you are trying to dial, ie who it should connect to and is it a business or personal number. Please send this to support@magrathea-telecom.co.uk and we will liaise with our carriers.

Is your account on a limited tariff? – Magrathea offers two limited tariffs to assist you in preventing fraud. Each allows calls up to and including a specific value based on our current rate sheet, so if the destination you are trying to dial is over this amount, the call will fail. Please note that our limited tariffs only allow you to dial basic UK destinations. If you would like the limited tariff removed from your account, please e-mail support@magrathea-telecom.co.uk

There is a carrier fault – if you believe that the number you are trying to dial is valid and your account is not on a limited tariff, it may be that the carrier we are using to route your call is failing. Please raise this to support@magrathea-telecom.co.uk and we will investigate and raise a fault with the carrier if necessary. Ideally, we would prefer at least three call examples as most of our carriers require this. If possible, we will change the routing to the destination to ensure that your calls complete.

Problem – the CLI you are passing is not being received by the called party correctly

Solution – you need to ensure that you are passing UK CLI correctly, please refer to our Line Identity Agreement for supported forms. You need to send non UK CLI as 00<country code><number>. This needs to be placed in the correct portion of the RPID SIP header or the FROM field if RPID is not supplied. We can also accept a + in the RPID field, but please note that a + in any other field will not work. If you are confident that the CLI you are passing is correct, it may be that our onward carrier is not handling the CLI correctly. Please note that due to the range of quality carrier we use, we do not guarantee international CLI. However, we are always willing to raise the issue with our carrier for investigation, so please send details of the call, along with the CLI that is being sent and received to support@magrathea-telecom.co.uk.

Problem – you are unable to dial 999 over your Magrathea account

Solution – you will only be permitted to dial the emergency services if you have returned signed contacts (Schedule and Annex 5, these can be found on our Client Information download site) and completed the testing process with a member of our support team. If you would like to enquire about the facility to dial the Emergency

Services, please contact support@magrathea-telecom.co.uk and we will send you details.

Problem – you are unable to dial short codes through your Magrathea account

Solution – we allow specific short codes to be dialled via our network using, eg 101 and 111, details of these can be found in our current rate sheet. It is important to note that these codes must be presented to us with a proceeding 44* in the number dialled, or the calls will fail. If you believe you are presenting these calls correctly but they are failing, please send a SIP trace to support@magrathea-telecom.co.uk for analysis.

Problem – your call has connected but there is one way audio or poor audio

Solution – there can be many reasons for missing or poor audio and there are things you can check that may resolve the problem:

Do you have our up to date firewall information? – this will ensure that you are not blocking calls and/or RTP media.

Have there been any change or updates on your network recently? – any change on your network may affect aspects of call routing.

Are you or your client experiencing issues with their ISP? – this could result in packet loss which can cause poor audio.