

# **INTRODUCTION OF NEW IP ADDRESSES CLOUD VOICE**

**July 2024**

## Introduction of new IP addresses for Cloud Voice

We'd like to advise you of a change we are making to your Cloud Voice service.

We're migrating the hosting of our Cloud Voice platform from physical equipment to a virtual environment. This change will take place overnight on the evening of **Friday 26 July 2024**. There will be no downtime to service during this time.

As part of this project, we'll be introducing new IP addresses for various fully qualified domain names (FQDNs) across several applications and interfaces.

### **What do you need to do?**

Please check your current firewall rules/IP address whitelists.

If you have any firewall restrictions or whitelisting of IP addresses on your local networks to allow specific traffic flows, you will need to add the additional IPs listed below to your firewall rules for your service to continue working

- **Webex:** 217.38.227.198 and 217.38.227.214
- **Applications:** 217.38.227.197 and 217.38.227.213
- **Downloads:** 217.38.227.196 and 217.38.227.212

It's important that you add these new IP addresses before 11.59pm on **Friday 26 July 2024**, otherwise your Cloud Voice service won't work until you add the relevant IP addresses.

Customers with no firewall restrictions are not impacted by this change.

If you have any questions, please contact your account manager. Or call Customer Care on **0800 052 0800** – they're ready to assist you.

Please remember to enter your unique contact PIN when you call. If you don't have a PIN, please enter one of the following when prompted (depending on the type of business):

- **Medium business: (11-249 employees):** 2222
- **Large enterprise: (250+ employees):** 8866
- **Public sector:** 8855
- **Wholesale:** 3333

# Thank you

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**BUSINESS**