IP Address Allowlisting

Overview

Allowlisting IP addresses to allow voice traffic over the CCAI Platform Portal. Allowlisting all IP addresses below is imperative to proper CCAI Platform product functionality.

IP Address Allowlisting

The following table outlines the IP address ranges required to allowlist inside of your network infrastructure to allow the passing of voice traffic over the CCAI Platform Portal. Please also allowlist IPs listed below in any firewall or system utilities such as Norton, ESET, McAfee, ZoneAlarm, or any other software that controls external connectivity.

By default, CCAI Platform uses carriers' Global Low Latency routing capabilities to determine which data center is closest to your users establishing a connection through the nearest point of presence. This dynamic capability uses latency-based DNS lookups to determine location information. You may want to override this in some cases, if and when your users are working from a fixed location and using a DNS server in another region.

If you use a restricted network that requires allowlisting of media IPs, we would recommend that you specify the region within your network allowances. As our global presence continues to expand, please note that connections may be established to regions that are not allowlisted by your infrastructure.

Required Ports:	443 (Signaling), 10,000 - 20,000 (Media)	
LOCATION	MEDIA SERVER IP RANGES	CIDR NOTATION
Australia	54.252.254.64 - 54.252.254.127 3.104.90.0 - 3.104.90.255	54.252.254.64/26 3.104.90.0/24
Brazil	177.71.206.192 - 177.71.206.255 18.228.249.0 - 18.228.249.255	177.71.206.192/26 18.228.249.0/24
Germany	18.195.48.224 - 18.195.48.255 3.122.181.0 - 3.122.181.255	18.195.48.224/27 3.122.181.0/24

India	52.66.194.0 - 52.66.194.63	52.66.194.0/26
Ireland	54.171.127.192 - 54.171.127.255, 52.215.127.0 - 52.215.127.255	54.171.127.192/26 52.215.127.0/24
Japan	54.65.63.192 - 54.65.63.255 3.112.80.0 - 3.112.80.255	54.65.63.192/26 3.112.80.0/24
Singapore	54.169.127.128 - 54.169.127.191 3.1.77.0 - 3.1.77.255	54.169.127.128/26 3.1.77.0/24
US East Coast (Virginia)	54.172.60.0 - 54.172.61.255 34.203.250.0 - 34.203.251.255	54.172.60.0/23 34.203.250.0/23
US West Coast (Oregon)	54.244.51.0 - 54.244.51.255	54.244.51.0/24
GLL (Global Low Latency)	Any of the above Auto-selection of the data center with the lowest-latency connection to your user.	

SIP

Required Ports: UDP/TCP on 5060, TLS on 5061

IP RANGES

5.10.112.121

5.10.112.122

5.10.112.122

69.59.250.2

69.59.250.3

69.59.250.4

69.59.248.2

69.59.248.3

69.59.248.4

69.59.248.9

69.59.251.1

69.59.251.2

69.59.251.3

69.59.251.4

69.59.247.1

69.59.247.2

69.59.247.3

69.59.247.4

69.59.249.1

69.59.249.2

69.59.249.3

69.59.249.4

119.81.44.6

119.81.44.7

168.100.88.1

168.100.88.2

168.100.88.3

168.100.88.4

169.48.36.56

169.48.36.66

169.55.62.70

169.55.62.215

169.60.141.29

169.60.141.30

216.147.0.1

216.147.0.2

216.147.1.1

216.147.1.2

216.147.2.1

216.147.2.2

216.147.3.1

216.147.3.2

216.147.4.1

216.147.4.2

216.147.5.1

216.147.5.2

RTP

Required Ports: (If you are unable to allow all UDP ports, you can alternatively restrict the port range to 10000:50000)

IP RANGES

69.59.247.0/24

69.59.248.0/24

69.59.249.0/24

69.59.250.0/24

69.59.251.0/24

159.8.231.16/28

159.8.246.224/27

161.202.24.16/28

168.100.88.0/24

169.47.144.176/28

169.48.97.80/28

169.50.120.160/28

169.50.165.128/27

169.50.200.160/27

169.54.106.32/27

169.45.208.96/27

WebSocket

Required Ports: (If you are unable to allow all UDP ports, you can alternatively restrict the port range to 10000:50000)

IP RANGES

119.81.173.16/28

161.202.24.16/28

169.47.144.176/28

169.48.97.80/28

169.50.120.160/28

169.54.106.32/27

169.54.125.48/28

169.45.209.32/27

169.62.172.0/27

161.202.172.128/27

169.50.200.160/27