

**Standard Operating Procedure Approved by PTA for White Listing of IP Addresses  
(February 2012)**

1. White List would be the list of IP addresses maintained in the monitoring system for the purpose of allowing VoIP. The list will be maintained by the Vigilance Directorate of PTA and will contain the IPs reported by PTA licensed operators or anybody authorized by the PTA/GoP as the case may be to Vigilance Directorate in the prescribed format. As per current rules, regulations, government policies and the VoIP clarification issued by PTA, any IP address would be included in the White List which fulfills following criteria:
  - a. IP address reported by an LDI operator on the prescribed format for its LDI traffic.
  - b. IP address reported by LDI/LL operator belonging to its non-licensed customers like International Call Centers for their International Voice Communication. The LDI/LL will report the IPs on the prescribed format along with valid registration of CC with PSEB and any other information required by the Vigilance Directorate.
  - c. IP addresses reported by ISPs and CVAS (data) operators allocated to their network elements e.g. gateways, etc whose automatic blocking may cause problems for data customers as well. This category also includes IP addresses reported by Cellular Mobile Operators which are assigned to APNs for GPRS/EDGE services subject to the undertaking from CMOs that these IP's would be used exclusively for the purpose these were white listed. Detection of any commercial VoIP service on these IP's will render them a candidate for permanent blocking in-addition to action against the concerned CVAS licensee/CMO.
  - d. IP addresses reported by LDIs/LL operators for exclusive use of HEC recognized educational institutions for their academic activities. In such cases the operator will also provide the other details like usage threshold values based on hours for which the IP will be active daily and maximum number of VoIP sessions which it will make in an hour along with any predefined cellular / local loop numbers involved in the VoIP sessions. Maximum usage threshold will be limited to 8 hours per day with a maximum of 10 sessions, per hour. Maximum monthly hours should not exceed 90 hours.
  - e. IP addresses reported by LDIs/LL/CVARS operators for providing international Video Conference facility to their non-licensed customers. However, switching within Pakistan is only allowed through LL / LDI as per their license conditions.
  - f. IP Addresses reported by Transworld Associates (TWA) for provisioning of bandwidth to Call Centers for their Call Center operations subject to approval of Authority on case to case basis. Copy of individual interconnect agreements

with concerned LDI / LL operator for the specific Call Center would be submitted along-with the White Listing requests to qualify for White Listing. Other requirements would remain the same as mentioned at 1(b) above.

- g. Any other IP address carrying voice for any legitimate service authorized under PTA rules, regulations and government policies.

**White Listing of the New Call Center:**

- h. Call Centre will submit a request to Vigilance Directorate at [ipreport@pta.gov.pk](mailto:ipreport@pta.gov.pk) through valid LDI/LLO on a PTA notified format for White Listing of its IP(s).
- i. The request will contain a Provisional Registration Certificate of PSEB.
- j. Vigilance Directorate will process the request for necessary approval and will formally White List the subject IP(s) on receipt of a Valid Registration Certificate of PSEB.

**White Listing of Call Center during renewal time period:**

- k. PSEB will inform PTA Vigilance Directorate at [ipreport@pta.gov.pk](mailto:ipreport@pta.gov.pk) for the renewal of a Call Centre 10 days before expiry of Call Centre Registration.
- l. Vigilance Directorate will process the renewal request raised by PSEB. However, will affect the renewal on receipt of the renewed Certificate with grace margin of 05 extra days from the expiry.
- m. Non submission of renewal Certificate by PSEB/Licensee/Call Centre within 05 days after the expiry of certificate will result in the removal of IPs of respective Call Centre from white list.
- n. Re-White Listing will take the same course as a new case for approval as per SOP of.

**Procedure for White Listing:**

- 2. The IP addresses will be White Listed as per following procedure:
  - a. The requests for White Listing of IPs will be made to Vigilance Directorate by all potential service providers on a Performa attached as Annex-A (which may be modified from time to time with Authority's approval). The requests are to be emailed to [ipreport@pta.gov.pk](mailto:ipreport@pta.gov.pk).
  - b. The applications for White Listing of IP Addresses will be received throughout the week. However, cases received will be processed for approval of the Authority once a week only i.e. **every Monday**.

- c. The responsible desk will check the pre-requisites of the application and submit the case along-with recommendations to Member (Technical) through Enforcement **on the same day** for onward submission to the Authority.
- d. Member (Technical) will approve / disapprove the case and forward it directly to Chairman on the same day or at the maximum the next day.
- e. The case will be approved / disapproved by Chairman, maximum by **Thursday (the same week)**.
- f. Vigilance Directorate will white list IPs / take appropriate action as per the decision **by day end (on the same day)**.
- g. If in case, the Chairman is not available, Member (Technical) will approve the cases for White Listing and Chairman will clear those cases upon his return and vice versa.
- h. The White List will be audited randomly with a view to ensure adherence to this SOP.