Cloudfonica

Call Filter Solution

October 2022 Version 9.0.0

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Assalamu Alaikum! Welcome to Cloudfonica Call Filter User Guide.

- **1. What is Cloudfonica Call Filter: Cloudfonica Call Filter** helps you to reduce your SIM blocking using two types call filtering system. E.g.:
 - A. **Filtering Callee Number** by sending repeatedly called phone numbers on same assigned port numbers.
 - B. **Filtering Caller ID** by sending calls from same caller ID to same assigned port numbers.

Depending on blocking parameters or patterns of the Mobile Operators we need to select the appropriate filtering system. For that we need specific data of specific operator's blocking pattern e.g. Sims are blocking after how many minutes for which Operator?

Real Life Scenario After inserting new sims in your gateway as soon as you will send calls, call filter will start building its database and it will start binding Callee Numbers (Applicable for Callee Number filtering system) or Caller ID (Applicable for Caller ID filtering system) on each port number.

For callee number pattern, let's assume phone number 0987654321 was connected via port number 1. When this phone number 0987654321 will be dialed again, call filter will automatically connect that number using port 1.

For caller ID pattern, let's assume with caller ID "cloudfonica" a number was connected via port number 1. When from caller ID "cloudfonica", another call will come, our call filter will automatically connect the number with callerID Cloudfonica using port 1.

Callee Number /Caller ID Blacklist works efficiently using our call filter solution which will block unwanted Callee Numbers or Caller IDs which will be added in the list.

Bulk/ Global Settings allows to add your prefixes port wise in a moment with some specific values, which will save your time configuring your system.

Disclaimer: Our Solution does not provide any guarantee that sim will not be blocked. It will extend sim life. All Rules are not for all countries. It varies country to country, operator to operator.

- **2. Why Cloudfonica Call Filter:** Cloudfonica Call Filter Application intelligently builds its Buckets with Callee Numbers and Caller IDs which helps to send same Callee numbers/ different numbers from same Caller IDS to the particular sims of the gateway, resulting extended sim life. Here are some key features:
 - ★ Blacklists and whitelists of phone numbers/ Caller IDs to protect from the Operator's calls.
 - ★ Prevent non-repeating Calls.
 - ★ Server Migration
 - ★ Automatic Blacklisting
 - ★ Auto Increasing bucket size
 - ★ Improvised multiple Call Gap pattern technique between calls to simulate HB.
 - ★ Monitoring number/Caller ID length pattern while receiving calls.
 - ★ Building the list of preferred numbers for each sim.
 - ★ Managing Performance filter for blacklisting as per necessity.
 - ★ Auto Outgoing Call Generation to simulate HB.
 - ★ Extending SIM lifetime with dual (Callee + Caller) filtering technology.
 - ★ Optimizing Bandwidth Efficiently.

For Optimal Performance

- ★ To get satisfactory minutes and less sim blocking,
 - Use 64 sims to run 16 concurrent calls
 - Use 128 sims to run 32 concurrent calls.

Primary idea is you need 4 times more sims, than your concurrent calls.

Now we will demonstrate you about the panel configuration:

- **3. Manage Filter:** Our First Segment is Filter Management. Under this segment there are six (6) options:
 - a. Manage Whitelist
 - b. Manage Blacklist
 - c. CallerID Replacement
 - d. Manage Performance filter
 - e. Manage Buckets
 - f. Bulk Ops & Default Settings

Below we will describe the functions of the options gradually:

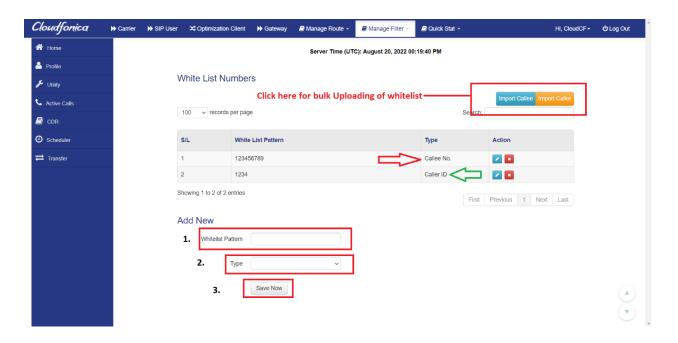
a. Manage Whitelist: From **Filter Management >> Manage Whitelist** option, you can add your desired whitelist numbers. Suppose, if you want, calls will only pass from your whitelist numbers, that is also possible in our system. For that you need to config like below:

For Bulk Entries:

Click on Import Callee or the Import Caller Button (according to your Data) and upload the CSV file there. Your Whitelist will be uploaded instantly depending on file size. The maximum allowed file size is 2MB. If your numbers file size is bigger than that then divide it into multiple files and upload it.

For Single Entry:

For single Entries just write down the number in whitelist Patter under ADD NEW section. Then select the type from drop down list and save it. It's done!



b. Allow Only Whitelist Numbers:

If you want to run **only Whitelist numbers** and block other numbers then you need to add the numbers in Whitelist first.

After that click on **Manage Blacklist** and there add the regex value ".* " (**dot followed by asterisk without semicolon**) as blacklist regex pattern to block the calls and pass only whitelist numbers from Mange Blacklist Option (pic below)



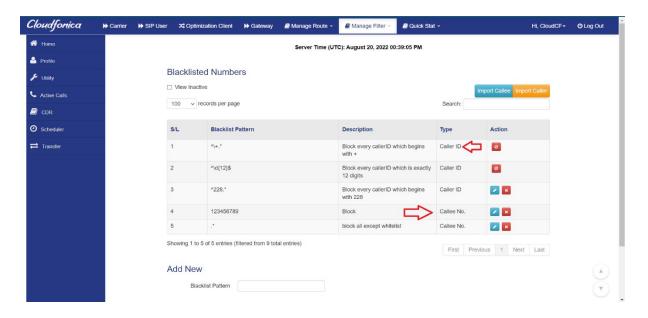
c. Manage Blacklist

In Manage Blacklist option, we can enable and disable some entries, which will Block Caller ID with + sign or caller id with 12 digits etc. also may block numbers for Callee Numbers.

Firstly, Need to entry Blacklist Pattern.

Secondly, Need to Provide Description.

Thirdly, need to select type, then save the entry.



Regex entry reference (https://www.freeformatter.com/regex-tester.html)

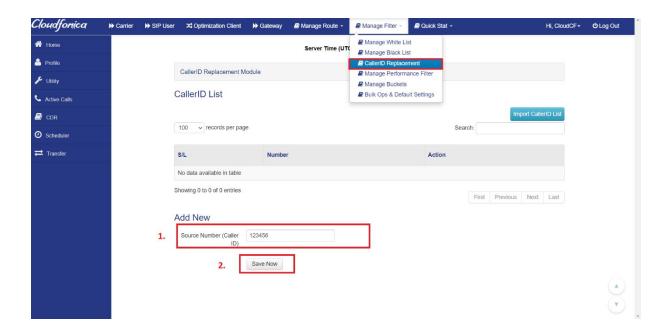
- 1. ^\+.* Blocks every callerID which begins with + or any special character.
- 2. ^\d{12}\$ Block every callerID which is exactly 12 digits.
- 3. ^228.* Block every caller ID which begins with 228
- 4. Block any Specific Number
- 5. .* Blocks All, and allow whitelist.

d. Caller Id Replacement

Using Caller ID Replacement Filter, you can add selected Caller ID of your own choice which may replace the actual caller ID while sending calls.

Firstly, Add the number.

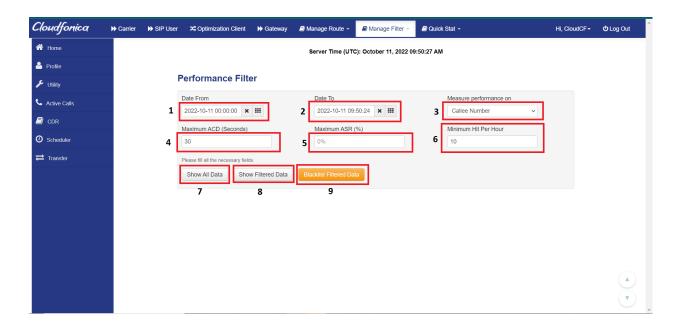
Secondly, click on update now to update it.



e. Manage Performance Filter

With Manage performance filter, you may sort out the numbers with bad stat and blacklist them with a single click. I will explain you how it works, below:

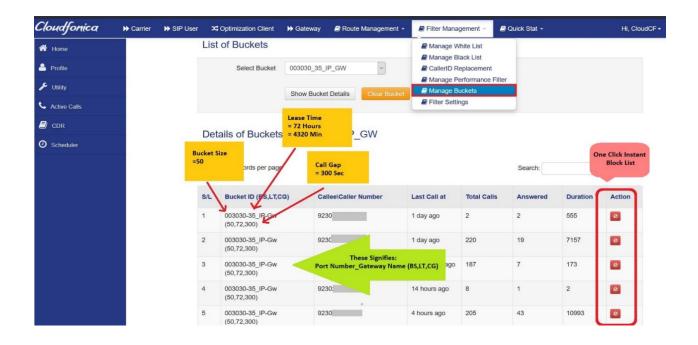
- a. First need to select the date range, then bucket type (caller/ callee), then if we press show data, all data will be shown below.
- b. Then we may filter the data upon 3 criteria:
 - i. Minimum Acd (Sec)-here we will put the minimum acd, we want to blacklist
 - ii. Minimum ASR (%) here we will put the minimum asr, we want to blacklist
 - iii. Minimum Hit Per Hour here we put the number, how many times the number was dialed and hit the system during the mentioned duration/hour.
- c. Then we can see which data meets the criteria by clicking filter data.
- d. Blacklist selected data will immediately blacklist all the filter data and you may see those in the caller/ callee blacklist option under Filter management.



f. Manage Buckets

In the Show Bucket Details, we can see the **callee numbers** and **caller IDs** record stored against each prefix separately. This is only view mode.

- → **Bucket ID (BS, LT, CG)**, here for e.g. 003030_35_IP_Gw(50,72,300) means 003030 is the specific prefix for the port 3 in gw named 35_Ip GW from the Gateway option, BS=Bucket Size=50, LT= Lease Time=72 hours =4320 mins, CG=Call Gap=300 Sec. It's the view option for the entries in Outgoing Prefix Option under Prefix Management.
- → Callee/Caller Number will show Caller ID or Callee Number as per our filter type selection in the Incoming prefix option under Prefix Management.
- → Last Call at shows last calls time of hitting the port
- → **Total Calls** will show how many time numbers hit the port.
- → Answered shows how many calls were answered among Total Calls Numbers
- → **Duration** shows total duration of the numbers hit the port.
- → **Action** It instantly blocklists any number with just one click.

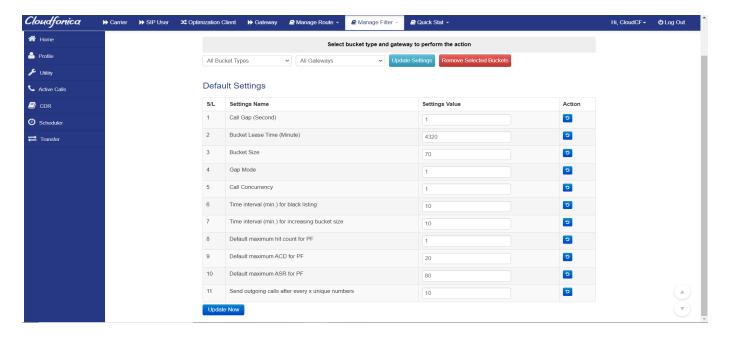


g. Bulk Ops & Settings Here the entries which you will save will be effective as preset entry in the outgoing prefix & Manage Filter Performance and you may change the values in the outgoing prefix & Manage Filter Performance segments by pressing Apply to All from here, also you may edit each entry to particular segment manually.

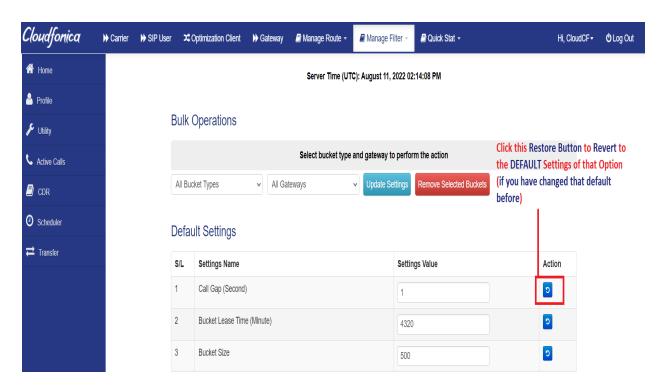
After Saving all individual entry we need to press **Update Now** and then Select callee/Caller type. Then click on **Update Settings** to make them effective (pic below)

- 1. Call Gap Set call gap for every call.
- 2. Bucket Lease Time (Min) Set Bucket duration.
- 3. Bucket Size Set the Bucket size
- **4. Gap Mode** 0 for None, 1 for Repeating calls, 2 for Listed calls & 3 for Random.
- 5. Call Concurrency Set how many concurrent calls can run.
- 6. Time interval (min.) for black listing Set time to check numbers for blacklisting.
- 7. Time interval (min.) for increasing bucket size set time to increase bucket size according to it.
- **8. Default maximum hit count for PF** Set how many hits a number need to automatically considered it in Performance Filter for blacklisting.
- Default maximum ACD for PF Set the maximum ACD value a number need to automatically considered it in Performance Filter for blacklisting.
- **10.Default maximum ASR for PF -** Set the maximum ASR value a number need to automatically considered it in Performance Filter for blacklisting.

11.Send outgoing calls after every X unique numbers - Set the value after which a random number will be called to that specific ports from any other ports of gw

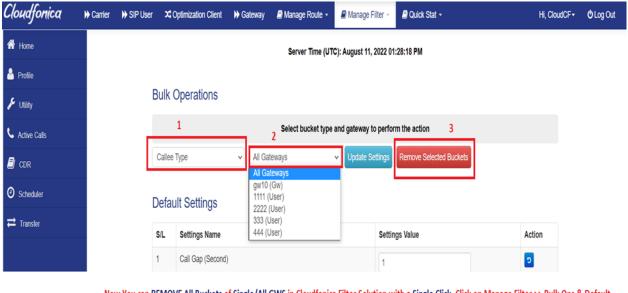


h. Revert Settings Button:



Click the **RESTORE** Button to **REVERT** the value to **DEFAULT** of that Option (If you have changed the Defaults before)

i. Remove All/Single GW Buckets:



Now You can REMOVE All Buckets of Single/All GWS in Cloudfonica Filter Solution with a Single Click. Click on Manage Filter >> Bulk Ops & Default Settings. From there -->

- 1. Select Callee/Caller Type according to your requirement.
- 2. Select the GW or All gws.
- 3. Click on Remove Selected Buckets button to REMOVE all the Associated buckets instantly.

You can **Remove All Buckets of Single/All GWS** with a **single click**. Click on Manage Filter >> Bulk Ops & Default settings. From there →

- 1. Select Callee/Caller Type according to requirement
- 2. Select the GW or All gws.
- 3. Click on **REMOVE SELECTED BUCKETS** Button to **REMOVE** all the associated buckets instantly.
- **4. Manage Route:** Our next segment is Manage Route. This is very important segment of the solution. Here we will find 4 options:

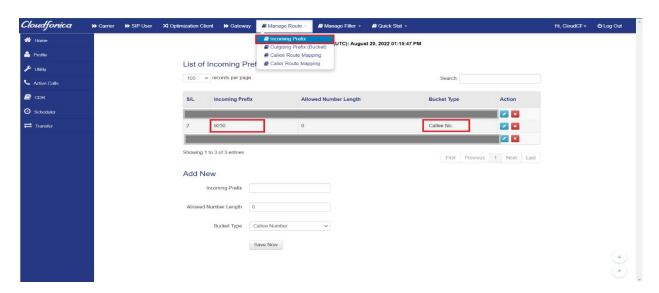
a. Incoming Prefix:

In Incoming Prefix option,

Firstly, we need to entry the Incoming Prefix for e.g. 9230, then

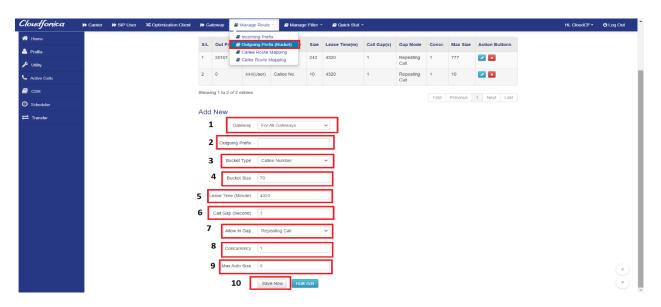
Secondly, need to enter the Allowed number length means the number length of the incoming prefix. If full number is 923026154910, then we can see there are 0 digit. So, any size number can pass here. If you set any value there, like: 8/10/12/14 etc. then if any call comes with less number than 8/10/12/14 digits or more, it will not pass.

Thirdly, we can see Bucket type which will be **Caller ID** or **Callee number**. Upon requirement we need to select the type, then press save to add the entry.



b. Outgoing Prefix(Bucket):

In Outgoing Prefix (Bucket) option, we can add/edit the values which we will add in the Callee/Caller route mapping, but for the deletion of the value here, we need to first delete the same entry in the Callee/Caller Route mapping.



For Single Entry:

First, we need to provide entry to Outgoing Prefix, e.g. 1010. To be noted, the prefix you will provide here will replace the incoming prefix, so if your incoming prefix is supposed 9230, your outgoing prefix will be **101030**. Here first digit **1** represents the first gw, next **01** represents the gw port no 1, then **030** is the suffix.

We will map this prefix in the Gateway port wise later, then we will guide with the Gateway Port Wise Prefix Configuration.

Second, select the Bucket Type as per requirement e.g.: Callee Number, Caller ID

Third, Bucket Size, this is the list size of the Callee Numbers or Caller IDs means this is list of how many numbers or IDs we want to store against each prefix /port.

Fourth, Lease Time (Minutes), here we will set the max time duration to keep the numbers which will not be repeated within that time frame in the Bucket.

Fifth, Call Gap (Seconds), here we will set the call hit interval time from the last call which passed through this prefix/ port. e.g. If call gap set 301 sec, then when any call (Active/Ring) pass through this prefix, next call will not pass before 301 sec of the last call pass time or Bucket entry time.

Sixth, Allow in Gap, means from here you may select how the call gap feature will function. There are 4 types of Call Gap functionality here:



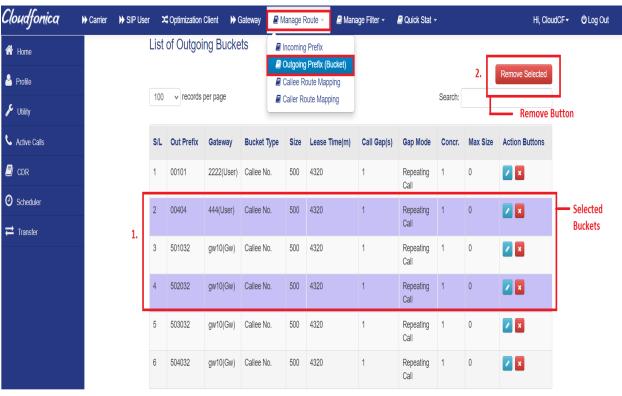
- A. None Call gap will applicable for all calls
- B. Repeating Call Call gap will be ignored only for the last dialed call but for the new numbers and bucket list numbers, call gap will be applicable.
- C. Listed Call Call gap will be ignored for only the numbers in the bucket list but for new numbers, gap will be applicable.
- D. Random Call gap will be applicable for all calls but it will ignore for some random numbers in a random manner (more like human behavior).

Seventh, Concurrency, that means how many calls may pass with that specific prefix, it will be 1 always for 1 port vs 1 Prefix.

Eight, Max Auto Size – Using it, you can set **MAX BUCKET SIZE VALUE** while **creating Buckets**. Bucket will **INCREASE its Size by 1 in every mentioned duration** (set in Bulk Ops Settings) and will keep increasing until the Bucket size reaches the Declared Max Size.

Bulk Add will be convenient in the Manage Route Mapping, so it will be explained later in that particular segment below.

c. Multiple Bucket Deletion:



Now You can Remove multiple buckets easily from Manage Route >> OutGoing Prefix (Bucket) option.

Just Select the required Buckets AND then Click Remove Selected Button to Delete the buckets Instantly.

You can **REMOVE Multiple Buckets** Easily from Manage Route >> Outgoing Prefix (Bucket) option. Just select the Required Buckets & then Click **REMOVE SELCETED** Button to **DELETE** the buckets instantly

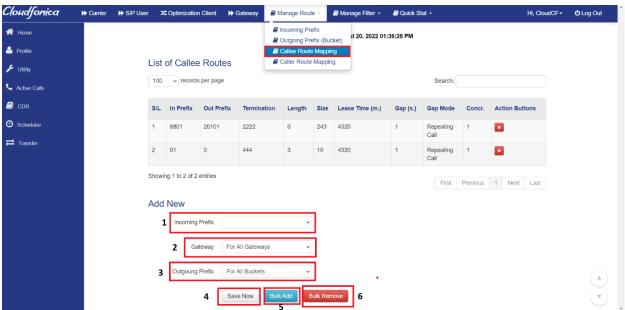
d. Callee Route Mapping:

In Callee Route Management, we will map the Outgoing Prefixes with Incoming Prefix along with Gateway for Callee.

Firstly, we will select the Incoming Prefix for Callee number type, you will see the incoming prefix here if you assigned bucket type as callee number in the incoming prefix segment.

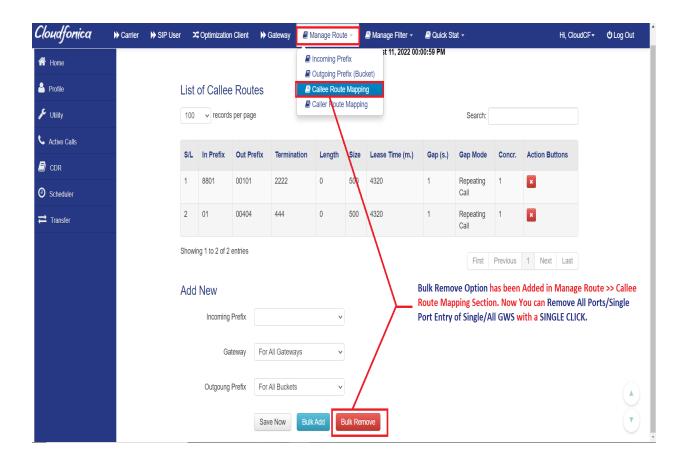
Secondly, we will select the particular Gateway/ For all gateways for the incoming Prefix for Callee

Thirdly, we will select the Outgoing Prefix according to the incoming Prefix for single or for all Buckets for Callee.



e. Bulk Remove:

Bulk remove option is used to remove Gw wise single/All callee route mapping entries. Here you can select Gw wise single/gw wise entries and then click Bulk remove to remove them all with a single click



f. Bulk Add:

Now I will explain you how to Bulk Add callee route mapping:

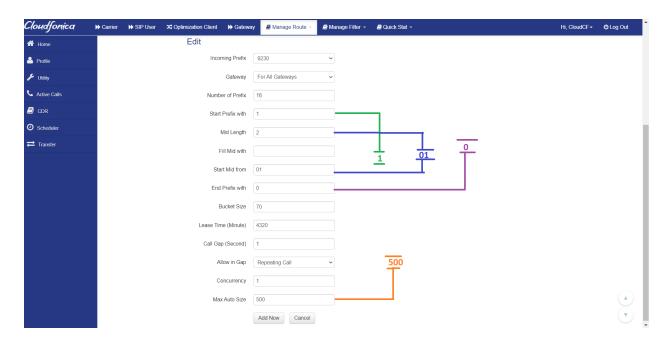
- I. First, we need to select the incoming from the incoming prefix option.
- II. Then need to select the Gateway
- III. Then we need to enter the value for how many prefixes we want to add, for example if you have 16 port gateway, then the value will be 16 for number of prefix.

Suppose our first prefix will be 1 01 0

- IV. So, here value for start prefix will be 1
- V. Mid length will be 2 as **01** consists 2 digits.
- VI. End prefix with **0**
- VII. Assign value for bucket size as per necessity.
- VIII. Assign value for Lease time
- IX. Assign value for Call Gap as per necessity.
- X. Allow in GAP criteria's as per necessity (explained in outgoing section)
- XI. Assign value for concurrency as per necessity.

XII. Assign Value for Max Auto Size **500** so that bucket size will keep increasing until it reaches size 500

The facility of adding bulk entries from Callee Route Mapping is, we can add prefixes for any range with any gateway easily from here but to edit any value we have to edit that from outgoing prefix Segment.



g. Caller Route Mapping:

In Caller Route Management, we will map the Outgoing Prefixes with Incoming Prefix along with Gateway for Caller ID type filtering.

Firstly, we will select the Incoming Prefix for Caller ID, you will see the incoming prefix here if only you assigned bucket type as Caller ID in the incoming prefix segment.

Secondly, we will select the particular Gateway for the incoming Prefix for Caller ID

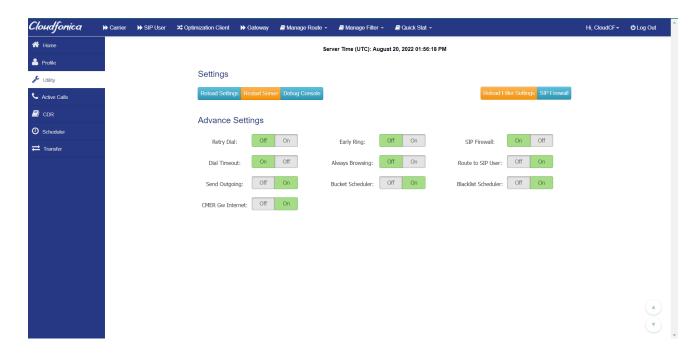
Thirdly, we will select the Outgoing Prefix according to the incoming Prefix for Caller ID

(pic above)

Bulk Add technique is same as callee Route Management, please check above for reference.

5. Utility:

From Utility options we may find:



- 1. Retry Dial
- 2. Early Ring
- 3. Sip Firewall
- 4. Dial Timeout
- 5. Always Browsing
- 6. Route to SIP User
- 7. Send Outgoing
- 8. Bucket Scheduler
- 9. Blacklist Scheduler
- 10. CMER Gw Internet
- 11. Reload Filter Settings
- 12.Sip Firewall

also, some other feature like:

Debug Console.

we will explain the features below:

Retry Dial [On/Off]: when Retry dial in off, system will ring the call once then
drop, whereas when retry dial is on, calls will dial the 2nd time if first attempt
failed. With retry dial option on, ASR may increase a bit as well as Failed Calls
may reduce if there are many with Normal Dial.

Default Settings: Off

2. **Early Ring [On/Off]:** If early ring is on, asterisk will send immediate 183 session with a ring-back tone to caller, before callee get the call, it may lower the PDD, whereas when Early ring is off, it sends the ring-back tone when the call reaches to the callee.

Default Settings: off.

3. **Sip Firewall [On/Off]:** with firewall on no calls will hit without the IP listed in the carrier section, with firewall off calls may hit from other ips but will not succeed to pass the server. with this option on we may see from which ips calls are coming from debug console sections if required.

Default Settings: Firewall ON.

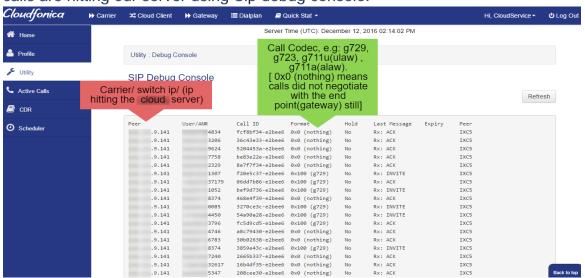
- 4. **Dial Timeout [On/Off]:** If dial timeout is off, system will not send 603 error *Default Settings:* **ON**
- 5. **Always Browsing [On/Off]:** Always browsing on will keep the Gateway Browsing mode on always. You have disable it manually from Gateway section. Always off option will disable the browsing mode after 30 mins from enabling the option automatically. So, use this option as per your necessity. *Default Settings: OFF*
- 6. **Route to Sip User [On/Off]:** Route to sip user option will enable the calls route to sip users, created in the Sip User section. e.g.: you may create a sip user with user name & password in the Sip User section and register your gw with your cloud ip, sip user-name & password, then send calls directly to your gw (Useful for router clients who wants to use gateway in a remote location). *Default Settings: OFF.*
- Send Outgoing: By Setting this, your system will generate an auto call from previously dialed numbers automatically to prevent non repeating calls (Set according to the Bulk Ops & Default Settings Option)
 Default Settings: OFF.
- 8. **Bucket Scheduler:** This option is designed to increase your bucket size automatically with time (Set in Bulk Ops & Default Settings Option) *Default Settings: OFF.*
- 9. **Blacklist Scheduler:** This option is designed to blacklist numbers automatically using settings (Set in Bulk Ops & Default Settings Option)

Default Settings: OFF.

- 10.CMER Gw Internet [ON/Off]: This option allows/blocks internet connected to CMER Based router/PC. Default Settings: OFF.
- 11. Reload Filter Settings: This option reloads all filter settings
- 12.**Sip Firewall:** This unique option allows you to add your Ip for Testing calls without turning the sip firewall off. Just add your Ip there and save it like below image.



• **Debug Console:** From here we can see the switch end codec and from which ip's, calls are hitting our server using Sip debug console.



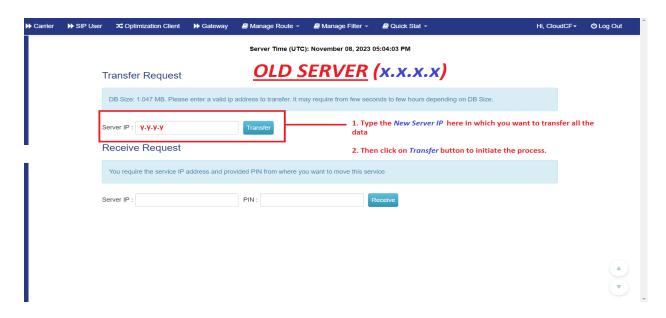
6.Transfer/Clone Servers:

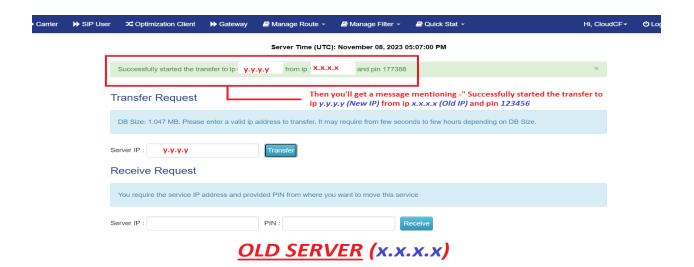
Now You can **TRANSFER/Migrate** your **Settings & Data** from **Old** Cloudfonica filter server to **New** Call filter server.

For that both servers must be version 9.0 or Higher \rightarrow

Let's Assume the OLD SERVER IP is (x.x.x.x) & the NEW SERVER IP is (y.y.y.y)

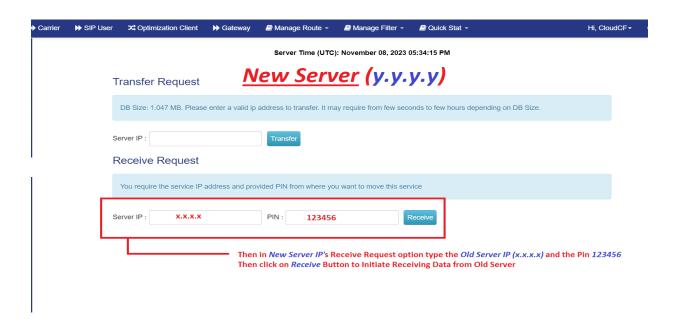
- In Old server IP's TRANSFER REQUEST OPTION enter the New Server IP & click on Transfer Button
- 2. Then It'll show you a message like the Image with a **PIN** after starting the transfer process.
- 3. Refresh The Page after sometime until you see the confirmation message of receiving data in **New server**
- 4. Then in **New Server's Receive Request Option** type the **Old Server Ip** and the **pin** (It'll show in old server).
- 5. Then You'll see a confirmation Message Like this & click on **CONFIRM**
- 6. Then you'll see a message like the image mentioning –"Successfully started to receive from x.x.x.x ip with pin 123456"
- Then wait for some time, depending on your old server's configuration & DB size the transfer will then proceed and complete in New Server



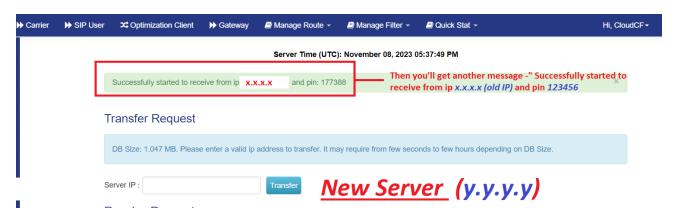


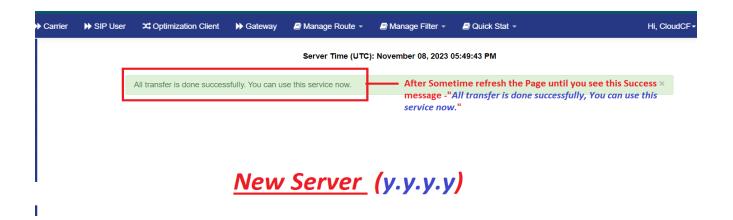


OLD SERVER (x.x.x.x)





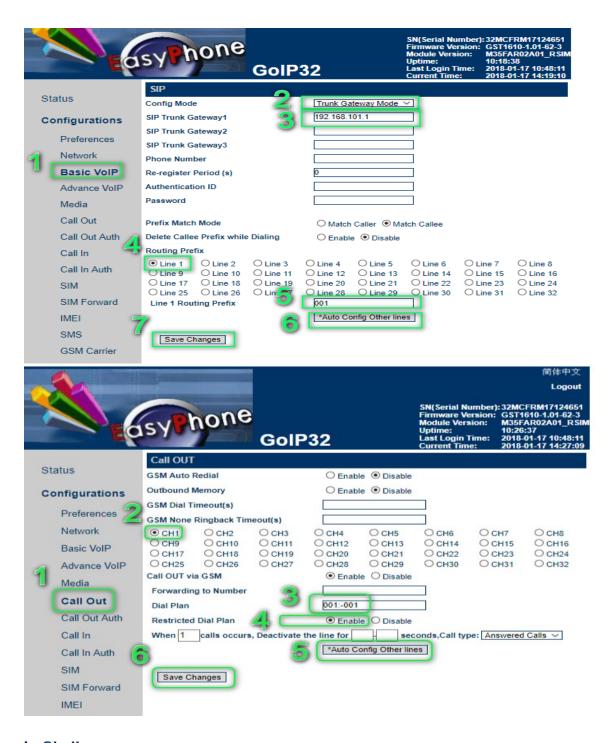




7. Gateway Configuration:

Here we will guide you to configure your gateway according to outgoing Prefix to map the prefixes port wise:

a. Goip:



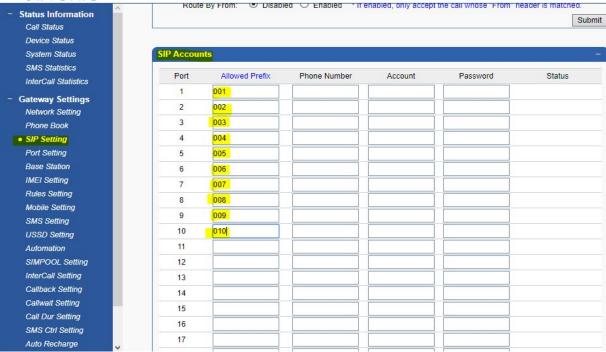
b. Skyline:

GolP32/128 Version: 4.7.5.815

GolP32/128 Version: 4.7.5.815 CN | EN

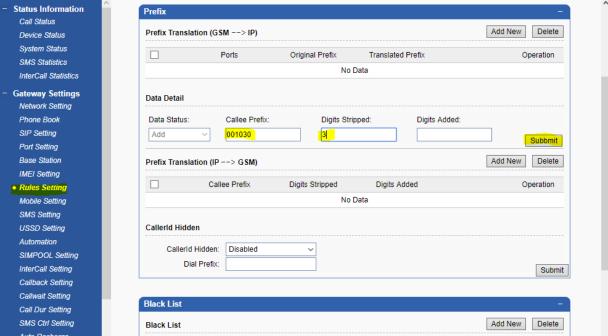


More Easy-communication





More Easy-communication

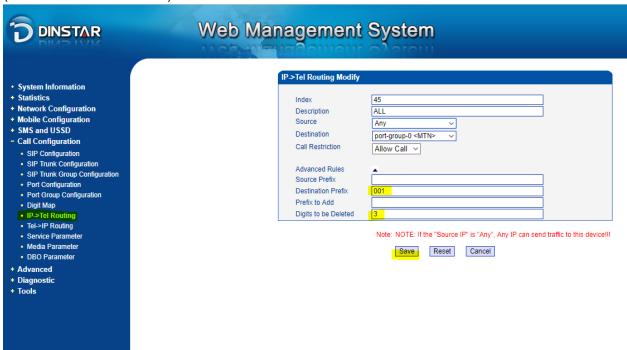


Cloudfonica Call Filter

Disclaimer: Our Solution does not provide any guarantee that sim will not be blocked. It will extend sim life. All Rules are not for all countries. It varies country to country, operator to operator.

c. Dinstar:

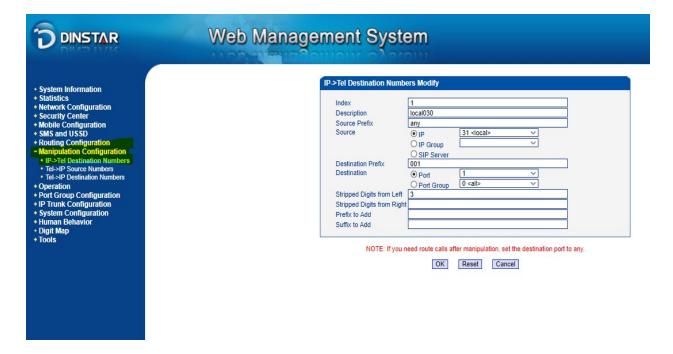
(Dinstar New Firmware):



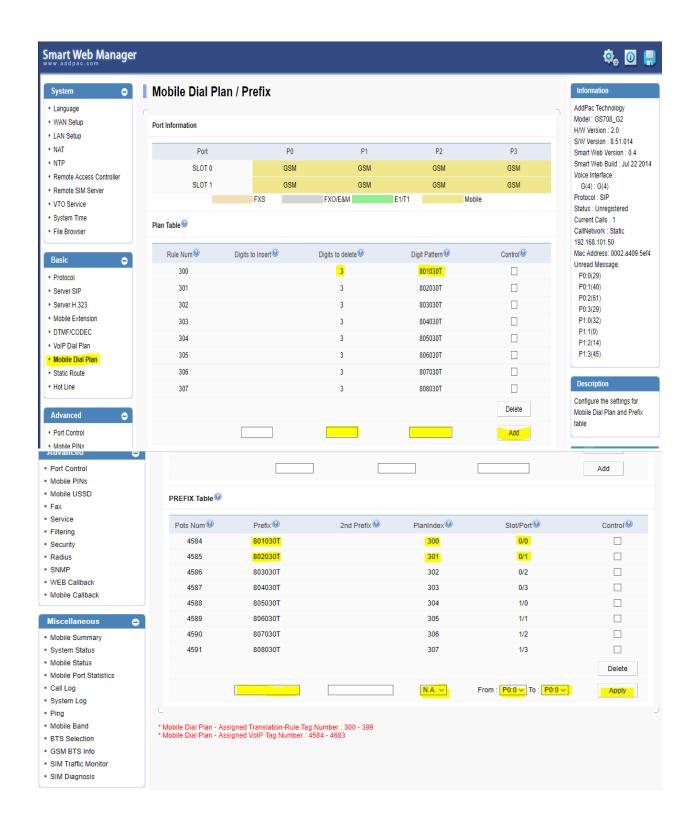
(Dinstar Old Firmware): Routing Configuration >> IP->Tel Routing



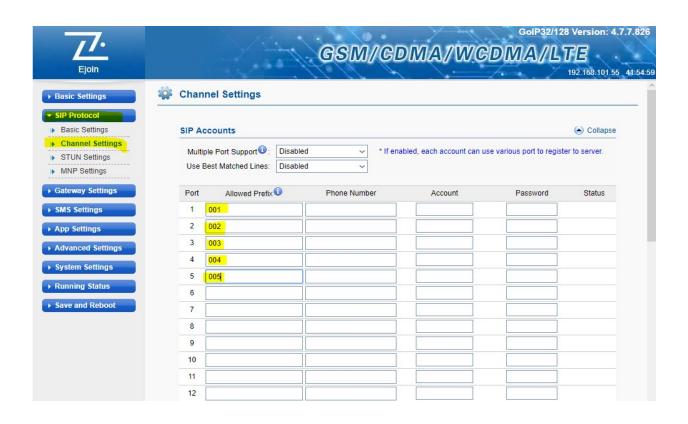
(Dinstar Old Firmware): Manipulation Configuration >> IP->Tel Destination Numbers

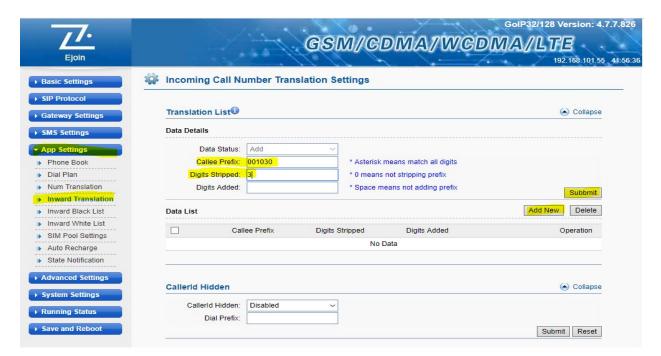


d. Addpac:

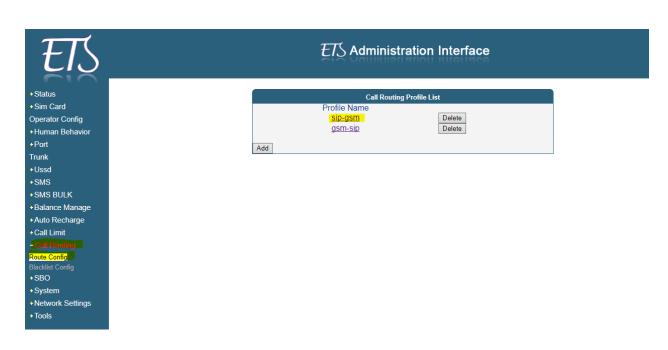


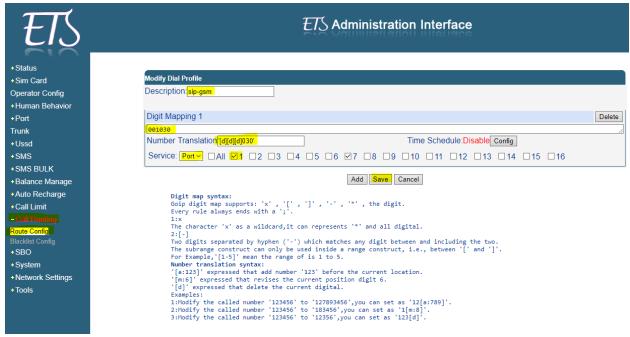
e. E-Join:





f. ETS (Etross):

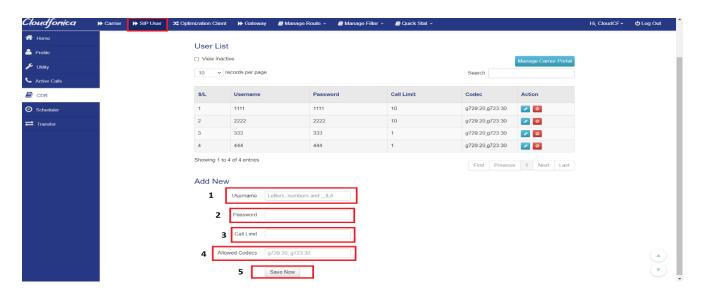




8. Sip User:

Now you can create sip users directly from our Cloudfonica and test calls through any mobile sip dialer. Steps for creating sip users are:

- 1. Assign a username. 2. Assign a password 3. Assign Call Limit. 4. Assign Codec.
- 5. Save Now.



Now will explain steps for making calls:

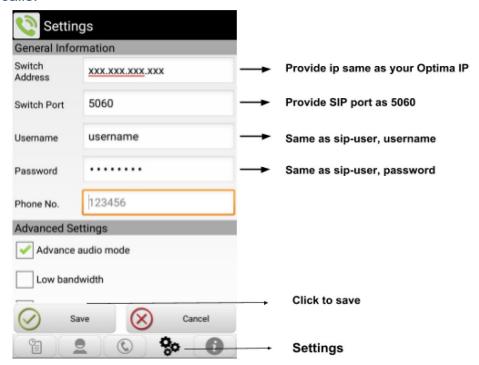
- 1. From Utility, disable firewall.
- 2. Reload All Settings.

OR

You can simply add your Ip in Sip Firewall option and test after that



3. Now download the android application OptimaFree Dialer from google play store , Open OptimaFree Dialer dialer, go to settings and provide info like below to test calls:

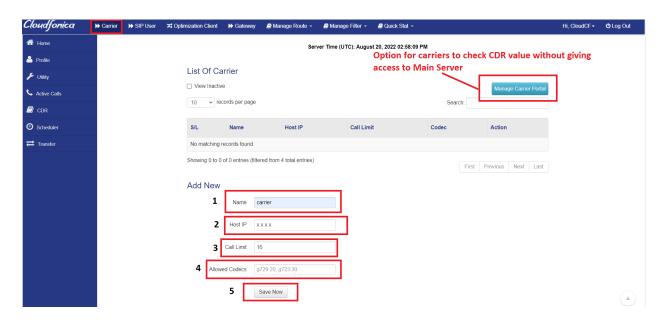




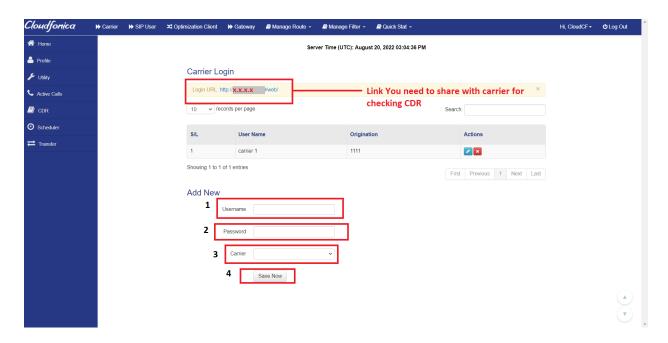
4. When Dialer got registered, then you may test call according to your dial plan in the panel. You may require VPN or Byte Plex if your ISP blocks SIP Protocol.

9. Carrier:

In carrier section you can add carrier IP and limit.



There's an option for giving carriers access to check ONLY CDR data without giving access to **MAIN SERVER**. For that click on Manage Carrier Portal



10. TIPS AND TRICKS FOR CLOUDFONICA CALL FILTER:

- **A.** You should not turn off your GSM Gateway at your idle time and we recommend not to send calls after 12 PM as well start sending calls after 8AM as this is a human behavior, usually human sleeps at night.
- **B.** If your sims blocks or for new sim, try to change IMEI before inserting new sims as well use fixed IMEI.
- **C.** Do not send USSD code repeated times in a day, we recommend 3 times a day.
- **D.** We recommend not to recharge your account more than once in a day and use different types of recharging method.
- E. We recommend to keep your Base Station fixed from 12 AM to 9 AM
- **F.** We recommend to use retail traffic provider as well as you should not change traffic provider very soon.
- **G.** To get satisfactory minutes and less sim blocking, use 64 sims to run 16 concurrent calls or use 128 sims to run 32 concurrent calls. Primary idea is you need 4 times more sims, than your concurrent calls.
- H. Cloudfonica Call Filter application needs to build its database slowly with repeatedly dialed phone numbers. 1st day, allow 2 numbers per port for new sims, then increase it slowly after 15 mins interval and at best allow 15 or 20 numbers per port for the whole day, then 2nd day increase 25 or 30. Keep increasing per port limit until you find out what is the best average range on your network operator. You need to run Cloudfonica Call Filter for 4 days minimum to analyze the numbers and build our database with those numbers

11. Call Filtering Hierarchy

★ Call Filter hierarchy for new number in bucket:

- Whitelist (if the number or Caller ID is Whitelisted, even though same number/ID was in the blacklist, it will ignore and pass the call)
- Blacklist (if the number or Caller ID is blacklisted and not in the whitelist, calls will not pass)
- Call Gap (within the Call Gap period calls will not pass, call Gap counts after a number hits the specific prefix for the port, after the Call Gap time, call will pass)
- Number length [ignore/ block] (will check the number length perimeter, will pass if number came with exact digits, otherwise will block)
- Bucket size limit (will check Bucket is full or not, if full, call will not pass, if there is available bucket space, then callee number or Caller ID will be stored in bucket and call will pass)

★ Call Filter hierarchy for existing number in bucket:

- Whitelist (if the number or Caller ID is Whitelisted, even though same number/ID was in the blacklist, it will ignore and pass the call)
- Blacklist (if the number or Caller ID is blacklisted and not in the whitelist, calls will not pass)
- Call Gap (within the Call Gap period calls will not pass, call Gap counts after a number hits the specific prefix for the port)
- Number cloud Length [ignore/ block] (if the number/ Caller ID is already in the bucket list, will ignore number current number length restriction)
- Bucket size limit (call will hit the specific port now as the number is already in the bucket list)