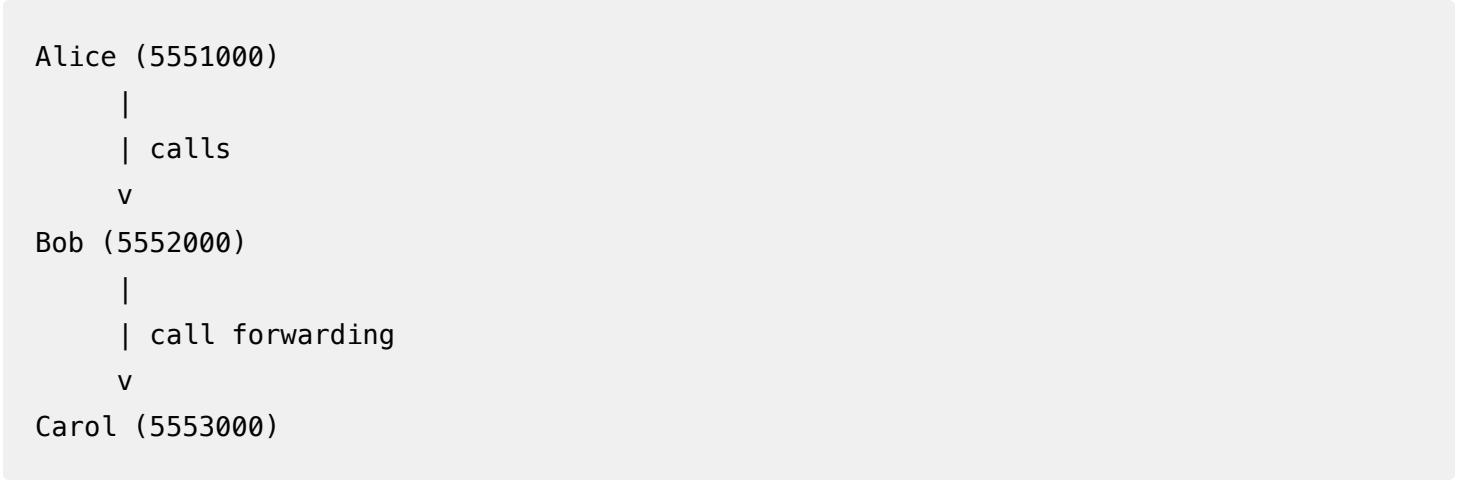


SIP Diversion Header

In SIP, the **Diversion** header is used to indicate that a call was **redirected from its original destination to another destination**.

For example:



The SIP **INVITE** arriving at Carol might contain:

```
From: <sip:5551000@example.com>
To: <sip:5553000@example.com>
Diversion: <sip:5552000@example.com>;reason=unconditional
```

These fields tell Carol's system three different things:

Header	Meaning
From	Who originated the call: 5551000
To / Request-URI	Current destination: 5553000
Diversion	The call was previously destined for: 5552000

Why it exists

The Diversion header is especially important in **call forwarding** scenarios.

Suppose customer 5552000 configures:

```
Forward all calls → 5553000
```

When someone calls 5552000, the PBX/carrier sends the call toward 5553000 while preserving information that the call originally went through 5552000.

You might see:

```
INVITE sip:5553000@carrier.example SIP/2.0
From: <sip:5551000@pbx.example>
To: <sip:5553000@carrier.example>
Diversion: <sip:5552000@pbx.example>;reason=unconditional
```

The carrier can therefore determine:

```
Caller = 5551000
Forwarding/diverting number = 5552000
Final destination = 5553000
```

The reason parameter

A Diversion header can also explain **why** the call was redirected:

```
Diversion: <sip:5552000@example.com>;reason=unconditional
```

Other values you may encounter include:

```
reason=unconditional
reason=user-busy
reason=no-answer
reason=deflection
reason=unavailable
```

So, for example:

```
Diversion: <sip:5552000@example.com>;reason=no-answer
```

means roughly:

```
"This call was previously intended for 5552000, but it was redirected because 5552000 did not answer."
```

VoIP.ms Behavior

At [VoIP.ms](#), when you forward a call from your PBX system, if the CallerID is not verified but a Diversion header is present, then we let pass the call taking the Diversion header added by your PBX and forwarding it to the intended destination.

It is important you correctly set the Diversion header on your PBX "Call Forwarding" settings.

On modern systems like 3CX V20 the header is automatically added on forwarded call scenarios, however, this is something you may review with your PBX provider.