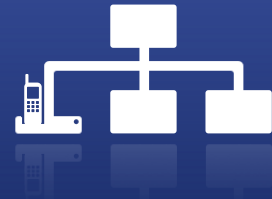


## SIP Trunks and Telephone Numbers

### The facts

A SIP Trunk is a facility provided by Voiceflex that allows the placing of outbound calls and the receiving of inbound calls using an internet connection, rather than using an ISDN line.



SIP Trunks are fast becoming the standard technology that allows businesses to make and receive telephone calls without the need for an expensive ISDN circuit. The Quality of Service has contributed to its increasingly widespread adoption.

#### The background

Session Initiation Protocol (SIP) is used to set-up and 'tear-down' telephone calls over IP networks, including the internet. It is this VoIP protocol that is most widely supported by modern devices, including IP-enabled PBXs.

A SIP trunk is a facility provided by Voiceflex which allows the placing of outbound calls and the receiving of inbound calls using an internet connection instead of an ISDN or analog phone line. Calls to and from the PSTN are supported.

Voiceflex SIP trunks are designed to work with PBX devices and have been tested and approved by major vendors.

#### Key benefits of SIP Trunks

SIP Trunks provide a number of customer benefits over existing backbone networking technologies. These include:

##### » Accessibility and Manoeuvrability

SIP Trunk technology is internet based and thus a PBX can be moved to any geographic location with an internet connection. This allows businesses to continue receiving their inbound calls with no interruption to service.

##### » Site-to-Site Tunnelling

If Voiceflex DSL services are provisioned at multiple sites then the supplied routers can be configured to provide connectivity between the sites. These tunnels can then be used to carry both Voice and Data traffic.

##### » Call Capacity

The call capacity of a SIP Trunk can be increased up to the limit imposed by the available bandwidth.

##### » Quality of Service

SIP Trunks contain the mechanisms by which QoS is kept at a premium by providing uncontended bandwidth. Furthermore, SIP Trunks do not have limitations when used for voice applications.

#### What we Offer

» **Number Porting:** Direct porting with BT Openreach and other carriers (e.g. Virgin Media, Cable & Wireless). Port 08xx and geographic numbers regardless of your location.

» **Number Provisioning:** Voiceflex has its own ranges supplied by Ofcom. Geographic numbers available for the whole of the UK. 0800, 0844, 0872, 03xx and international numbers also available.

» **Any Owned Number Display:** Send out any phone number you own or have approval to use. Market your company more effectively by showing a local presence from anywhere in the world.

» **Call Recording:** Inbound and outbound calls can be recorded. View and listen online via our portal. Download and archive recordings. Cost based on usage.

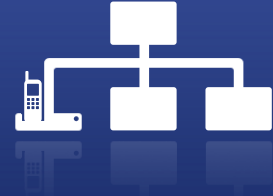
» **Fax-to-email:** A service to convert faxes received via a phone number to e-mail.

» **Disaster Recovery:** Use SIP and ISDN together for redundancy. Option to have 2 data connections. Divert calls online. Automatically reroute calls (chargeable).

## SIP Trunks and Telephone Numbers

### The facts

A SIP Trunk is a facility provided by Voiceflex that allows the placing of outbound calls and the receiving of inbound calls using an internet connection, rather than using an ISDN line.



### SIP Trunks - Pricing Model

Voiceflex SIP Trunks incur a monthly subscription charge per channel. Inbound telephone numbers incur a once off fee and no monthly subscription. Inbound and on-network calls are free. Outbound calls are charged at highly competitive rates.

### Product Details

- » **Signalling:** SIP (RFC 3261). STUN supported but not required.
- » **Voice:** G.711  $\mu$ -law, G.711 a-law, G.729
- » **DTMF:** RFC 2833, SIP INFO
- » **Fax:** Fax-to-email services available.
- » **Emergency services:** 999 and 112 fully supported.
- » **Security:** Authentication by username and password with one-time encryption key.
- » **Other features:** CLIP, CLIR, network call-transfer, music on hold.
- » **Telephone numbers:** Geographic, non-geographic (geographic number porting also supported).
- » **Required QoS:** RTT < 100ms, jitter < 40ms, packet loss < 0.4% (see our networking products).
- » **Provisioning:** 5 to 30 minutes on all products when using web portal, 48 hours on all other orders (except number ports, 30 days).
- » **Channel:** Reseller only, not available direct to end-users. White label options available.
- » **Support:** First-line support by reseller, second- and third-line support by Voiceflex.

### Benefits of SIP Trunks over ISDN

- » Lower cost.
- » Provisioning time in minutes.
- » Physical portability.

For more information on how Voiceflex SIP Trunks can benefit your business, please contact us.

Voiceflex  
9 Warwick Street  
London W1B 5LY  
Telephone +44 (0) 20 3301 6000  
Facsimile +44 (0) 20 3301 6700

[www.voiceflex.com](http://www.voiceflex.com)  
[info@voiceflex.com](mailto:info@voiceflex.com)

