



SIP Trunks

A new IP-based alternative to traditional PSTN and ISDN lines, use your Internet or Leased Line connection to make and receive calls both online and directly to the PSTN network. A highly flexible service maintaining quality and business continuity, all at a significantly lower cost than ISDN.

How SIP Trunks work

SIP Trunks are a virtual voice service made up of a number of SIP channels that are delivered to your premises over a Broadband or Leased Line connection, breaking out to the PSTN network allowing both 'on-net' and traditional telephone calls. Most PSTN and ISDN numbers (including Direct Dial In (DDI) and non-geographic Number Translation Services (NTS)) can be easily ported across. They are also compatible with most leading PBX systems so any business with an existing PBX can switch to using our service immediately.

The number of SIP channels your service can support is dependent on the bandwidth of your connectivity solution. For less than four channels, a dedicated ADSL connection is sufficient, however for more than four, you will need an FTTC or Leased Line connection depending on the number of channels you require. We can support up to 50 calls per second and up to 5,000 channels.

We use two standards of codec that will alter voice quality depending on available bandwidth:

G.711	G.729
Fully uncompressed voice same quality as traditional PSTN/ISDN line	Compressed voice used where limited bandwidth available
106Kbps / channel	40Kbps / channel

How SIP Trunks will benefit your business

Reduced costs	In addition to no significant install, setup and maintenance/upgrade costs, you will save up to 50% on line rental and typically up to 25% on call costs compared to a traditional ISDN service. Internet-based calls and internal calls across your organisation are completely free, even to international sites.
Full scalability	Unlike traditional ISDN services, the number of SIP channels you have can be scaled up or down without the need for any infrastructure changes, no matter the size of your business. As long as you have the necessary bandwidth to cater for the extra channels, we can instantly provide them upon request on a 'pay as you grow' basis. These can be on a temporary or permanent basis and are perfect for seasonal voice demands or to support periodic sales campaigns etc.
Seamless continuity	SIP Trunks offer complete number portability. Instantly re-route your calls to an alternative location if an emergency should happen, without incurring any call-forwarding charges and keep your existing numbers when moving out of an area. Our SIP Trunk service can be used with your current handsets and PBX systems located on-site or hosted in our secure data centres.
Consistent quality	We provide an end-to-end service with 99.95% availability, supported by strong SLAs. As SIP Trunks run over our core network, they are inherently protected by the highest level of security. Load-balancing is used during peak hours or periods of heavy demand to help maintain resilience and overall quality of your service.
UK-based support	Dedicated account management and completely unscripted customer and technical support with 24/7/365 incident reporting. We aim to answer all calls within 60 seconds and will resolve 70% of problems on the first call.

Pricing

SIP Trunk
(per channel per month)

Initial setup cost
(one-off fee)
1-10 channels
11-30 channels
over 30 channels

New DDI number
(one-off fee per number - min. 20 numbers)

DDI number import
(one-off fee per block of numbers)

NTS number import
(one-off fee per number)

SIP500 call package

SIP1000 call package

SIP2500 call package

**Please contact our Sales Team on
0345 122 4222 for pricing**

Connect

- ADSL
- Bonded DSL
- FTTC
- Internet Connect
Ethernet, EFM, EoFTTC
- Network Connect
Wide Area Networks
- Sentinel

Cloud

- Backup
- Hosted Exchange
- Lync
- EmailShield
- Managed Server Hosting
- Virtual Data Centres
- Colocation
- Domains
- Web Hosting
- Hosted Firewall

Communicate

- PSTN Lines
- SIP Trunks**
- Hosted PBX