



SIP trunk

Enhanced SIP Trunking

SIP Trunking from Firstcom is the UK's market leading SIP solution that connects your IP PBX directly into the heart of the Firstcom network.

We connect your inbound and outbound voice calls to the public telephone network, and our service offers much more than just simple telephone calls.

Firstcom's SIP Trunks provide a highly flexible alternative to traditional ISDN and are designed to work successfully with all leading IP PBX brands.

Application

Firstcom's SIP Trunking connects your IP PBX to our network enabling full PSTN breakout.

The connection from your site or sites to Firstcom's network is via an IP based connection such as broadband or Leased Line. In addition, our voice dedicated IP Access Circuits deliver an end-to end service with full technical support, plus great voice quality.

Connections to our network can be made from many devices including IP-PBX, PBX via a converting ISDN gateway, SIP Soft phones, SIP hardware phones, mobile devices with SIP client and basic SIP analogue telephone adapters (ATAs).

Trust and Experience

Firstcom has profound technical understanding and practical experience of how IP telephony systems best function in the real world.

Operating since 2004, our enhanced SIP Trunking service has been designed from the ground up to be a best-of-breed SIP enabler for IP telephony systems.

Our Engineering team strive towards optimum operational availability, scalability, and quality of service. Their involvement in the Industry development community ensures ongoing multi-vendor operability.

Who should consider SIP Trunking?

- Businesses with PABX systems who want to benefit from the features and cost savings of IP telephony will enjoy a service that is much more robust and flexible.
- Multi-site organisations looking to rationalise or reduce the number of phonesystems they have by adopting a centralised, resilient solution.
- Service driven businesses where creating a local presence is important, along with the ability to deliver calls into multiple UK numbers.
- Businesses who are relocating, expanding, setting up new branches, merging or taking over other companies would all benefit from the unified communication strategy that SIP supports.
- Organisations considering the improved security that call encryption can bring with Firstcom's easy to upgrade SIP Encrypt solution

Feature summary

Resilience and number diversion

Should an organisation need to re-direct incoming calls, they can do so easily, making local emergencies e.g. fire alarm, easier to handle

Fully managed service

Available when using Firstcom supplied Access Circuit: Broadband, Leased Line or Converged Voice and Data circuit

Works over existing, non-Firstcom circuit

SIP trunk services will work over existing Access Circuits subject to capacity. If 3rd party supplied any circuit issues prevent proactive support Number management and flexibility

Number management and flexibility

A number with a new area code can be selected when using SIP, or an organisation may keep their original number. Firstcom facilitates number porting so you can bring your number to use our services.

Voice Codec

G.711, G.722, G.729

Fax

T.38 fax supported across the network

Calling Line Identity Presentation (CLIP)

Incoming calls present the available number details of the calling party

PABX compatibility

All leading business phone systems now support SIP, and Firstcom has proven interoperability with these – including Asterisk based systems

Credit cap

We will consult with the end customer on a suitable credit cap to help avoid any unforeseen charges that may be fraudulent. Calls are real-time rated allowing advanced algorithms to identify unusual spend activity quickly.

Cloud Call Recording Pro

All incoming and outgoing calls can be recorded, stored and retrieved easily.