

### SIP Trunks

#### What are SIP Trunks?

SIP Trunks provide access to and from the Public Switched Telephone Network (PSTN) over the Internet Protocol (IP). Businesses use SIP Trunks to provide cost effective telephone service to their offices through a PBX or individual users in remote locations. It also can enable a business to move existing number ranges to an out of area location.

#### Why use our SIP Service?

- 1. Low cost rental.** The cost of the complete service, including core IP circuit, SIP trunk and numbering is up to 50% less than ISDN30e, typically saving £1000 per annum.
- 2. ISDN call quality.** Our circuits are provided over dedicated Spitfire 1:1 SDSL circuits and/or SIP specific ADSL2+. As these circuits are connected directly into our core network, using the G.711 codec, Spitfire can guarantee ISDN quality calls.
- 3. Reduced and free call charges.** Our SIP trunking call charges are very good value, largely undercutting our major competitors, whilst calls between sites are free.
- 4. Flexible number portability and number selection.** Port BT numbers onto the service and choose numbers from any UK exchange, giving much greater choice to customers as well as ensuring that they can keep their existing numbers when they move.
- 5. Resilience.** We can protect against a circuit or system failure by providing low cost back-up circuits and an auto-divert facility to conventional telephone lines or mobiles.
- 6. Ease of roll-out and support.** You do not need to consider whether your customer's Internet circuit will be of sufficient quality and you will not have problems proving where faults lie as we will always provide a new, dedicated IP circuit which connects directly into our network (rather than via the Internet or a peering arrangement, both of which can lead to call quality issues).
- 7. Security.** Spitfire's SIP Trunks are locked down by CLI and IP address and have been designed with security built-in rather than added-on. This helps protect you and your customers from the risk of fraud.

#### Why buy this from Spitfire?

As an Internet Service Provider, Internet Telephony Service Provider, WLR provider and CPS Operator, Spitfire provide our own SIP trunks as a true end-to-end solution, including the IP circuits themselves, which allows us to guarantee that they will work.

You may have experimented with SIP before but perhaps been put off due to variable call quality or other issues which have proven difficult to fix. Spitfire's engineering team have uniquely designed our SIP trunks to remove the uncertainty when providing SIP as all aspects are provided by Spitfire.

#### How do I find out more or order this service?

If you have any questions regarding this service, would like more information or would like to place an order please contact your IT Support Company or call the Spitfire Partner Services team on 020 7501 3150. Alternatively, email us at [partners@spitfire.co.uk](mailto:partners@spitfire.co.uk).

[Click here to see our short film about SIP Trunks](http://www.spitfire.co.uk/video_SIPTrunks.shtml) [www.spitfire.co.uk/video\\_SIPTrunks.shtml](http://www.spitfire.co.uk/video_SIPTrunks.shtml)

ADSL2+

ADSL Max

VDSL

SDSL

Ethernet Circuits

Telephone  
Line Rental &  
Calls

Telephone  
Systems

Call Diversion

Mobile Voice &  
Data