SIP Trunking Service

Frequently Asked Questions

Are you interested in G12 Communications SIP Trunking service? We put together this list of frequently asked questions to help you learn more about this service.

What is SIP Trunking?

SIP Trunking provides virtual phone lines that allow users to make and receive calls over their public IP connection.

Does SIP Trunking replace existing phone lines or PRIs?

Yes. SIP Trunks are a replacement for traditional phone lines or PRIs.

Why would someone use SIP Trunks vs. existing phone lines or PRIs?

There are several advantages to using SIP Trunks over traditional phone lines or PRIs. These advantages include:

- **Reduced Costs** — SIP Trunks offer a flexible and lower cost solution to your business.
- **No Infrastructure Upgrades** — You can use your IP connection, so there's no incremental phone lines required to deploy a SIP Trunking solution.
- **On-demand Scalability** — You can scale using both a per-call session vs. standard full 23 lines with a PRI, allowing you to meet demand whenever needed.
- **Domestic & Long Distance Calling**— Our SIP Trunking service comes complete with both domestic and long distance (US and Canada), so you never have to worry about domestic usage charges.
- **Multi-site Deployments** — Simplify the multi-site deployment process with a flexible solution that's designed to meet your call capacity needs across the organization.
- **Enhanced Reliability** — SIP Trunking is a geo redundant and reliable solution that you can route to alternative IP's for additional redundancy.
- **Cloud PBX-friendly** — SIP Trunking is fully compatible with our Cloud PBX Service, making it easy for you to transition to a robust Cloud PBX solution whenever you're ready.

Do I need anything specific on my phone system or PBX to use SIP Trunks?

You will need a SIP Interface on your phone system if you want a connect native SIP.

What if I don't have a SIP Interface on my phone system or PBX?

We can provide SIP Trunks with a PRI interface so you don't have to change out your interface cards on your phone system. We provide an extra device on-premise that allows you to plug the SIP Trunks into your PRI port.

Are most PBX systems SIP compatible?

Yes. Our Cloud PBX Service can utilize G12 supported PC softphones and mobile devices, giving you ultimate flexibility and control.

Are there special configurations required to turn up SIP Services?

Each phone system manufacturer has slight modifications to their SIP configurations. Most major SIP providers are certified with these manufacturers and know the SIP specifications required to configure and turn up SIP services.

Is it a difficult process to turn up SIP Trunks?

No. It's usually a simple process. The carrier will build the trunks and test them before the numbers are ported to make sure the process goes well.

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What about 911 services?

You will need to identify a 911 DID per physical location and program it as your 911 caller ID number in your system. This number will have the physical address information for 911 authorities when 911 is called from your system.

SIP Trunks are lower cost, more flexible, easier to scale, and more reliable than traditional PRIs?

Yes. SIP Trunks gives you complete control over your phone systems with on-demand scalability that can adjust based on your call capacity requirements.
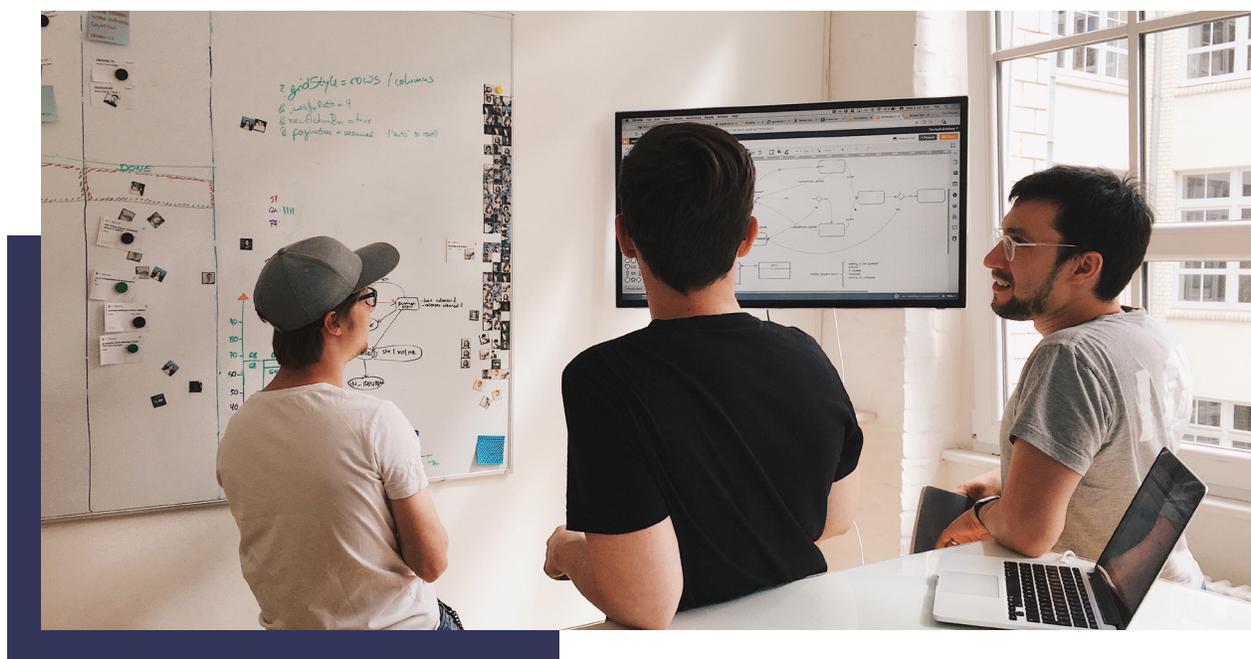
Still have questions? Connect with a G12 SIP Trunking specialist today.

Learn more about G12's Connect to **SIP Trunking** by calling (888) 311-8750 (Option 1) or by emailing <u>sales@G12com.com</u>.

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