

Frequently Asked Questions - SIPLink

What is SIP?

Session Initiation Protocol is a multi-media signalling standard. It allows businesses to communicate over IP connections. The logical channel established between them is termed a SIP Trunk.

SIP Trunks enable organisations to create a single, IP connection between themselves and their telephone service provider, giving them the ability to make and receive telephone calls and access other IP services.

In other words, SIP Trunks enable businesses to make and receive calls over an Internet service. Within the next 10 years, 90% of telephone calls world wide will be made over IP links.

How does SIPLink work?

Calls come into the Node4 network over a broadband connection carrying a SIP Trunk. The calls then break out into the PSTN Network via the Session Border Controllers we host in the Node4 data centre.

Is SIPLink cost-effective?

Yes, compared to a traditional ISDN30 solution, SIPLink can save you up to 55% on your connection and annual costs.

Node4 can also offer significantly cheaper call charges compared to other tariff providers.

Can we keep our existing numbers?

Yes, we can port numbers from several providers.

How do I port my numbers?

There are 2 simple forms to complete which we will send to you, once we have received the completed forms it should take on average 10 working days for the porting to complete.

Is there a charge to port my numbers?

For your first 20 numbers, porting is absolutely free, after that we charge a small fee per number.

Can you provide geographical and non-geographical numbers?

Yes, we have a range of numbers from hundreds of UK exchanges to provide you with the impression of presence across the country.

Can I use my existing telephone system (PBX)?

In most cases yes. Most modern telephone systems now support SIP, which means that you can connect directly to our service without third-party equipment. You should check with your telephone system manufacturer that they are SIP compliant.

Also, Node4 have an ongoing programme of interoperability testing with various telephone system manufacturers. This ensures that there are no incompatibilities between the PBX and SIPLink.

Is SIP reliable?

Node4 have a highly resilient network, with multiple redundant connections to multiple locations. The main threat to availability is the network connection between your premises and our data centre. By using connections provided and managed by Node4, this threat is kept to a minimum. These risks also apply to traditional telephone trunks, so the SIP service has reliability comparable with traditional phone lines.

I already have broadband from another provider; can I use this to connect to SIPLink?

Yes. We allow connections to our system via the Internet so you can use any broadband connection with SIPLink. However, for optimum reliability and Quality of Service (QoS) we recommend using Node4's QoS-enabled broadband.

Can I test the service before placing an order?

Yes. We can provide limited test accounts for you to use before committing to a contract with Node4.

What CODECs do you support?

We support G.711 and G.729 CODECs for voice.

How many simultaneous calls can I have?

This depends on the amount of bandwidth you have available, the CODEC used and the type of network connection.

We can provide network connections with any amount of bandwidth that you require - ADSL, ADSL+, SDSL, Leased Lines, Ethernet, etc.

A typical G.729 call will use between 30 and 45Kbps of bandwidth and a G.711 call will use between 80 and 110Kbps.

