

# SIP Trunking Product Guide

Reliable, flexible and  
scalable voice services

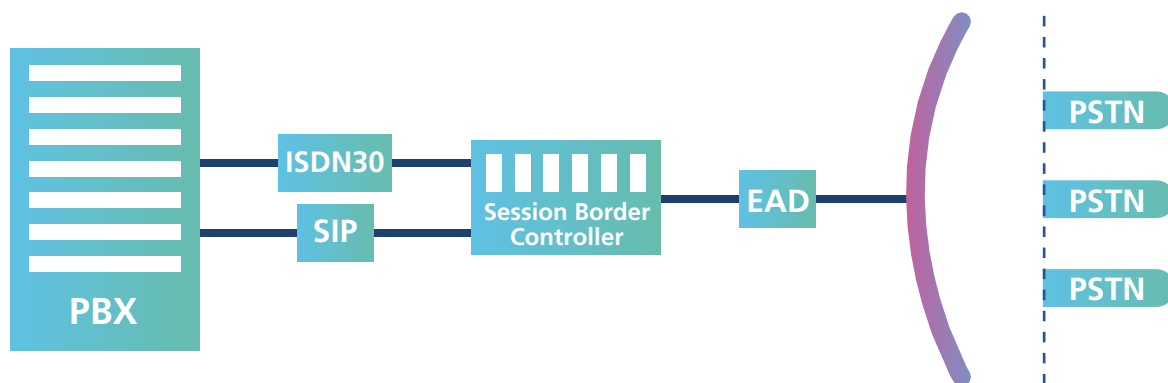


# SIP Trunking Services with No Limits

The Next Generation SIP Trunk Product range from Wavenet group consists of a carrier grade Managed Telephony suite of Next Generation Trunk Solutions (SIP). We offer the most advanced SIP Trunking service in the UK.

Advanced service overlay and unified communication protect your investment whilst the ability to simultaneously deploy and mix & match SIP Trunking with Cloud Telephony, protects the Customer Lifecycle. This allows your business to be more efficient and your telephony to be more productive.

Wavenet Hosted Voice Platform is a fully resilient carrier grade platform that is hosted in 3 secure separate data centres, giving you peace of mind knowing you will never have any significant outages.



You choose how many concurrent calls you require (similar to channels on an ISDN circuit) and the level of functionality you require for each Trunk (channel). With this information Wavenet can also deliver a fully managed circuit (connectivity) which is applicable to your size requirements.

# Benefits with Wavenet

Our SIP Trunks can revolutionise the way you deploy and provision your IP Trunks. By providing greater flexibility, additional functionality and services and of course reducing costs.

## **Number Portability:**

Keep current phone numbers and add new UK numbers no matter what exchange you are connected to.

## **Resilience:**

Calls can easily be re-routed to cover emergencies and disaster scenarios.

## **Scalability:**

Easy to deploy trunks as the business grows.

## **Unrivalled Features:**

High-Definition voice quality call recording solutions designed to drive productivity.

## **Administration & Monitoring:**

Web-based system management tools, all controlled using the Wavenet Web Portal.

## **Mobility:**

Flexible working allows remote employees to have a single virtual number as if they were sitting at their desk.

## **UC Office / Team Integration:**

Wavenet UC Office applications for Instant Message, Presence, Conferencing & Collaboration.

## **Minimal on-site Resource Needed:**

Wavenet provide full maintenance support, our network is monitored 24/7 at our Network Operations Centre.

## **Call & Line Costs:**

Free 'on net' calls between users and sites regardless of location, dramatically reducing ongoing line rental costs.

## **Cost & Budgeting:**

Low up-front costs for installation of SIP Trunk Services compared to traditional services.

# Enhanced SIP Trunk Features

Are you wondering why we call it Enhanced SIP Trunking? That's because we offer a service with ground-breaking functionality. Check out the awesome features of our SIP Trunking:

## Call Forwarding:

Automatically redirects any calls that land in an unreachable or busy number. Calls to SIP trunks can be redirected to mobile phones, main SIP trunk lines or even a voicemail system.

## Call Management:

The administrators of the SIP trunk system have multiple management features available including the option to view all calls for the site via a simple to use web-based interface. They can also use the SIP trunk system to redirect or forward traffic to other numbers and provide informational messages where required.

## Work from any location:

This SIP trunking feature frees users from a PBX without worrying about missing calls, allowing users to work from any location, whenever is necessary, supporting home and remote workers with the same SIP trunk benefits.

## SIP Trunk Call Recording:

Record your calls for regulatory and legal purposes and even to use in staff training exercises, with multiple features including statistics, real-time recording and more. All of this in a service that is FSA and PCI compliant.

## SIP Trunk Cloud Number:

Gives PBX users one Cloud Number for use in both inbound and outbound calls across 5 unique devices for remote or home workers, allowing users to take advantage of SIP trunking benefits anywhere.

# SIP Trunk Licences

These licence packs have been designed to fit any requirements, from just a single IP Trunk connecting through a gateway or onto your own PBX. With advanced IP Trunks that allow you to overlay advanced solutions.

## Wavenet Next Generation SIP Trunks Offer 3 Licence Packs:

- **SIP Trunk Line** - Basic SIP Trunk Line
- **SIP Trunk User** - DDI for SIP Trunk User
- **SIP Trunk Mobility User** - Advanced SIP Trunk Line for Services & Add-ons

SIP Trunk Feature Packs	SIP Trunk Line	SIP Trunk User	SIP Trunk Mobility User
Authentication	●	●	●
Basic Call Logs		●	●
Call Director			●
Call Forward - Always			●
Call Forward - Busy			●
Call Forward - No Answer			●
Call Forward - Not Reachable		●	●
Call Waiting		●	●
Calling Line ID Delivery - Blocking	●	●	●
Calling Line ID Delivery - External	●	●	●
Calling Line ID Delivery - Internal	●	●	●
Calling Name Retrieval	●	●	●
Client Call Control		●	●
Intercept User		●	●
Line Features	●	●	●
Phone Services			●
Remote Office			●
Simultaneous Ringing Personal			●

# SIP Trunk Features

Advanced IP Trunks allow you to overlay advanced solutions such as Call Recording, Mobile Office, CRM Connect & UC Office. Also included in our optional bolt-ons are our Group Feature Add-ons such as Auto Attendant, Call Centre & Call Centre Wallboard.

SIP Trunk Add On Features	SIP Trunk User	SIP Trunk Mobility User
CRM Connect	●	●
Mobile Office Desktop		●
Mobile Office iPad		●
Mobile Office Smartphone		●
Shared Call Appearance		●
Toolbar	●	●
Voicemail Inc Notify	●	●

SIP Trunk Site Features	SIP Trunk Site
Calling Plan - Incoming	●
Calling Plan - Outgoing	●
Device Inventory Report	●
Group Calling Line ID	●
Intercept ID	●
Trunk Group	●
Voice Messaging Group	●

SIP Trunk Add On Features	SIP Trunk Site
Auto Attendant	●
Call Centre ACD	●
Call Centre ACD Plus*	●
Wall Board (Only available with Call Centre)	●
Trunk Group Plus*	●

**\*Plus Pack Features**

- Alternate Numbers
- Call Forward Always
- Call Forward Busy
- Call Forward Selective
- Selective Call Acceptance
- Selective Call Rejection
- Do Not Disturb

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