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## *HOW DO I KNOW IF MY BUSINESS IS A GOOD FIT FOR FIDELITY SIP TRUNKING?*

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- 1. We have an onsite IP phone system we'd like to continue using.*
- 2. We have multiple locations using different PBX types and would like to consolidate to make it easier to manage and save money.*
- 3. We'd like to be able to reroute calls across our network in the event of an emergency or power outage.*

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## *What is SIP Trunking?*

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*Session Initiation Protocol (SIP) trunking is the ability to make and receive voice calls over a data connection. It eliminates the need for dedicated, physical circuits that were traditionally used for voice, such as PRIs or T-1s.*

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## *IS SIP the same thing as VoIP?*

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*Although SIP and VoIP are sometimes used in the same way, they are not the same thing. VoIP stands for Voice over Internet Protocol. It is a comprehensive term that covers any phone call made over the Internet. VoIP includes a group of technologies that includes SIP as an example – SIP is one of these protocols that enable VoIP.*

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## *How does our business determine how many SIP trunk channels we need?*

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*You can measure the number of concurrent calls your current PBX uses. We recommend that for every four desk phones, you'll need one SIP Trunk channel.*

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## *With Fidelity SIP Trunking, how does our business connect to Fidelity's network?*

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*SIP Trunks require a connection to the Fidelity network, and calls are securely routed across our carrier grade voice platform.*

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## *How many concurrent (simultaneous) calls are available per Fidelity SIP trunk channel?*

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*One concurrent call per SIP Trunk channel. The maximum number of concurrent calls is determined by the number of channels ordered, the robustness of your internet connection, and the remote endpoint processing the calls.*

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## *How is the call quality over a SIP Channel?*

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*SIP Trunking is specifically designed to bridge an on-site system to the cloud in a totally lossless way in terms of sound quality. For crystal clear calls via SIP Trunking or VoIP, maintaining an internet connection with enough bandwidth to support the call volume is essential.*



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*Does our business need a technical expert to get started with SIP?*

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*SIP Trunks have the same functionality of traditional PRIs. As part of the service, Fidelity provides 24x7 support and will work with your business team and/or PBX vendor to ensure the service is configured, installed and supported.*

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*How much can our business save by adopting Fidelity SIP Trunking?*

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*This is going to vary by customer and usage. Savings comes through lower usage costs (ports and minutes), as well as being able to scale one channel at a time instead of buying in 24 channel increments.*

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*Our business is using a PRI now. How is SIP Trunking different?*

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*In the past, a business could only make one call per business phone number (line) that they owned. When that use expanded to two concurrent calls, the business would have to purchase two lines, and so on. In the 80s, analog lines were replaced with Primary Rate Interface (PRI) lines, which still serve traditional phone systems today. PRIs allow 23 concurrent calls on each line. Like their analog predecessors, PRI lines can be purchased in multiples, although they are only available in blocks of 23 (i.e., you have to purchase one PRI - block of 23, and even if you only need two more lines, another PRI - block of 23). Conversely, SIP channels can be purchased individually as needed – allowing you to pay only for what you need (minimum purchase for Fidelity SIP Trunking is four channels – individually available thereafter).*

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*What PBXs can Fidelity connect to with Fidelity SIP Trunking?*

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*Fidelity has a comprehensive list of IP-compatible PBX manufacturers that have been independently tested for interoperability with our SIP trunking product. You may review that list [here](#).*

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*Our business does not have an IP-compatible PBX. Can we still utilize SIP trunking?*

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*Fidelity SIP Trunking is specifically geared towards connecting an IP PBX to the PSTN. If your business does not have an IP-compatible PBX, now is a great time to consider replacing it with a new Unified Communication solution. Check out our [UltraLine](#) service or contact one of our [Business Solutions Consultants](#) to find out more.*

*Fidelity also offers PRI/T1 alternatives for TDM PBXs or key systems without SIP Protocol. Our Business Solutions Consultants are happy to provide more details on this solution.*

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*Will our business need additional connectivity to use Fidelity SIP trunking?*

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*Phone calls are sensitive to delay, variations in delay and data loss (aka latency, jitter and packet loss). For this reason, Fidelity does not sell Fidelity SIP Trunking without a Fidelity connection.*

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*What services will SIP trunking support?*

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*The functionality associated with your telephone lines are supported by your existing PBX and that stays the same.. Whether you're using SIP trunking or PRI, it makes no difference. SIP Trunking connects your PBX to the outside world, passing calls between your PBX and the PSTN.*

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*What happens if our business loses our Internet connection?*

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*If your Internet connection fails, your SIP trunk will be unable to process inbound or outbound calls. We encourage your business to make the Remote Call Forwarding (RCF) feature part of your business continuity plan. This feature allows incoming calls to be redirected to working numbers when the need arises.*

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*Where is Fidelity SIP Trunking available?*

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*Currently, SIP Trunking is only available within Fidelity Communications' service footprint.*

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*Is our business able to make international and Caribbean calls?*

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*To request the ability to make international or Caribbean calls, you will need to have these services enabled through your Fidelity Business Solutions Consultant. International and Caribbean calling areas are automatically blocked by default. Should you disable these blocks, your business is responsible for any international or Caribbean toll, valid or fraudulent.*

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*Are toll-free numbers available?*

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*Yes – Fidelity SIP Trunking supports inbound toll-free numbers on a metered basis.*

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*Is our business able to port our existing telephone numbers to Fidelity's SIP Trunking service?*

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*Absolutely, you will be able to keep your numbers. Our Business Sales team can get the process started to request number ports.*

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*Do you support Caller ID and Caller ID Name (CNAM) for inbound and outbound calls?*

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*Yes – Caller ID and CNAM are supported for both inbound and outbound calls. However, the upstream carrier must provide information for inbound calls in order for Fidelity to present it to your business.*

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*What about disaster recovery – in an emergency situation, what happens when the telephones go down? Can calls be rerouted?*

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*Fidelity's SIP Trunking allows for local and geographical trunking redundancy, determined by the customer's network topology, which can protect against natural disasters, power outages, and single points of failure.*