

# Comtec SIP

Low cost, scalable and resilient connectivity for voice networks

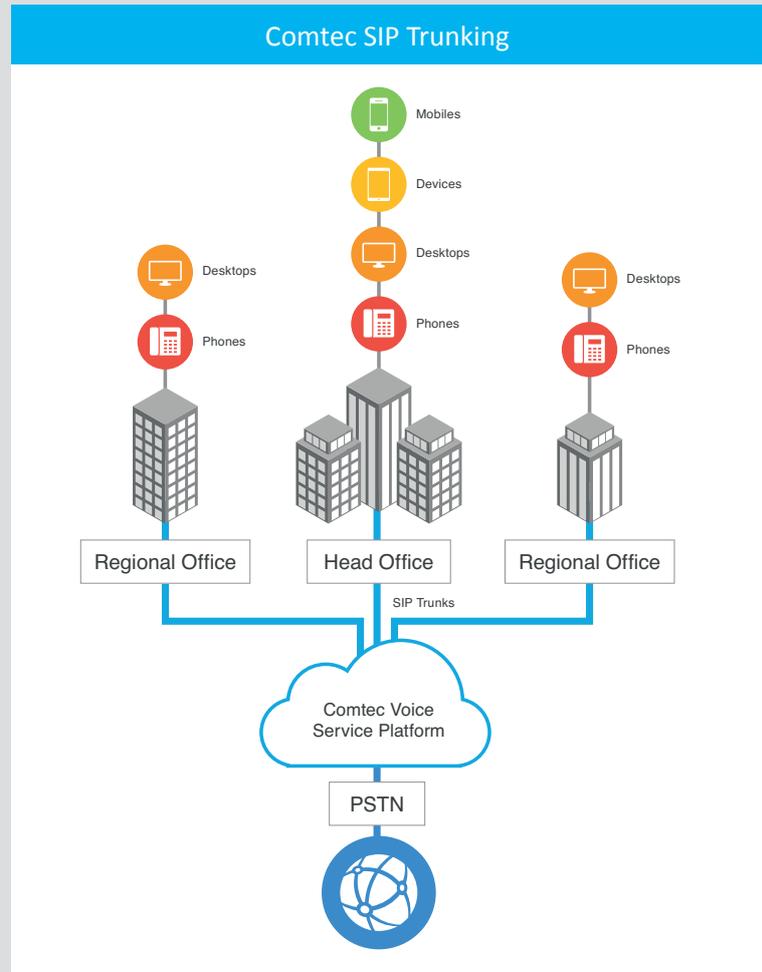
SIP trunking offers businesses a more flexible, scalable, resilient and cost efficient way to connect your PBX to the voice network, when compared to ISDN.

Comtec are one of only a few UK based SIP providers with the ability to deliver a complete end-to-end solution, ensuring guaranteed quality of service when we provide both the telephony and connectivity service.

Our SIP trunking service does more than just provide basic voice services. By utilising our advanced platform we have the ability to provide additional resilience, load balancing, call queuing and disaster recovery features. Comtec are in the unique position of owning and managing a multi carrier network, enabling us to provide you with a fully redundant solution.

Whether you're just starting to explore the advantages of SIP or looking to launch a full-blown Unified Communications initiative, Comtec's SIP Solutions answer the call for better voice communications. We offer a foundational platform for unified communications. It's a highly flexible solution that minimises migration risk, and scales quickly and easily to meet your business's needs.

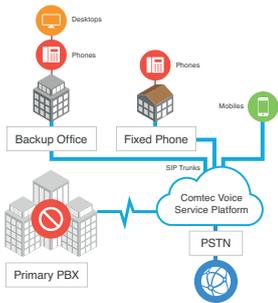
In short, SIP trunking reduces communications costs, offers new business continuity options, improves on inbound call handling, offers new options for burstable trunks and is easier for businesses to manage through simple online management portals.



SIP	ISDN
✓ Save up to 60% on line rental and up to 30% on calls	✗ Much more expensive
✓ Manage how and where you want your calls delivered to/from and make changes instantly	✗ Changes take ages if ever
✓ Clear long term road map for voice and data services	✗ End of life
✓ Deals with emergencies easily with simple yet comprehensive DR functionality	✗ Pray it doesn't go down
✓ Full control of most aspects, add/remove lines, change configurations etc	✗ None

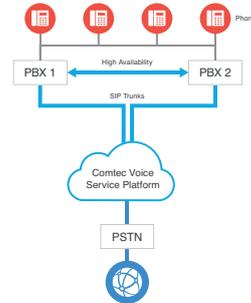
# Benefits

- SIP provides a more cost-effective alternative to ISDN.
- Comtec's advanced core network delivers a business grade voice and data platform, eliminating the effects of jitter, latency and packet loss.
- SIP is extremely scalable, enabling you to quickly scale up and down to meet your changing business requirements.
- SIP is more flexible than ISDN, allowing calls can be quickly re-routed when required, enabling your business to react to unplanned events.
- SIP is extremely powerful; combining load balancing, call queuing and disaster recovery features.
- SIP calls benefit from Comtec's advanced multicarrier core network ensuring both inbound and outbound redundancy, improving resilience.
- Business continuity and disaster recovery plans are enhanced due to Comtec's SIP infrastructure.



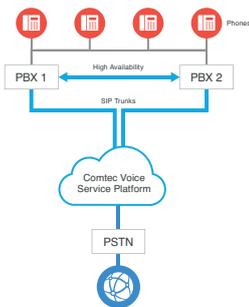
## Disaster/Call Recovery

(DR) Disaster Recovery call routing is included as standard, automatically diverting inbound calls to a second PBX, DR site or fixed/mobile number in the event of primary PBX/circuit failure or in the event SIP trunk capacity is reached.



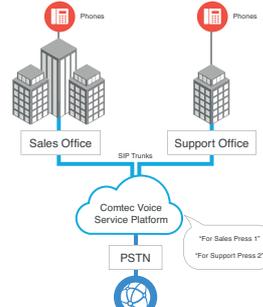
## Resilient SIP Channel

Resilient SIP Channel is another optional feature that provides two separate connections from the Voice Services Platform to two PBXs in the same cluster. Active/Standby sends all calls to PBX\_1 until the SIP trunk capacity is reached. Round Robin balances the loads between the two PBXs.



## DDI Divert

DDI Divert is an optional feature that automatically diverts incoming calls to alternative numbers in the event of PBX or circuit failure. In addition, DDI Divert provides overflow in the event SIP trunk capacity is reached.



## Call Queuing

Call Queuing is an optional extra and can form part of your Business Continuity or Disaster Recovery plan. It uses an automatic function on your Voice Services Platform to greet, queue and direct calls to the user destination based on user directions.

## The advantages of Comtec's SIP network

- Comtec owns and runs its own core network, making us one of only a few providers who provide both the network and the overlaying SIP service, guaranteeing quality and end-to-end responsibility.
- Our service is flexible with a variety of contract terms on offer, so we are able to tailor a solution to meet your needs.
- Comtec interconnect with multiple service providers enabling us to provide a fully redundant multicarrier solution.
- We provide support and maintenance on all components of your communications estate, giving you a true end-to-end managed service.

## About Comtec Enterprises

Established for more than two decades, Comtec have specialised in providing unified communications and technology services to SMB's operating within the private and public sectors throughout the UK and Europe.

Focussed at the forefront of efficient, business critical technology, Comtec deliver cloud infrastructure and business continuity solutions complemented by a full suite of telecommunication products and services including: Connectivity, voice and our own ISP network, all of which are run from our privately owned resilient cluster of data centres.

Telephone: **0800 008 7599**  
Email: **sales@comtec.com**  
Website: **www.comtec.com**

Comtec House  
Albert Road North  
Reigate, Surrey  
RH2 9EL

