FAQ SIP Trunk Business

1. Our company is a customer of another operator and wishes to bring its fixed lines to POST: how to proceed?
An existing PBX telephone root can be brought from the TDM service «Public network access» to the SIP Trunk Business service. This porting request must be made during the initial order. Number porting is provided during working hours. Additional charges outside of working hours may apply.

2. What are the conditions for subscribing to a SIP Trunk Business offer?
Have a central PBX Interface IP / PRI / BRI.

3. Can our company keep its existing numbers?
Yes, you keep your numbers.

4. Can we choose our numbers?
POST does not decide numbers; they depend on the numbering plan set by the ILR.

5. What are the activation times for SIP Trunk Business?
4-6 weeks

6. How will our company stay reachable during the migration to SIP Trunk Business?
You don't lose your calls, not your contacts. No action is required from you. POST takes care of everything and sees this together with you.
POST provides you with a test number for a deployment allowing you the continuity of your business and a migration without impacting your business.

7. Who will manage our PBX after installing SIP Trunk Business?
The management of your PBX remains the same after the installation of the new SIP Trunk. If you went through an integrator, this does not question anything: you continue as before.

8. What is the SBC Gateway?
SBC Gateway: Session Border Controller Gateway: firewall type security equipment used in Voice over IP networks. It also allows the adaptation of signals and controls the Quality of Service (QoS) for all sessions.

9. What are the advantages of the private POST network compared to the public Internet?
You are guaranteed quality for your communications, we guarantee Quality of Service (QoS) for all sessions.
SIP TRunk Business is based on a dedicated line which makes it possible to prioritize the transmission of
Voice, to guarantee Quality of Service and confidentiality.
Quality of Service represents the ability of a network to transmit a type of traffic by ensuring availability, speed and transmission times, this having a direct impact on the quality of outgoing and incoming calls.

10. What happens to our alarms?

The transition from ISDN technology to IP involves the replacement of certain equipment dependent on other suppliers and whose transmission will no longer be supported. These are most often special services (alarms or fire detectors connected to a central via the conventional telephone network, remote alarm services for emergency assistance calls, elevator telephone installations, payment terminals, etc.) .

It is important that these different functionalities are checked with your supplier in order to guarantee the continuity of these services over IP.

When switching over IP and in the context of the end of switched networks (traditional telephone system), analog fax transmission cannot be guaranteed.

Data transmissions from non-IP compatible equipment (e.g. Fax, Alarms, Payment Terminals, Video over ISDN, Modem and Video over ISDN) are not guaranteed. Verification of the IP compatibility of these devices is your responsibility and your responsibility.

11. How do we add / remove channels?

Simply contact your Account Manager / Commercial Support. If you do not have one, we invite you to call us on the free number 8002 4000 or send us an email at commercial.telecom@post.lu.

12. What are the advantages of the Business Center option?

If you host on your premises other companies, the Business Center option allows you to allocate a number of dedicated channels to a Secondary Client and that this latter receives directly from POST a separate billing for your channels and communications. This option is particularly suitable for business incubators, holding companies, building managers or offices, who wish to easily make their SIP Trunk infrastructure available to companies housed in the same building.

It is possible to subscribe to the option several times if the creation of several Secondary Customers is desired and within the limit of the number of channels supported by the SBC Gateway POST subscribed by the Main Customer.

The BusinessCenter option is available for a SIP Trunk of at least 13 channels distributed between the Main Client and the Secondary Client.

13. Can we order as many channels as we want?

You can order from 2 channels up to 60 channels.

14. What is the duration of engagement?

The minimum duration of engagement is 1 year; possibility of contract over 2, 3 years.

15. My business is moving: what should I do?

We invite you to contact our dedicated moving team: you will find all the information on: https://www.post.lu/independants-et-pme/mon- entreprise-demenage.

16. Can we buy an SBC Gateway?

No, the SBC Gateway is only available for rental.

17. What if my business needs more than 60 channels?

We invite you to contact us at 8002 4000 or by email at: commercial.telecom@post.lu and we will study with you the offer that will best suit your needs.

18. We have an old SIP Trunk and if we order the new one: is there a cancellation fee?

No, there is no termination fee when you have an old Sip Trunk and opt for SIP Trunk Business, even if you opt for another POST offer during your SIP Trunk commitment period.

19. Can we have an odd number of channels?

For SIP Trunk offers with a PBX Interface BRI, this is not possible.

20. Is the no screening clip supported?

Yes, it is supported by POST but cannot be guaranteed because it is not supported charging by all operators.

21. Is there multi-roots?

The root mix, a 6-digit root and another 8-digit root: you can have 6 and 8-digit root numbers for the same installation.

22. Are there as many multi-roots as there are channels?

Yes, there are as many root numbers as channels available on the SIP Trunk Business offering.

23. We have a former SIP Trunk: do we need the intervention of a technician in our building?

The old SIP Trunk having become obsolete, POST replaced it with a new SIP Trunk, called SIP Trunk Business on which we will migrate you automatically and transparently, remotely! Concretely, no action on your part is required, and you will not lose your contacts or your calls. Everything will be done remotely by POST technicians without your telephone traffic being disrupted.
On the other hand, if your PBX exchange changes, it is necessary to change the SBC Gateway so an intervention on site must take place.

24. Can we use SIP Trunk's SBC Gateway for additional uses?

The SBC Gateway used for the SIP Trunk line is only used for the provision of the SIP Trunk service. If additional connectivity is required (eg Internet access), this must be ordered separately and will be provided via separate circuits and termination equipment.
As the SBC Gateway is the property of POST, you can only connect your PBX.

25. What is our PBX connected to?

Your IP / PRI / BRI PBX must be directly connected to the SBC Gateway without any intermediate equipment (for example, the Ethernet switch / firewall is not supported and is the responsibility of the customer).

26. Does SIP Trunk support Tunneling?

Tunneling functionality is not supported because POST's SIP Trunk Business solution uses its dedicated VOICE NET and not open Internet access.

27. Does SIP Trunk support my Fax?

The information transmitted between interlocutors after the establishment of a communication is transmitted transparently without being able to be controlled.

It should be noted that we can no longer guarantee the transmission of international and national faxes, due to the increasing implementation of the IP infrastructures of foreign and local operators, with the problems linked to the loss of quality due to conversions from the conventional network to the 'IP and vice versa.

In some cases, reducing the transmission speed to 9600 baud and disabling Error Correction Mode (ECM) has reduced the number of transmission problems between faxes.

Find the explanations on the fax problem on the ILR website and on that of POST:

https://web.ilr.lu/FR/Professionnels/Communications-electroniques/Acces-au-marche/Interconnexion-fixe/Pages/default.aspx

http://legilux.public.lu/eli/etat/leg/rilr/2017/08/09/a759/jo

https://www.post.lu/fr/independants-et-pme/catalogue-produits/telephone/voip

28. What SLAs are available?

All offers include an SLA. You can also purchase a higher level SLA, i.e. a Business SLA. We invite you to call us at the free number 8002 4000 or send us an email to: commercial.telecom@post.lu, or contact your Account Manager, if you have one.

29. If I cancel before the end of my SIP Trunk Business commitment period, will there be a cancellation fee?

Cancellation fees (= ETF) are charged if you cancel your SIP Trunk offer Business before the contract expiration date.

30. Are there any fees for upgrading or downgrading channels?

If you make changes that do not require a change to SBC Gateway, you will not be charged a change fee.

If you make a change that impacts the SBC Gateway, our sales representatives will make you a new SIP Trunk Business offer.

31. Can the EPC be used for other purposes than the Sip Trunk line?

The CPE («OneAccess») used for the SIP Trunk Line is only used for the delivery of the SIP Trunk service. If additional connectivity is required (e.g. Internet access), this has to be ordered separately and will be provided via separate circuits and separate termination equipment.

32. What should the IP-PBX be connected to?

Customer IP-PBX to be directly attached to CPE's Ethernet interface without intermediate equipment (e.g. Ethernet switch / Firewall are not supported and of the responsibility of the customer. Automatic Failover is no longer possible, because Ethernet switch or firewall doesn't show the status of private equipment).