

IP VOICE

SIP TRUNKING

1 SERVICE OVERVIEW

1.1 Overview

IP Voice is Digital Island's SIP Trunking service. It connects a customer's IP-PBX, cloud phone system or unified communications platform to the public telephone network over an IP connection, replacing traditional ISDN and analogue lines. IP Voice provides flexible, scalable and cost-effective business voice, enabling businesses to make and receive local, national and international calls, keep their existing phone numbers, and scale call capacity as their needs change.

Service Components:

- **SIP Trunk:** A SIP connection between the customer's compatible phone system and Digital Island's voice network, secured with registration credentials and/or IP address authentication.
- **Concurrent Call Channels:** The number of simultaneous calls the trunk can carry, sized to the customer's requirements and adjustable over time.
- **Phone Numbers (DDIs):** New New Zealand geographic numbers or number ranges, or existing numbers ported to Digital Island.
- **Number Porting:** Digital Island manages the porting of existing numbers from the customer's current provider in line with New Zealand industry number portability processes.
- **Caller ID (CLI):** Outbound calls present a number assigned to the trunk, with the option to withhold caller ID.
- **Emergency Calling:** Access to 111 emergency services (see Section 4.4).

1.2 Scalability and Flexibility

Channels and numbers can be added or reduced as business needs change, without installing new physical lines. A single trunk can support multiple sites, subject to network design.

2 PRICING

2.1 Service Fees

The pricing for IP Voice includes the following:

IP Voice Services	Monthly
SIP trunk and concurrent call channels	Monthly charge per agreement
Phone number (DDI) rental	Monthly charge per agreement
Installation and Other Charges	Total
Setup and implementation	One-off charge per agreement
Number porting (if applicable)	One-off charge per agreement
Changes, add-ons or on-site support	Charge per agreement
Early termination (if applicable)	Charge per agreement

2.2 Call Charges

IP Voice call charges are based on usage:

- **Usage-Based Charges:** Outbound calls are charged per minute according to destination, including New Zealand landline, mobile, international and non-geographic numbers.
- **Inbound Calls:** Inbound calls to geographic numbers are not charged. Calls to toll-free numbers are charged to the toll-free number holder.
- **Calling Bundles:** No calling bundles are available for this product.
- **Premium and Special Numbers:** Calls to premium-rate and special-service numbers may be barred or charged at specific rates.

2.3 Implementation

Digital Island ensures a smooth IP Voice setup through a structured approach:

- **Design and Scoping:** Confirming channel capacity, number ranges, porting requirements and call routing.
- **Best Practice Build:** Provisioning the SIP trunk, credentials and number assignments using industry standards.
- **Number Porting:** Coordinating the port of existing numbers with the current provider and scheduling a cutover window.
- **Clear Documentation:** Providing “as-built” documentation, including trunk details and connection parameters.
- **Interoperability Testing:** Testing inbound and outbound calling, caller ID, DTMF and emergency call routing before go-live.
- **Go-Live Support:** Assisting during number porting and cutover.
- **Post Go-Live Care:** Ongoing support for issue resolution.

Detailed pricing information, including any potential additional costs for customisations or integrations, will be provided in individual agreements.

3 SUPPORT

3.1 Support hours

Digital Island support is available during business hours, Monday to Friday, 8am to 6pm. Faults and requests can be logged by:

- **Phone:** 0800 999 010 (press 2 for Technical Support)
- **Email:** support@digitalisland.co.nz (this automatically creates a support case and emails you the reference number)
- **Online:** www.digitalisland.co.nz/contact-us/
- **Customer Portal:** <https://my.digitalisland.co.nz/>

3.2 Proactive Maintenance

The Digital Island voice network is monitored for availability, trunk registration and call completion so that issues can be identified before they affect customers. Planned maintenance is scheduled outside business hours where possible, with advance notice given for any work that may affect service.

3.3 Performance

Continuous monitoring of call completion rates, trunk registration and call quality indicators such as latency, jitter and packet loss across the Digital Island voice network. Call quality over the customer's own network or a third-party internet connection is outside Digital Island's control (see Section 4.5).

4 TECHNICAL CONSIDERATIONS

4.1 Technical Requirements

To use IP Voice, the customer's environment must meet the following requirements:

- **Compatible Phone System:** An IP-PBX, session border controller (SBC) or UC platform that supports standards-based SIP and has been tested for interoperability with Digital Island.
- **Supported Codecs:** G.711 A-law as standard.
- **Network Connectivity:** A business-grade fibre or data connection with enough bandwidth for the number of concurrent calls (approximately 100 kbps in each direction per G.711 call). A Digital Island data service with Quality of Service (QoS) is recommended.
- **Network Configuration:** Firewall and NAT configured to allow SIP signalling and RTP media to and from Digital Island's voice platform, with SIP ALG disabled.

4.2 Security and Fraud Protection

- **Secure Authentication:** Trunks are secured with strong credentials and/or IP address restrictions.
- **Fraud Monitoring:** Monitoring for unusual calling patterns, with the ability to bar or suspend calling where toll fraud is suspected.
- **Call Barring:** International, premium-rate and other call types can be barred on request.
- **Customer Systems:** Customers are responsible for securing their phone system, including passwords, software updates and access controls. Charges arising from unauthorised use of a compromised customer system are dealt with under the Terms and Conditions.
- **Privacy:** Data protection measures comply with the New Zealand Privacy Act 2020.

4.3 Resiliency and Availability

IP Voice is delivered over Digital Island's carrier-grade voice network, designed with redundancy to minimise downtime. Customers can set up failover options, such as diverting calls to an alternative number or mobile, so that inbound calls can still be answered if their phone system or internet connection is unavailable. Customers needing higher resilience should consider redundant connectivity or a second trunk to an alternate site.

4.4 Emergency Calling (111)

IP Voice supports calls to 111 emergency services. Because it is an internet-based service, customers should be aware of the following:

- **Power and Connectivity:** Emergency calls rely on the customer's phone system, internet or data connection and power supply. During a power cut or connectivity outage, 111 calls may not be possible unless backup power or an alternative way to call, such as a mobile phone, is available.
- **Location Information:** The location passed to emergency services is based on the address registered against each number. Customers must keep these addresses up to date, particularly where numbers are used across multiple sites or by remote workers.
- **User Awareness:** Customers should make sure their staff understand these limitations.

4.5 Limitations

Certain factors may affect service performance, including:

- Call quality depends on the customer's internet or data connection, local network and phone system.
- The service will not operate during a power failure or connectivity outage at the customer's premises unless backup is in place.
- Legacy analogue devices such as fax machines, EFTPOS terminals, alarm monitoring and lift phones may not work reliably over SIP and should be tested or moved to an alternative service.
- Number porting timeframes depend on the current provider and industry processes.
- Only phone systems compatible with Digital Island's SIP requirements are supported.

5 RESPONSIBILITIES

5.1 Customer Responsibilities

To ensure a successful IP Voice implementation, you are responsible for:

- Providing business requirements, expected call volumes and the numbers to be ported, including authority to port and current provider account details.
- Supplying, configuring and maintaining the phone system, or engaging a Digital Island-approved partner to do so.
- Ensuring network, firewall and power readiness at each site.
- Registering and keeping up to date the physical address associated with each number for emergency services.
- Assigning a technical contact to support testing and cutover.

5.2 Digital Island Responsibilities

Digital Island will:

- Deliver the agreed services with reasonable care and skill, in line with industry standards.
- Use reasonable commercial endeavours to meet the milestones set out in the signed agreement.
- Take reasonable steps to correct any failures or deficiencies in the deliverables.
- Comply with any additional responsibilities outlined in the key terms.

6 TERMS & CONDITIONS

Digital Island General Terms:

- You can find our General Terms on our website: www.digitalisland.co.nz/about-us/terms-conditions-home
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