
SIP Trunks



A flexible, enterprise-grade calling solution delivered over the internet

vocus.com.au

VOCUS

Our solution for you

Connect your on-premise telephony to a future-proof voice solution and make calls over any network.

SIP Trunks allows your business to connect to the Public Switched Telephone Network (PSTN) to access high-definition voice services over an active internet connection. It provides an IP-based connection, allowing you to make calls from existing phone systems.

It's a terrific alternative to ISDN services and offers greater network flexibility. Enjoy the freedom of using any internet provider without requiring a dedicated IP network.

Our solution is highly secure, with built-in redundancies, all hosted in the Vocus cloud. It's powered by Cisco BroadWorks, offering you access to feature-rich calling capabilities.

We offer calling plans, optional add-ons, and hardware to suit your business's requirements, all available for one simple monthly cost. You can also maintain continuity of your existing phone numbers with our easy migration and porting services.

SIP Trunks key features



High-definition voice calling



Available over your preferred network



Feature-rich calling



Business continuity options



Number porting services



Optional TLS/SRTP to encrypt your audio traffic on OTT SIP Trunks



Features and Benefits

Vocus SIP Trunks are suited to all organisations with a minimum requirement of 10 SIP channels that are looking for a scalable, high-quality, and cost-effective voice solution delivered over the internet.

Our SIP trunk services support the following features:

Authentication	Client Call Control	Physical Location	Service Scripts User	Connected Line Identification Presentation
Preferred Carrier User	Calling Line ID Delivery Blocking	Connected Line Identification Restriction	External Calling Line ID Delivery	Calling Name Retrieval
Customer Originated Trace	Third-Party MWI Control	Calling Party Category	Internal Calling Line ID Delivery	Third-Party Voice Mail Support
Call Waiting	Intercept User	Charge Number		

Improve performance

- Be heard loud and clear with high-definition voice calls and video conferencing on HD-enabled equipment.
- Tailor a solution that's fit for your business and its users from a range of advanced telephony features.
- Ensure your business stays online and minimise the impacts of an outage with our business continuity add-on.

Boost flexibility

- Optimise your solution with calling plans, add-ons, and hardware.
- Available over the Vocus network or any other compatible network in Australia.
- Scale quickly as your business grows and easily assign new users and additional call capacity.
- Migrate existing services from compatible providers and continue using your phone system (porting fees may apply).

Simplify costs

- Get predictable monthly costs with tiered calling plans available based on your business usage.
- More affordable connections, rental line fees, and call charges compared to traditional ISDN with per-second billing.
- No costly upfront hardware investments and ongoing maintenance of infrastructure.

You're supported

- Access billing details and call records with our VocusOne portal.
- Advanced service level agreements (SLAs) and 24x7 support from our assurance teams.



Moving to SIP Trunks is simple with Vocus

Our experts are here to help and can assist with designing and delivering a solution which meets your businesses' objectives. We offer a wide range of features and options to ensure you get the best possible experiences for your teams. Best of all, it's all available for a fixed monthly cost.

Pick a calling plan which suits your usage

Calling plans	Inclusions
PAYG	No included calls. All calls are usage rated and billed
Premium	Unlimited local, national long distance, and calls to mobile within Australia

Tailor your solution from a range of optional add-ons

Optional add-ons	Description
Dubber Call Recording	Records and manages calls without requiring on-premise servers and software. Includes an easy-to-use management portal.
Business Continuity	Ensure your business stays online with the ability to redirect all incoming calls to a recovery site or number during an outage.

Choose any required hardware

We offer a range of ISDN terminal adaptors which are required for non-IP compatible PBXs when an ISDN handoff is required.