



SIP Trunking

Customer new order guide

How to use this guide

This guide is to assist you completing a new SIP Trunking order form for submission to O₂.

This is an interactive guide which will help you to find the information you need. You can do this by using the right side banner, which displays each section of the document. All you need to do is click on the title you're interested in and the hyperlink will take you there. To view the full table of contents click on the top right side of the banner.

There are contact and help details at the end of the this guide, if there is further information you need which isn't included in this document.

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What flavour of SIP Trunking

O₂ offers five different flavours of SIP Trunking to meet the business needs. Each option type has a new order form that can be completed in [Adobe Actobat Reader](#).

All order forms are available at www.o2.co.uk/business/sip-trunking



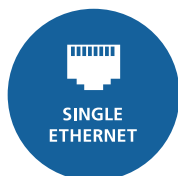
SIP over public internet

Public internet connection between your on premise PBX and the O₂ SIP network.



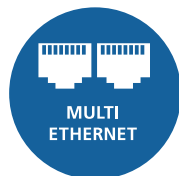
SIP over JANET network

A JANET network connection between your on premise PBX and the O₂ SIP network.



SIP over single Ethernet

A single private Ethernet connection between your on premise PBX and the O₂ SIP network. Supports dedicated connectivity.



SIP over multiple Ethernet

Resilient private Ethernet connections between your on premise PBX(s) and the O₂ SIP network. Supports dedicated connectivity.



SIP over O₂ Gateway

Single or resilient private Ethernet connections between your on premise PBX(s) and the O₂ Gateway. Supports additional O₂ Gateway services.

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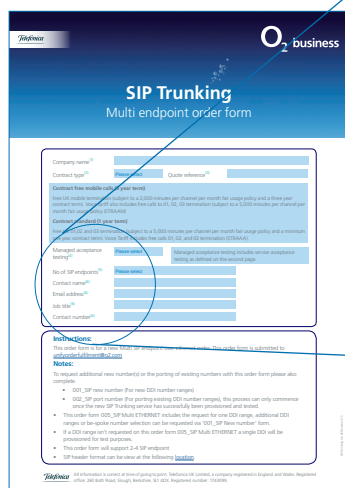
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Cross referencing form fields

For each new order form type, every field title is displayed with a number for example 'N° of SIP endpoints⁽⁵⁾'. The number is cross referenced within in this guide and a full description of the required information is available. There are contact and help details at the end of the this guide, if there is further information you need which isn't included in this document.



Contract standard (1 year term)
Free UK 01,02 and 03 termination (subject to a 5,000 minutes per month for usage policy and a minimum one year contract term). Voice Tariff includes free calls 01, 02 and 03 termination (STRAAM)

Managed acceptance testing⁽⁴⁾

No of SIP endpoints⁽⁵⁾

Contact name⁽⁶⁾

Email address⁽⁶⁾

Job title⁽⁶⁾

Contract number⁽⁶⁾

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Contract details

Company name⁽¹⁾

The company name of the business ordering the SIP Trunking service from O₂.

Contract type⁽²⁾

Pence per minute (ppm): When you just want to pay for what you use no minutes bundle need be purchased. In this case you will pay for all calls at the ppm rates defined in the rate card or in your O₂ contract. This tariff is shown as STRPPM on your O₂ bill.

UK domestic bundle: This bolt-on option provides inclusive calls to 01, 02, 03 numbers (subject to a 5,000 minute per channel per month fair usage policy). This tariff is shown as STRAAA on your O₂ bill.

UK domestic and mobile bundle: This bolt-on option provides inclusive calls to 01,02, 03 (subject to a 5,000 minute per channel per month fair usage policy) and 07 (mobile) numbers (subject to a 2,000 minute per channel per month fair usage policy and three year contract term). This tariff is shown as STRAAM on your O₂ bill.

Quote reference⁽³⁾

Quote reference is an internal entry from the O₂ sales team.

Managed acceptance testing⁽⁴⁾

Managed acceptance testing includes tests that are undertaken in commissioning of customer premises equipment (CPE) connecting to the O₂ SIP Trunking service. Test details are defined within the order form.

No of SIP endpoints⁽⁵⁾

The current order form supports order entry 2 SIP endpoints up to 4 SIP endpoints within a customer environment. Please see point 11 for more details on the Build type.

- (2) Loadshare, (2) Active-Standby (2) Resilience+ (Two SIP endpoints configuration)
- (3) Loadshare, (3) Active-Standby-Standby (Three SIP endpoints configuration)
- (4) Loadshare (Four SIP endpoints configuration)

Managed acceptance testing

Managed acceptance testing includes tests that are undertaken in commissioning of customer premises equipment (CPE) connecting to the O₂ SIP Trunking service. Test details are defined within the order form

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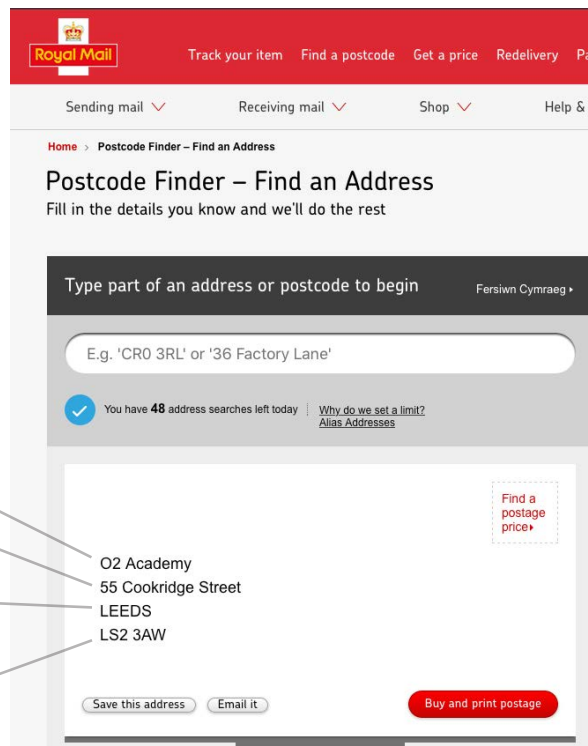
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Contact name⁽⁶⁾, Email address⁽⁶⁾, Job title⁽⁶⁾, Contact number⁽⁶⁾

These contact details will be used by our provisioning team to provide regular updates during the provisioning process and site access.



Premise⁽⁷⁾

Thoroughfare/Street⁽⁷⁾

Town/locality⁽⁷⁾

Country code⁽⁷⁾

Pre populated form field GB

Postcode⁽⁷⁾

SIP address

Premise⁽⁷⁾, Thoroughfare⁽⁷⁾, Town/locality⁽⁷⁾, Country code⁽⁷⁾ Postcode⁽⁷⁾

Please include the address details for the SIP Trunking termination, the address details should be checked at the [royal mail postcode checker](#) to confirm all details are correct.

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End user first name⁽⁸⁾, End user last name⁽⁸⁾, Job title⁽⁸⁾, Telephone⁽⁸⁾, Mobile number⁽⁸⁾, Email⁽⁸⁾

Please provide the End user contact details for service alerts for SIP Trunking. This can include a generic 24 x 7 IT help desk team if required.

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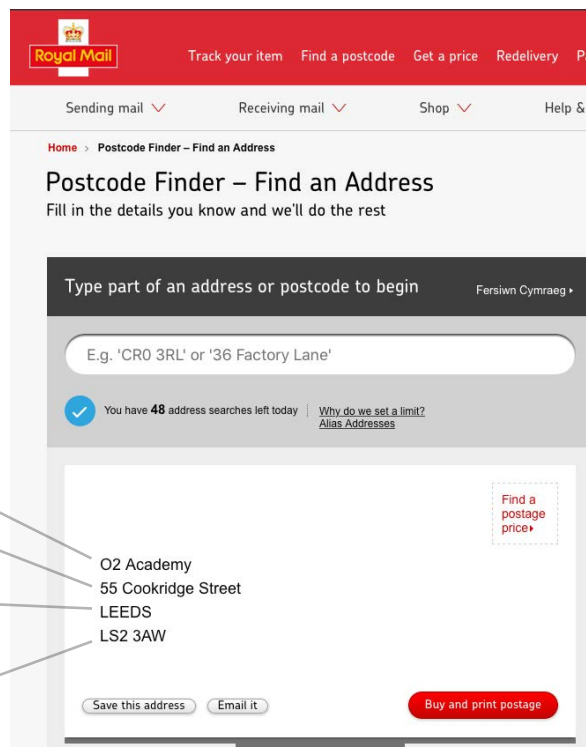
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Premise⁽⁷⁾

Thoroughfare⁽⁷⁾

Town/locality⁽⁷⁾

Country code⁽⁷⁾

Pre populated form field GB

Postcode⁽⁷⁾

999 records

Premise⁽⁷⁾, Thoroughfare⁽⁷⁾, Town/locality⁽⁷⁾, Country code⁽⁷⁾ Postcode⁽⁷⁾

SIP Trunking numbers where outbound telephone calls can be made, O₂ is obligated to provide accurate caller location information to the emergency services database(s) and ensure this is accurately and timely maintained. The 999 record is created via O₂ through the provisioning processes, and therefore it is imperative that the correct address information is provided. Due to the nature of SIP Trunking and IP telephony this address detail can be different to the stated SIP Trunking termination address. The address details should be checked at the [royal mail postcode checker](#) to confirm all details are correct.

- Premises: house number or name of premise
- Street/thoroughfare: more commonly known as the street name
- Town/locality: village or an area within a town
- County: the county the premise is in
- Country code: O₂ only provides 999 services within the UK; therefore the code should always be GB
- Postcode: The full postcode for the address, for example RG14 5BY

End user first name⁽⁸⁾, End user last name⁽⁸⁾, Job title⁽⁸⁾, Telephone⁽⁸⁾, Mobile number⁽⁸⁾, Email⁽⁸⁾

Where a 999 call is made from an O₂ number and the address information found to be incorrect the customer will be notified by the contact details provided. Please provide the End user contact details for 999 details. This can include a generic 24 x 7 IT help desk team if required.

- First name: where the number is for business use this field is not required
- Middle initial: where the number is for business use this field is not required
- Last name: where the number is for business use this field should specify the company name
- Telephone number: where available a generic 24 x 7 IT help desk team or security team is available
- Mobile Number: where available a mobile number for contacting the end customer should be provided
- Email Address: where available an email address to contact the end customer should be provide.

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Endpoint details

Endpoint build option⁽⁹⁾

There are two options of endpoint build available

- Standard SIP Trunking builds
- Semafone enabled SIP Trunking

Removed option⁽¹⁰⁾

This option has been removed from all order forms.

Build option⁽¹¹⁾

Your quote will include the following Build option type:

- Loadshare – two to four sites in load share mode working off different O₂ SBC HA clusters. This enhanced service offers multiple customer IP addresses and the O₂ network is geographically resilient. This option provides a service availability of 99.99%
- Active-Standby – two sites in active / standby mode working off different O₂ SBC HA clusters. This enhanced service offers multiple customer IP addresses and the O₂ is geographically resilient. This option provides a service availability of 99.99%.
- Active-Standby-Standby – three sites in active / standby / standby mode working off different O₂ SBC HA clusters. This enhanced service offers multiple customer IP addresses and the O₂ is geographically resilient. This option provides a service availability of 99.99%.
- The Resilience+ is designed to offer two SIP endpoint connections where each endpoint is active to selected DDI's whilst standby resilience is provided by the other endpoint. Resilience+ offer dual live sites with dual fail over options. This option provides a service availability of 99.99%

IP addressing Range⁽¹²⁾

IP version 4.0 is supported. IP version 6.0 is not supported. By default, all SIP end-points are built using allocated private IP addressing from 10.10.x.x range. Private address ranges from 172.16.0.0 and 192.168.0.0 for single Ethernet and multi Ethernet are a non standard build and should be highlighted to O₂ as soon as possible.

O₂ allocated a private /29 subnet for use on the customer side of the O₂ router. This /29 subnet includes:

- 1 IP out of the range for the customer to configure their CPE
- 1 IP out of the range as the customer default gateway

Please note: The O₂ SIP Trunking signalling and media gateway address is in a different range. Customers will therefore need to configure their CPE to use the customer default gateway as the route to the O₂ signalling address.

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Endpoint site IP address⁽¹³⁾

For Single Ethernet and Multi Ethernet a private IP address allocated and configured on the customer IP-PBX or session border controller (SBC). This IP address is defined by O₂.

For O₂ SIP over Gateway connectivity an IP address allocated and configured on the customer IP-PBX or session border controller (SBC). This IP address is defined by O₂.

Endpoint hardware⁽¹⁴⁾

To ensure compatibility of equipment and ease of installation, O₂ are continually undertaking conformance testing with equipment vendors. As such, a list of all currently compatible CPE is listed on the order form drop down.

Bespoke CPE type⁽¹⁵⁾, Bespoke CPE vendor⁽¹⁵⁾, Bespoke CPE model⁽¹⁵⁾, Bespoke software version⁽¹⁵⁾

If SIP Trunking is required for a device that has not previously been connected to O₂, the customer can request O₂'s cooperation with conformance testing to ensure that the device is fully compatible with the network prior to live provisioning the service. Please note this could incur additional costs and timescales to the solution.

Access and channels**Access via O₂ Gateway⁽¹⁶⁾**

Ethernet connectivity via O₂ Gateway. If yes an ERF will be completed by an O₂ technical design authority (TDA).

Endpoint site access type⁽¹⁷⁾

The multi endpoint order form supports the following access types

- Ethernet Fibre:
- Ethernet EFM:
- Ethernet FTTC:

Endpoint site channels⁽¹⁸⁾

Please specify the number of channels required on each SIP endpoints

Codec**Primary codec⁽¹⁹⁾**

Voice encoding can be G.711 A-law or G.729-A. This setting will be applied to all SIP endpoint associated with this order.

Primary packetisation⁽²⁰⁾

This field is defaulted to 20ms.

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Secondary codec⁽²¹⁾

An alternative codec to primary codec can be applied either G.711 A-law or G.729-A. This setting will be applied to all SIP endpoint associated with this order.

Secondary packetisation⁽²²⁾

This field is defaulted to 20ms.

Fax(T.38)⁽²³⁾

The O₂ SIP Trunking service will support fax and modem transmission subject to the following constraints. Fax and modem transport in band using G.711 a-law codec is supported. Renegotiation to T.38 is supported (subject to interoperability testing). The use of G.729 for in-band faxes is not supported, as its compressed nature may cause tones and messages to be lost.

Call barring

By default, calls to international and premium numbers will be barred, calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied. Customers are able to modify their profiles to allow or restrict access to;

No call barring⁽²⁴⁾

Allow calls to international, mobile (071-079), premium rate (09), personal numbers, special services up to 7 ppm (084), special services up to 13 ppm (087), directory enquiries calls barred (118) and including 01,02,03,08 and shortcodes.

International call barring⁽²⁵⁾

Call barring to international numbers. Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Mobile call barring (071-079)⁽²⁶⁾

Call barring to mobile number (071-079). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Premium number barring (09)⁽²⁷⁾

Call barring to premium numbers (09). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Personal number calls barred⁽⁰⁷⁰⁾⁽²⁸⁾

Call barring to personal numbers (070). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Special services calls up to 7 ppm⁽⁰⁸⁴⁾⁽²⁹⁾

Call barring to special services calls up to 7 ppm(087). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

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Special services calls up to 13 ppm ⁽⁰⁸⁷⁾⁽³⁰⁾

Call barring to special services calls up to 13 ppm(087). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Directory enquiries calls barred ⁽¹¹⁸⁾⁽³¹⁾

Call barring to directory enquiries(118). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

All call calling inc 01,02,03,08 and shortcodes ⁽³²⁾

Call barring to 01,02,03,08 and shortcodes. Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

Network fraud management

Do you require network fraud management ⁽³³⁾

The fraud management system (FMS) feature allows O₂ SIP Trunking customer to protect themselves from fraudulent activity from endpoints that have fallen victim to hacking or excessive unauthorized call spends. The feature allows customers to pre-set individual call limits against specific SIP endpoints and have automatic call barring invoked if these thresholds are breached.

Daily spend limit ⁽³⁴⁾

The daily spend limit is a rolling 24 hour aggregation of call charges across all channels on that endpoint, the time starts when the endpoint is successfully commissioned as part of a new order or when the feature is configured and then 'saved' on an existing endpoint.

The 24 hour clock will re-set if the threshold is breached and subsequently has the blocking removed.

Weekly spend limit ⁽³⁵⁾

The weekly spend limit is a rolling 7-day aggregation of call charges across all channels on that endpoint, the time starts when the endpoint is successfully commissioned as part of a new order or when the feature is configured and then 'saved' on an existing endpoint.

The 7-day clock will re-set if the threshold is breached and subsequently has the blocking removed.

DDI ranges

Do you require a new DDI range ⁽³⁶⁾

Allocate a new number range to the SIP endpoints. Please note the following:

- If no new numbers are specified then a single test DDI is allocated to each SIP endpoint for testing purposes.
- For additional ranges or be-spoke numbers please complete 001 SIP New number order form
 - Consecutive number ranges above 300 may require a manual check.
 - 0207 and 0208 will be provided with alternative area code 0203
 - When specific number ranges for last six digit of the range (01xxx) xxx xxx an additional.Number selection cost will apply on successful allocation of requested.

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Area code⁽³⁷⁾

Number flexibility with SIP Trunking means that you can terminate different geographic ranges (area codes) to the same SIP endpoint. Use the Ofcom website to locate and chose the area code for the requested DDI range. Please note 0207 and 0208 will be provided with alternative area code 0203.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/telephone-area-codes-tool>

Consecutive range⁽³⁸⁾

Request a consecutive range for example (0113) 496 0000 to 496 0999. Please note consecutive number ranges above 300 may require a manual check.

Resilience+ site DDI range⁽³⁹⁾

The Resilience+ is designed to offer two SIP endpoint connections where each endpoint is active to selected DDI's whilst standby resilience is provided by the other endpoint. Resilience+ offer dual live sites with dual fail over options. Define which DDI range is allocated to the resilience+ endpoint.

Porting DDI ranges**Do you require number porting⁽⁴⁰⁾**

Number portability is a regulated facility which enables customers to change their service provider whilst keeping their existing telephone number.

CLI set-up**CLI flexibility required⁽⁴¹⁾**

As an optional service, O₂ can enable the ability to present NON O₂ registered CLIs as the presentation A-number CLI. With CLI flexibility you can also decide which number you want to display on a call by call basis – great for contact centres.

Incoming CLI rule⁽⁴²⁾

The incoming CLI presentation rules can be one of the following options:

- Leading zero (0203)
- No leading zero (203)
- E.164 Format (+44203)

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Ethernet configuration

Supplier quote reference⁽⁴³⁾

Quote reference is an internal entry from the O₂ sales team.

Service type⁽⁴⁴⁾

This field isn't required.

Resilience type⁽⁴⁵⁾

For ethernet fibre resilience it can be one of the following:

- RA02 – This is where O₂ order two resilient ethernet fibre services from BT Wholesale (RA02). Our suppliers will attempt to deliver the services as diversely as possible to your customer(s) site(s). Additionally we will request a route map as default at the point of order so that we can physically see how the service is planned back to the exchange(s). Our suppliers will always attempt to use separate exchanges, ducting and leads in however where this is not possible O₂ will provide detail of where the "pinch point" is and we will ask you and your customer to review and accept/reject the outlined pinch point.
- Carrier resilience – Resilient ethernet fibre services from two independent carriers for example route (a) via BT Wholesale and route (b) via Virgin Media.
- Geographic distance - resilience between sites is achieved by the physical distance between site locations, for example site (a) resides in London and site (b) resides in Manchester.

Bearer⁽⁴⁶⁾

The service can be provided over the following bearers types:

- 100Mbps Fibre
- 1Gbps Fibre (subject to planning)
- EFM (aggregated copper pairs)
- FTTC ethernet (WLR3 line required)

Target delivery date⁽⁴⁷⁾

Indicate the target delivery date, standard lead-time excluding excess construction is 60 working days for ethernet Fibre.

Total bandwidth(MB)⁽⁴⁸⁾

Required bandwidth to support SIP channels, this detail is included in your O₂ quote.

- G.711 100kbps per channel (1Mbps for every 10 channels)
- G.729 40kbps per channel (1Mbps for every 25 channels)

Internet bandwidth⁽⁴⁹⁾

This field isn't completed.

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Voice bandwidth(MB)⁽⁵⁰⁾

Required bandwidth to support SIP channels, this detail is included in your O₂ quote.

- G.711 100kbps per channel (1Mbps for every 10 channels)
- G.729 40kbps per channel (1Mbps for every 25 channels)

Public IP addressing⁽⁵¹⁾

This field isn't completed.

What is the CLI for the service?(FTTC ethernet only)⁽⁵²⁾

FTTC ethernet requires a copper (wholesale line rental 3) WLR3 line to be provided, the WLR3 service must be ordered and installed before an FTTC ethernet order can be placed using the CLI. Charges for this WLR3 are not included in the FTTC ethernet quote.

What type of site is this?⁽⁵³⁾

There are two definitions of site type

- Data center site: Data centers operated by third parties for the benefit of multiple customers
- Customer site: A dedicated communications room or data centre to the customer

There existing fibre in the building?⁽⁵⁴⁾

Does the site have existing BT or other carrier fibre in the building

Ethernet NTE floor⁽⁵⁵⁾

The floor of the ethernet NTE demarcation location.

Ethernet NTE room⁽⁵⁶⁾

The room of the ethernet NTE demarcation location.

Ethernet NTE rack location - number / position⁽⁵⁷⁾

The rack location of the ethernet NTE demarcation location.

Is O₂ providing the cross-connect cabling?⁽⁵⁸⁾

The ethernet NTE can be delivered to a different demarcation location to the Layer 3 router. Cross-connect cabling between equipment with CAT5, 5e or 6 cable with a maximum cable segment run of 100 metres. The O₂ quote must include the cross-connect cost.

How is the Ethernet NTE to be installed?⁽⁵⁹⁾

Is the ethernet NTE to be rack mounted or wall mounted.

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Power supply required?⁽⁶⁰⁾

48V DC or 240v AC (2 x power supply)

Is the termination area / comms room ready?⁽⁶¹⁾

Is the termination area comms ready, rack installation complete and power available.

If no, when will the termination area be ready?⁽⁶²⁾

Provide the planned date when the termination area will be comms ready.

Is there at least 4 x13 amp power sockets within 1 metre?⁽⁶³⁾

Please state 'Yes' or 'No'.

Has landlord's consent been granted?⁽⁶⁴⁾

As a tenant you may have the right under the lease agreement to connect into the building and to run cabling up the landlord's risers or other areas, but this right may still be subject to the consent of the landlord.

If required, when will the landlord's consent be granted?⁽⁶⁵⁾

If landlord consent is required, please provide the planned date when consent will be granted.

Landlord's name and contact details(phone and email)⁽⁶⁶⁾

If landlord consent is required, please include name and contact details.

Hazard notes and special access requirements⁽⁶⁷⁾

Hazards and safety precautions during installation and testing of the SIP Trunking service. All personnel know and comply with all safety precautions and procedures. Is there a site safety induction.

General notes -other information that may be useful⁽⁶⁸⁾

Please include any additional detail needed during installation and testing of the SIP Trunking service.

Is the Ethernet being installed in a data centre⁽⁶⁹⁾

Data centers defined as operated by third parties for the benefit of multiple customers.

If Yes to above, please confirm locations⁽⁷⁰⁾

Please include floor, room and rack demarcation details.

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Router details

How is the Router to be installed?⁽⁷¹⁾

Is the Router to be rack mounted or wall mounted.

Router location floor⁽⁷²⁾

The floor of the router demarcation location.

Router location room⁽⁷³⁾

The room of the router demarcation location.

Router rack number and position⁽⁷⁴⁾

The rack number and position of the router demarcation location.

If the customer is supplying own router, please enter details make and model.⁽⁷⁵⁾

This field is not applicable for this service.

If wires only, are you comfortable to use BGP⁽⁷⁶⁾

This field is not applicable for this service.

Is the router to be delivered to the main install site⁽⁷⁷⁾

This field is not applicable for this service.

PRIMARY router installation⁽⁷⁸⁾

This field is not applicable for this service.

BACKUP router installation⁽⁷⁹⁾

This field is not applicable for this service.

Support HSRP (hot standby router protocol)⁽⁸⁰⁾

A HSRP configuration is implemented to allow failover between SIP Trunking routers. HSRP allows multiple routers to share a virtual IP and MAC address which is configured as the default gateway to SBC/IP-PBX. Please confirm your internal network between the site locations can support this configuration.

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Site survey details

Is the building or site ready for survey?⁽⁸¹⁾

Is the termination area comms ready to range site survey.

Will the engineer need to complete an induction prior to access being granted to the site?⁽⁸²⁾

Please confirm is a site induction session is required.

If yes, how long will the induction take (approximately)?⁽⁸³⁾

Please confirm the induction session duration.

Will the onsite contact provide access to all the necessary building and comms areas to allow survey completion?⁽⁸⁴⁾

Will the site contact defined in form field⁽⁶⁾ provide access to the building for the site survey.

Was the building built before the year 2000?⁽⁸⁵⁾

Please the confirm 'Yes' or 'No'.

If yes, does the building occupier have an asbestos register which is available to see onsite or prior to survey?⁽⁸⁶⁾

An asbestos survey is an effective way to manage asbestos in your premises by providing accurate information about the location, amount and type of any asbestos-containing materials (ACMs). The asbestos survey can help to provide enough information so that an asbestos register, a risk assessment and a management plan can then be prepared.

Is the building a listed building?⁽⁸⁷⁾

A building is listed when it is of special architectural or historic interest considered to be of national importance and therefore worth protecting. Listed buildings come in three categories of 'significance':

- Grade I for buildings of the highest significance
- Grade II* and
- Grade III

Most listed building owners are likely to live in a Grade II building as these make up 92% of all listed buildings. Listing means there will be extra control over what changes can be made to a building's interior and exterior.

Existing BTWE fibre or ONEA reference:⁽⁸⁸⁾

If existing BT or other carrier services are present on site, please provide the circuit references details. This will aid the site survey process.

Access site notes:⁽⁸⁹⁾

Access site notes explains how issues relating to access both to and through the site location.

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SIP Single ethernet

Build type⁽⁹⁰⁾

Your quote will include the following Build types for a single SIP endpoint over Ethernet.

- Ethernet Fibre:
- Ethernet EFM:
- Ethernet FTTC:

As standard this service will be provisioned to two geographically diverse network SBC HA clusters, the customer CPE can be configured to (2) network SBC IP addresses or a single (1) network SBC IP address as required. O₂ acceptance testing will include a default test to (2) network SBC addresses but the customer can implement a single network SBC IP address as required.

Endpoint site IP address⁽⁹¹⁾

IP version 4.0 is supported. IP version 6.0 is not supported. By default, all dedicated SIP end-points are built using allocated private IP addressing from 10.10.x.x range. Private address ranges from 172.16.0.0 and 192.168.0.0 are a non standard build and should be highlighted to O₂ as soon as possible.

O₂ allocated a private /29 subnet for use on the customer side of the O₂ router. This /29 subnet includes:

- 1 IP out of the range for the customer to configure their CPE
- 1 IP out of the range as the customer default gateway

O₂ Gateway IP address allocated will be defined by the O₂ TDA.

Endpoint site access type⁽⁹²⁾

Your quote will include the following Build types for a single SIP endpoint over Ethernet.

- Ethernet Fibre:
- Ethernet EFM:
- Ethernet FTTC:

WLR3 telephone number⁽⁹³⁾

The telephone number associated with the FTTC order.

1. FTTC ethernet requires a copper WLR3 line to be provided, the WLR3 service must be ordered and installed before an FTTC ethernet order can be placed using the CLI. Charges for this WLR3 are not included in the FTTC ethernet quote.
2. WLR3 lines should be ordered with Care level 4 to ensure any faults are resolved in the quickest possible manner.
3. The FTTC ethernet service offers guaranteed symmetrical bandwidth of up to 20Mbps. Any downstream bandwidth available and purchased above this will be provided as best efforts and subject to network congestion.
4. FTTC service maximum downstream and upstream bandwidths may be significantly less than those of the primary circuit.

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SIP over PUBLIC

Endpoint site IP address⁽⁹⁴⁾

The public IP address of the SBC or IP-PBX equipment.

Endpoint site access type⁽⁹⁵⁾

Indicate The public internet access type this service will support.

- 3rd Party ADSL
- 3rd Party Ethernet
- 3rd Party FTTC
- 3rd Party Leased Line
- 3rd Party SDSL

SIP over JANET

Endpoint site access type⁽⁹⁵⁾

Indicate The public internet access type this service will support.

- 3rd Party ADSL
- 3rd Party Ethernet
- 3rd Party FTTC
- 3rd Party Leased Line
- 3rd Party SDSL

No of SIP endpoints⁽⁹⁶⁾

The current order form supports order entry 1 SIP endpoints up to 2 SIP endpoints within an customer environment.

- (1 SIP endpoint) Standard
- (2 SIP endpoints) Loadshare,
- (2 SIP endpoints) Active-Standby
- (2 SIP endpoints) Resilience+

Removed option⁽⁹⁷⁾

This option has been removed from all order forms.

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Build option⁽⁹⁸⁾

The current order form supports order entry 1 SIP endpoints up to 2 SIP endpoints within a customer environment.

- (1 SIP endpoint) Standard
- (2 SIP endpoints) Loadshare
- (2 SIP endpoints) Active-Standby
- (2 SIP endpoints) Resilience+

Endpoint site IP address⁽⁹⁹⁾

The Public or Janet IP address of the SBC or IP-PBX equipment.

Semafone enabled SIP Trunking**Deployment type⁽¹⁰⁰⁾**

- O₂ Semafone deployment (customer buying Semafone PCI from O₂)
- Direct Semafone deployment (customer buying Semafone PCI from Semafone)
- 3rd party Semafone deployment (customer buying Semafone PCI from 3rd party)

Contact Name, Contact Number, Email address⁽¹⁰¹⁾

The contact details of the Semafone project manager. These details can be left blank for an O₂ Semafone deployment only, as the O₂ project manager will provide them.

3rd Party⁽¹⁰²⁾

Name of the 3rd party company

Semafone build⁽¹⁰³⁾

Semafone Production is the standard environment for live deployments
Semafone Pre-Production is the test environment e.g. trials, conformance testing

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Document	Description	Version
SIP New order guide	Draft release Multi SIP endpoint	18 th February 2018
SIP New order guide	Added SIP Build options	23 rd February 2018
SIP New order guide	Updated 'How to use this guide'	2 nd March 2018
SIP New order guide	Spelling corrections	11 th April 2018
SIP New order guide	Product name change to SIP Trunking	8 th June 2018
SIP New order guide	Updated term 'Managed acceptance testing'	14 th June 2018
SIP New order guide	Removed SIP single backup options	19 th June 2018
SIP New order guide	Updated 999 details	10 th October 2018
SIP New order guide	Removed SIP ping option	19 th October 2018
SIP New order guide	Added SIP over O ₂ Gateway order form	1 st November 2018
SIP New order guide	Updated new voice tariffs including ppm	15 th November 2018
SIP New order guide	Added Semafone details	19 th April 2019
SIP New order guide	Minor changes to Semafone section	15 th July 2019

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If you need additional help or document feedback please email graham.clarke@telefonica.com

SIP Trunking July 2019 version 2.3



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