

ISDN vs SIP TRUNKS

HOW THEY STACK UP

If you want to connect calls from your IP phone system to the public telephone network, SIP trunking offers advantages ISDN PRI trunks don't deliver.

Does it support the features we need?

ISDN

YES

A full set of ISDN features

Dozens of features for business telephony, such as call forwarding, call waiting, caller ID, hunt groups, audio-conferencing and more

SIP TRUNK

YES

A full set of ISDN-like features and more

Additional new IP services such as call follow-me, unified communications and local numbers in various markets

What about connections to the public telephone network?

ISDN

YES

Connect through a gateway

You need to buy separate access connections (trunks) for voice and data/Internet

SIP TRUNK

YES

No gateway needed

Connect calls to and from the public telephone network over your existing broadband access connection, the same one you use for Internet

Does it deliver business-grade voice quality?

ISDN

YES

Achieved by one-to-one provisioning—one voice call per 64-kbps channel (23 DIDs per ISDN PRI trunk)—to support two-way conversations

SIP TRUNK

YES

Achieved by prioritization at your router, with voice call packets marked with quality of service (QoS) and given higher priority than data

Which option will be simpler for us?

ISDN

Separate company networks

For voice and data; two networks to buy, deploy, operate, manage, troubleshoot and upgrade

SIP TRUNK

Streamlined infrastructure

Voice converged onto your broadband access connection, option to eliminate ISDN PRI connections to the phone company

Which trunks use bandwidth more efficiently?

ISDN

Inflexible and inefficient

Channels either for voice or data; no flexibility to use idle voice channels for data, or vice versa

SIP TRUNK

Bandwidth very efficiently used

SIP trunk channels are virtual—set up and taken down as needed—so extra bandwidth is available for data when voice traffic is light

How many T1 trunks will we have to provision?

ISDN

Must over-provision for peak demand

Must configure enough voice channels to meet peak demand; may end up paying for additional, under-utilized T1 trunks

SIP TRUNK

Can use extra reserve bandwidth for peak periods

Optional call bursting onto virtual channels beyond the ones you've paid for, to handle periodic or unexpected spikes in call volume

How do costs compare?

ISDN

High costs for trunks and toll charges

Higher per-minute toll charges for calls outside the local area; multiple bills and vendor relationships to manage

SIP TRUNK

Reduced costs for trunk and toll charges

Potentially fewer T1 circuits; minimal (or no) long distance charges; one bill and one point of connection for voice and broadband Internet needs

Whether you're looking to reduce the cost of connecting calls to the public telephone network or to take full advantage of what your IP business phone system can offer, take a good look at SIP trunking. To find out more, visit www.telecom.toshiba.com/Products/sip_trunking.cfm