

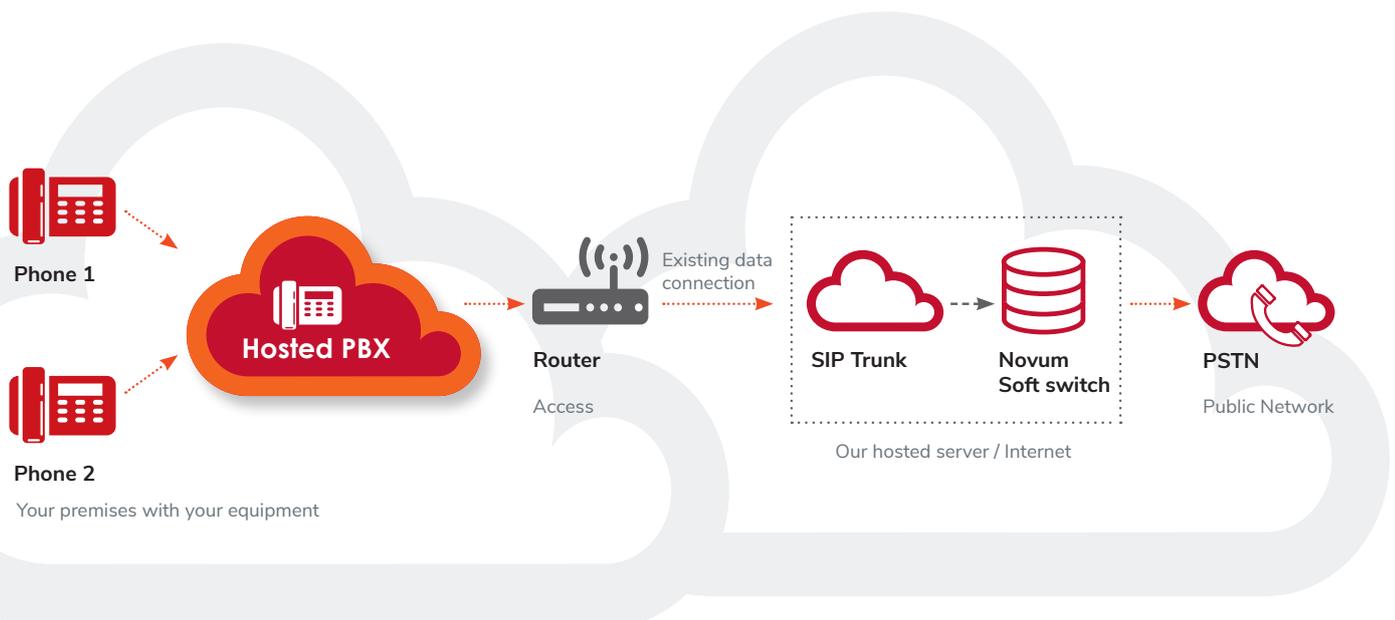


Future-proof your phone system.

Ideal for small to medium businesses with single or multiple sites who want to access IP Telephony features while keeping their existing phone system.

Control costs while staying better connected

With workforces becoming more agile, the need for a cost-effective uninterrupted telephony service is critical to maintaining a productive business. Our SIP Trunking service enables your business to access a collection of IP Telephony and communications features, regardless of your on-premise equipment, removing the cost to pay for ISDN and PSTN lines.



How it works?

Enables your existing phone system to deliver calls by your Internet connection.

A SIP Trunk service replaces your PSTN or ISDN lines, so you can access the benefits of IP Telephony while making use of your existing phone hardware. SIP Trunking is suitable for any on-premise phone system. Your phone system does not necessarily have to be SIP Trunk compatible as we can still connect your service by ISDN or analogue converters.

Why Novum SIP Trunking?

NBN-ready

By converting your phone lines to SIP Trunks, your calls are made and received using your NBN or other broadband connection. Giving you peace of mind that your PBX system is future-proof and compatible.

Control costs

Enjoy better communications with free internal calls between employees wherever they are located. Whether you are moving or expanding, you can monitor costs effectively by keeping your local area numbers without paying for expensive call forwarding services.

Inbound numbers

Add a (1300/1800/13) to your service providing your customers with a local or free call no matter where they are in Australia.



SIP Trunking Benefits



Reliability

Delivers the quality and reliability of traditional phone lines, with the fraction of the cost. Your service is hosted on Novum's secure Broadworks platform with 99.999% uptime.



Flexibility

Configure your call redirections to fit your business and employees' needs.



Scalability

Add and remove additional phone lines quickly and easily without the additional costs for installation and line rental.



Business Continuity

During Internet or power outages, calls can be automatically re-routed to another number. This would be part of your disaster recovery process to ensure business continuity.



Manageability

Manage centrally with simple administration and track call usage easily.

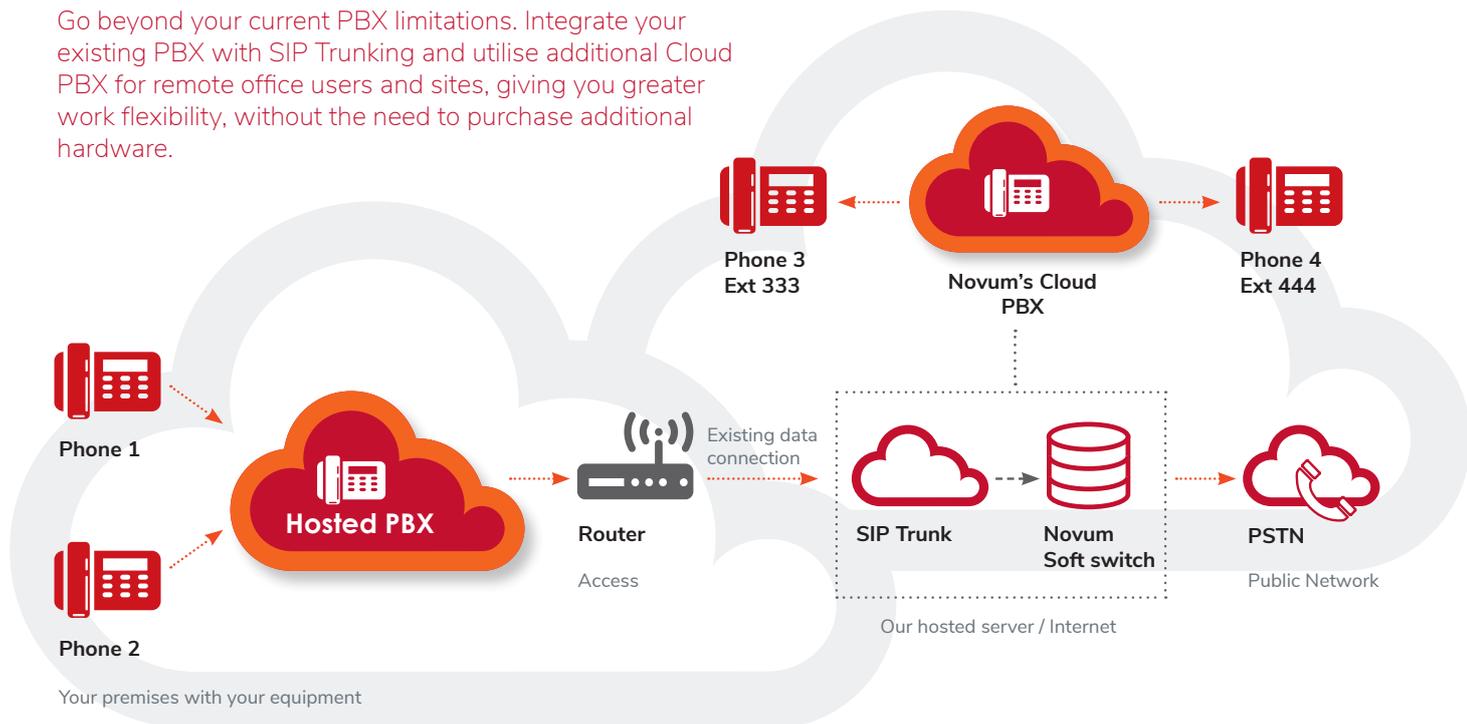


Accessibility

Enables your business and employees to access Novum's Unified Communicator for a variety of IP voice and communication services.

SIP Trunking - Hybrid PBX

Go beyond your current PBX limitations. Integrate your existing PBX with SIP Trunking and utilise additional Cloud PBX for remote office users and sites, giving you greater work flexibility, without the need to purchase additional hardware.





Access Powerful Features with SIP Trunking Plus

Integrate your SIP trunks with our Business Cloud PBX by using 'Bolt-On' features such as our Mobility or Unified Communicator application for enhanced functionality of your PBX system. By adding Novum's Unified Communicator application as a 'Bolt-On', you can add your employees individual trunk extension number to make and receive calls from your PBX or mobile.

Other services include:

- ✓ Call Centre
- ✓ Auto-Attendant
- ✓ CRM Integration
- ✓ Call Recording

The Novum Difference

Guaranteed network reliability

Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architected on the Broadworks carrier grade switch and has delivered 99.999% availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.

Simplified customer management

Our self-managed web portal has been designed with simplicity and ease of use in mind. Provide excellent user experience by giving your employees and site administrators the control they need to manage their communication functionality such as call monitoring, hunt group, call forwarding, auto-attendant changes and generating reports.

Fraud mitigation

Real-time built-in Fraud Detection that detects fraudulent activity and proactively blocks the offending user. This will alleviate your business from receiving unexpected bills from fraudulent call traffic.

Advanced music on hold

The only solution in Australia to provide an integration of advanced music on hold. Delight callers with a service that delivers professionally recorded audio to inbound callers waiting in the call queue. Inform, entertain and engage callers with our user-friendly, easily managed and dynamic audio solution.

Call analytics and quality call recording

Enable your business to record, monitor, and analyse essential business call metrics by accessing real-time reports, 'click and drill' dashboards, wallboards and call recordings.

Additional Information

Availability

Directly available for certified IP-PBX systems or via converters for any PBX on analogue or digital lines.

Installation

The SIP Trunking service will use your data connection. Your account will be set up remotely and login details are provided once the order is confirmed. To ensure you receive a quality voice service, your data connection should provide 100/100bps throughput speeds per active call, with less than 4ms jitter. To test your internet connection, you can use our MCS test tool on our website.

Equipment

The SIP Trunking service will run off your IP-PBX system, which will need to be set-up as part of the installation.

Number Transfers

Number porting charges apply if you wish to transfer existing landline or VOIP numbers to your SIP Trunking service.



About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.