

SIP Trunk Buying Criteria Checklist



There's a lot to consider before any investment into your telephony infrastructure. For [SIP trunking](#), it's no different. Its streamlined voice connectivity and security are worth looking into.

Use our checklist below to guide you through your SIP trunk journey, so you can ensure the selected provider aligns with your business needs.

Audit your current phone system

Document your historical and forecasted voice costs based on per-minute and total costs by country to determine current spending.

Establish if you need outbound, inbound, or both for SIP trunking.

Determine which [countries you need inbound and outbound coverage](#) in.

Create a list of business numbers you need to port over or provision.

Verify the SIP use case: internal business or calling customers and prospects from your contact centers.

Confirm any existing telephony or contact center systems you plan to integrate with SIP trunking.

Establish how many concurrent calls you need to support.



+1 888...

+86 400...



+27 80...

Evaluate SIP provider's features and capabilities

Verify that their global telephony experience overlaps with your footprint needs.

Determine implementation times between SIP trunking with an on-premise or contact center software based on your existing setup.

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Assess their virtual number options and their relevance to your use case.

Inquire about their experience working with similar use cases to your own.

Ask about [call termination abilities and caller ID guarantees](#) in your native contact center software or business phone system.

Ask about customization components and call routing configurations that are standard requirements for your business operations.

Have them show detailed cybersecurity measures that are keeping networks, data, and call signals secure.

Determine how quickly and easily voice services and associated numbers can be provisioned and turned off as business demands.

Compare provider processes for determining SIP trunk activation, monitoring, and testing after deployment.

Assess the quality of their carrier networks, and see how they route your call traffic to ensure the best call quality.



Review provider pricing and support model

Request a quote and understand the features you would be paying for, and review their billing structure to see if it aligns with your needs.

Confirm what the provider's support claims are by asking about availability, response times, and additional customer service options.

See how the provider's platform feature set, including analytics and dashboard tools, can help you manage, monitor, and [troubleshoot your SIP trunks](#) quickly.

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Request a trial period to test out the features and services before committing.

Understand the terms and conditions, as well as the service level agreement, of the provider.

Understand how the networks connect

Estimate the amount of bandwidth needed for your organization's voice and data traffic, considering factors such as the number of concurrent calls and video conferences.

Ensure your network has Quality of Service (QoS) measures in place to prioritize SIP traffic and maintain call quality, even during peak usage times.

Implement appropriate security measures, such as firewalls, SBCs, [TLS/SRTP encryption](#), audio codecs, and SSL certificates to protect your SIP communications from threats.

If using Microsoft Teams, ensure that the SIP provider supports Direct Routing or offers a compatible solution for seamless integration with MS Teams.

Plan for network redundancy and failover solutions to minimize the impact of potential service disruptions on your organization's communications.



**Have a question about our SIP trunking solution?
Our global SIP experts are here to help.**

Start a conversation today!