



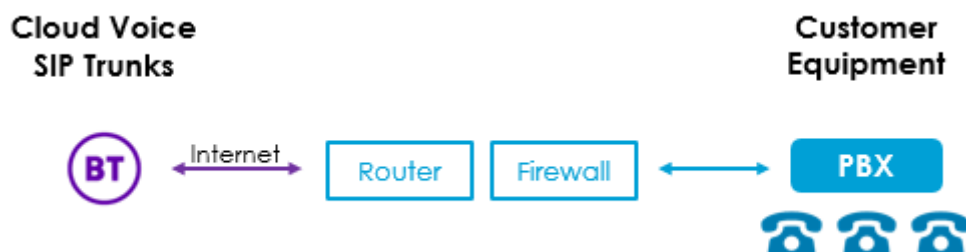
# Cloud Voice SIP-T

Native connectivity guide

# Solution Overview

BT provides you with a Cloud Voice SIP-T Service to be used in conjunction with a PBX, enabling you to combine the traditional PBX functionality together with the flexibility of a cloud-based voice service.

Where BT provides Cloud Voice SIP-T Service for use with a compatible PBX, which is supported and maintained by you or by a third party, we call this native connectivity.



## What is required to use this solution

BT will provide you with Cloud Voice SIP-T registration credentials that can be used to set up a Cloud Voice SIP-T Service on your PBX.

### CV SIP Trunk Credentials

You will need the following Cloud Voice SIP-T platform details to set up the PBX.

Information	Data
CV SIP SRV Record	ipcomms-btb-sipt-dynamic-wv24lnws24.bt.com

### Customer SIP Trunk Credentials

The following credentials specific to your Cloud Voice SIP-T Service will be needed to set up the PBX and should be provided by our Order Manager to the PBX Engineer.

Information	Configure & View
Company Domain*	Set up by the Order Manager when the service is built View in Business Portal e.g. example.com
SIP Device	Set up by the Order Manager when the service is built View in Business Portal
Trunk Phone Number (i.e. Pilot Number)	Set up by the Order Manager when the service is built View in Business Portal e.g. 441132469999

<b>Trunk Username</b>	Set up by the Order Manager when the service is built View in Business Portal e.g. CVSITE123456789A
<b>Trunk Password</b>	Set up by the Order Manager when the service is built One time view in Business Portal
<b>Trunk Channels</b>	Set up by the Order Manager when the service is built View in Business Portal
<b>User Phone Numbers</b>	Set up by the Order Manager when the service is built View in Business Portal e.g. 01132465000-5999

\* The Company Domain name used in the PBX configuration is not required to be resolved by public DNS servers. The domain is needed to uniquely identify subscribers to the Cloud Voice SIP-T platform and needs only match the domain of the company as shown on the Business Portal site. No SIP traffic will be sent to this domain.

**In accordance with our terms, as the customer you are responsible for:**

- Arranging for your PBX maintainer to be available (on site or remotely) to configure the PBX to work with the Cloud Voice SIP-T service.
- Ensuring that your PBX is compatible with the Cloud Voice SIP-T Service and set up by complying with instructions BT gives you, which includes, but is not limited to, the [Firewall and LAN guide](#) instructions.
- Capturing traces to help diagnose any issues with SIP registration issues or problems establishing inbound or outbound calls.

You also acknowledge:

- BT will not be responsible for dealing with any other Third-Party Provider to resolve any underlying issues:
  - you are responsible for connection and configuration of your PBX purchased outside BT;
  - you and your Third-Party Provider will be responsible for:
    - i. each device;
    - ii. any incidents or faults impacting the device; and
    - iii. any incidents that impact the BT Cloud Voice SIP-T Service;
- Where your PBX is not working correctly, BT will not be responsible for any incident caused by this equipment.
- BT will not be liable for any charges you may incur from your current switch maintainer.

**BT is responsible for:**

Providing and manage the BT Cloud Voice SIP-T Service in accordance with Parts A, B and C of our [Schedule](#) and as set out in any applicable Order ("Service Management Boundary"). BT will have no responsibility for the BT Cloud Voice and Cloud Voice SIP-T Service outside the Service Management Boundary.

Failure to comply with these installation requirements may result in the cancellation of scheduled tasks to activate your Cloud Voice SIP-T Service such as Number Portability, which will need to be rescheduled for a later date.

We may charge you for any BT engineering visits.

## **Need Assistance?**

If you have any problems with your BT Cloud Voice SIP-T Service credentials or would like to confirm the status of the service, please speak to our order management team on 0800 085 3977 for help.



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Find out more at [bt.com/terms](https://bt.com/terms)

#### Offices Worldwide

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