

SIP Trunk Network Change

Frequently Asked Questions
(FAQs)

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JT ENTERPRISE

YOUR TRUSTED DIGITAL INFRASTRUCTURE PROVIDER



We are upgrading our network to improve performance, reliability, and long-term support for our SIP voice services. As part of this change, updates are required on all customer SIP Trunks. Below you'll find answers to the most common questions about this process.

1. Why is this SIP Trunk change required?

We are implementing an essential network upgrade that will enhance service reliability, call quality, and support for future features. To ensure your SIP Trunk continues to operate normally, configuration updates need to be applied to your on-site or hosted voice equipment.

2. What exactly will change on my system?

Your SIP Trunk settings—such as IP addresses and SIP registration configuration—will need to be updated to match our new network setup. These changes must be applied directly to your PBX, SBC, firewall, or any related voice systems.

3. Will an engineer need to visit my site?

In many cases, yes. A site visit ensures our engineer can access your equipment and apply the necessary changes safely.

If we already have secure remote access to your system, or if your solution is hosted, we may be able to complete the work remotely.

4. Can this work be completed remotely?

Remote changes are possible **only** if we have the correct secure access in place.

If no remote access is available or permitted, a site visit will be required.

5. My equipment is managed by a third-party IT or telephony provider. What should I do?

If a third party manages your PBX or firewall, you will need to inform them about the network change.

We can work directly with your provider to ensure the configuration is updated, or they can complete the change themselves if preferred.

6. Will my service be affected during the update?

Your SIP voice service will experience a short interruption while the updates are applied. Most changes take only a few minutes, and we will schedule the work at a time that minimises impact on your business.

7. When will the change take place?

We will contact you directly to agree a suitable date and time for the upgrade.

If a third-party provider manages your system, please ensure they are available during the agreed change window.

8. Can the change be completed outside of business hours?

Yes, we can schedule your changeover outside of standard working hours.

Please note:

Out-of-hours work will incur an additional charge.

This covers the cost of allocating engineers specifically for extended-hours activity.

We can provide a fixed price for the out-of-hours change upon request.

9. Why is there a charge for out-of-hours work?

Engineers must be scheduled outside their normal operating hours to complete work in the evening, overnight, or at weekends.

This additional fee ensures we can provide appropriate resources and carry out the changes safely.

10. What happens if I don't make these changes?

If the required configuration updates are not applied before the network upgrade is finalised, your SIP Trunk will stop working and lead to complete loss of voice service.

11. What do I need to do next?

- Confirm a preferred date/time for the change.
 - Notify your third-party provider if they manage your equipment.
 - Ensure a technical contact is available during the change window.
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12. Who can I contact for help or more information?

Our support team is available to assist with scheduling, technical questions, or coordination with your third-party provider.

Contact us at: productmigration@jtglobal.com