Business Voice.
Landline Calling as a Service for businesses of all sizes.

Business Voice from Sunrise integrates the landline number as your company's calling card into your Work Smart/Unified Communication & Collaboration (UCC) environment. The modern, IP-based solution connects cloud, hybrid cloud and local phone systems (PBX) to the public phone network. From simple SIP registration to the multiple geo and media-redundant Managed SIP Trunk, Business Voice is suitable for companies of all sizes.

All leading UCC and PBX platforms are supported. Sunrise keeps a list of all certified IP phone systems. The Professional Services Team can optionally integrate Business Voice into your Work Smart environment and support you during operation. In the Business Marketplace, you can manage Microsoft 365 and other (UCC/Workplace) cloud licenses online.

Business Voice thus covers a very wide range of needs relating to your landline solution. Of course, you keep your existing phone numbers when you switch to Sunrise. The Sunrise Business Portal (SBP) also provides a variety of functions such as call routing, information on channel utilization and voice transmission quality, caller ID management, etc.
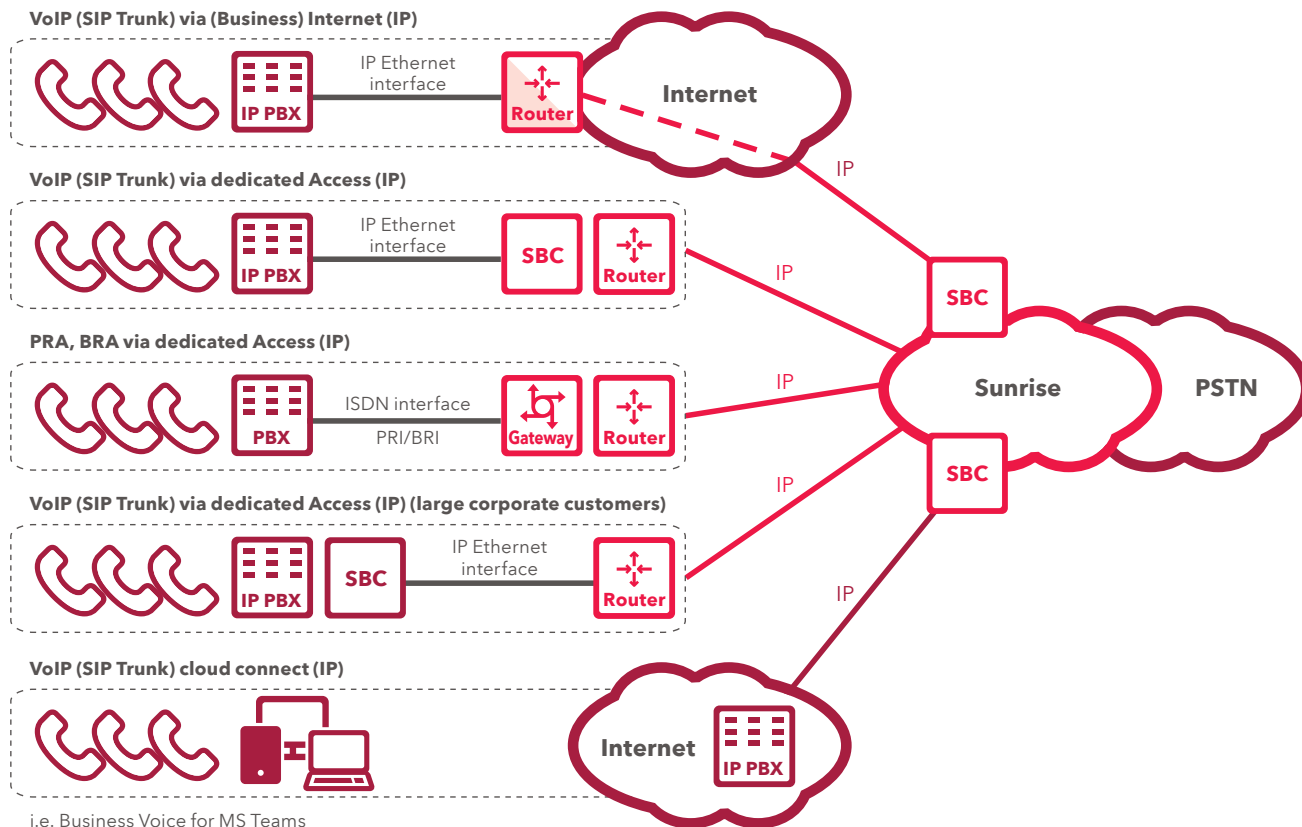
Landline Calling as a Service: Work Smart Voice

Work Smart Voice offers a price per user per month for your Unlimited Mobile Workplace. Flat rates per user are adjusted monthly via the Sunrise Business Portal (SBP) according to the needs of your organization. The number of voice channels is unlimited. The Business Voice M to XXL flats correspond to the Business mobile country groups and cover everything from Switzerland to the entire world. This means that you always have a quick overview of the Total Cost of Ownership (TCO) of your Work Smart workplace!

Availability and Redundancy

Depending on the product and connection variant, service availability of up to 99.99% (annual availability) is guaranteed. The multiple award-winning Sunrise network enables high bandwidths at a fair price. Whether it's a dedicated voice connection as a point-to-point interconnection via the Sunrise Backbone with an MPLS Virtual Private Network (VPN) or as a multifunctional data connection, your local PBX is connected to the public phone network via SIP/BRI/PRI interfaces. Alternatively, a flexible connection without dedicated access, e.g., in the local data center or on one of the global hyperscale platforms, via SIP registration or static IP, is available for many telephone system models.

Sunrise

VoIP (SIP Trunk) via (Business) Internet (IP)

IP PBX — IP Ethernet interface — Router → Internet

VoIP (SIP Trunk) via dedicated Access (IP)

IP PBX — IP Ethernet interface — SBC — Router

PRA, BRA via dedicated Access (IP)

PBX — ISDN interface PRI/BRI — Gateway — Router

VoIP (SIP Trunk) via dedicated Access (IP) (large corporate customers)

IP PBX — SBC — IP Ethernet interface — Router

VoIP (SIP Trunk) cloud connect (IP)

i.e. Business Voice for MS Teams

Internet — IP PBX

Internet — SBC — Sunrise — PSTN — SBC

Explanation

PBX	Participant BX	PRI(A)	Primary Rate Interface (Access)
IP PBX	Participant BX for VoIP	BRI(A)	Basic Rate Interface (Access)
PSTN	Public landline network	VoIP	Voice over Internet Protocol
E1	E carrier level 1, European telecommunications standard for 2 Mbit/s	SIP	Session Initiation Protocol
ISDN	Integrated Services Digital Network	SBC	Session Border Controller

Possible connection types

SIP Trunk	Voice service for telephone system: Interfaces: Protocols: Voice channels:	VoIP 1 IP Ethernet SIP 4 or more
SIP Trunk **(large corporate customers)**	Voice service for telephone system: Interfaces: Protocols: Voice channels:	VoIP 1 IP Ethernet SIP 250 or more
PRA **(with gateway)**	Voice service for telephone system: Interfaces: Protocols: Voice channels:	ISDN 1–4 PRA DSS-1 30 to 120
BRA (T0) **(with gateway)**	Voice service for telephone system: Interfaces: Protocols: Voice channels:	ISDN 1–8 BRA DSS-1 2 to 16
SIP Trunk **cloud connect**	Voice service for telephone system: Interfaces: Protocols: Voice channels:	VoIP Internet SIP 2 or more

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Standard features

Network connection	Multifunctional data connection, MPLS Virtual Private Network/SD-WAN (VPN), Business Internet (with optional Quality of Service Business Voice [QoS]), 3rd Party Internet (no QoS)
Capacity	4 to 500+ voice channels (project/bandwidth dependency)
Pricing	Voice channel or user-based* (Work Smart Voice) billing with attractive flatrate and pay-as-you-go (minutes) rates. Customized rates on a project basis
Phone numbers	Transferring over geographical phone numbers (number porting). Attractive pricing for number blocks up to block size DDI 10,000. Reserving phone numbers is possible

Service and Support

Incident acceptance	7 × 24: 365 days/year

Support time and service level depend on the product type and technical implementation.

Support hours	5 × 11: Monday to Friday, 7:00 to 18:00
Service level	**Bronze:** annual availability **99.80 %,** max **8 hours** of outage time during the support period
SIP Trunk cloud connect:	Annual availability **99.99 %,** max **1 hour** of outage time during the support period

Options

Redundancy	Geographical and media redundancy, depending on product type and technical implementation
Business Voice International	International phone number allocation including phone number porting and signaling of international phone numbers for IMS-based Business Voice services (large corporate customers)

Service and Support

Support time and service level depend on the product type and technical implementation.

Extended support hours	6 × 16: Monday to Saturday, 6:00 to 22:00 7 × 24: 365 days/year
Extended service levels	**silver:** Annual availability **99.90 %,** max **6 hours outage** duration
Selected connections with geo and media redundancy:	Annual availability **99.99 %,** max **1 hour** of outage time during the support period

* Work Smart Voice: alternative billing model for managed SIP Trunk connections of selected Cloud PBX solutions (e.g., Business Voice for Microsoft Teams).

The information in this document does not constitute a binding offer. Subject to changes at any time.

Please don't hesitate to call us if you would like more information.

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