SIPSTATION

POWERED BY SANGOMA®

Your VoIP Connection to the World

Feature-rich Telephony Services

SIPStation is Sangoma's fully-managed, **reliable SIP trunking service** which provides SMBs and large enterprises in the U.S. and Canada with feature-rich telephony services using a standard internet connection. Aside from **guaranteed cost savings** over traditional telecom providers, SIPStation also allows you to:

- Utilize month-to-month service with no obligation
- Choose your own phone numbers and represent your business nationally from outside your office location
- Port your own phone numbers to us
- Send and receive faxes using our integrated FAXStation solution for high-latency, business-critical environments
- Create high-volume SIP trunks that are compatible with fax and SMS
- Reduce monthly costs by sharing your voice services across multiple locations

» SIPSTATION FEATURES AND BENEFITS

SIPStation allows your business to obtain telephony services from a provider by using a simple internet connection instead of a traditional telecom link.

COST SAVINGS	Guaranteed cost savings when switching from your traditional telephony provider to SIPStation.
INTERNATIONAL CALLING, T.38 FAXING & SMS	SIPStation phone lines come ready with enhanced features, all managed through your SIPStation store account.
INBOUND NUMBERS AND PORTING	Add as many inbound numbers as you need or port your existing telephone numbers.
INTEGRATED WITH SWITCHVOX, FREEPBX, AND PBXACT	The sign-up process is tightly integrated with Switchvox, FreePBX, and PBXact, automatically configuring your PBX routing for you.
INTEGRATED FAX SERVICES	IP-based faxing from FAXStation allows you to send and receive faxes from a web interface or from your local fax machine with incredible reliability.
FREE TRIALS	Enjoy a 21-day free trial of SIPStation with a phone number of your choice, no credit card required. Sign up directly from the FreePBX or PBXact GUIs.

FAXSTATION

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Reliable and Secure Fax Over IP

RE-USE EXISTING FAX MACHINES

Use your fax machine for traditional fax services or efax functionality, such as fax to email.

COMPATIBLE WITH VIRTUALLY ALL FAX MACHINE VENDORS

No need to change your equipment

CUSTOM BRANDING

Available to resellers and carriers looking for a fax solution to provide to their customer base

Advanced Store and Forward Technology

- FAXStation completely bypasses the T.38 protocol and instead uses a proprietary FoIP mechanism that assures a reliable fax transmission.
- Error Correction is performed end-to-end to guarantee transmission.

Manage Faxes Online

- Set up incoming fax-to-email, view and archive all incoming/outgoing faxes, resend existing faxes, and upload documents to fax out.
- Fully customizable access controls for your accounts
- Perfect for organizations with many users

T.38 fax limitations have been a long-standing issue facing businesses trying to fax over the internet as an alternative to PSTN lines. Specifically, T.38 can add latency, resulting in delayed deliveries of faxes (especially multi-page faxes). Another frequent restriction is packet loss, causing the fax speed to slow down or causing the fax to fail entirely. Finally, because calls typically travel over multiple underlying carriers before reaching their destination, unless all of these carriers support T.38 protocol, the faxes can become exposed or vulnerable. FAXStation was specifically designed to address these T.38 fax limitations and provide you with the most reliable and secure Fax-over-IP (FoIP) solution on the market.

By making the move to Sangoma's FAXStation service, you will enjoy a true fax experience without the high costs associated with traditional PSTN line.

The FAXStation solution consists of a monthly service and a small gateway appliance which works alongside any VoIP service and uses a standard data connection. The appliance connects your analog fax machines to Sangoma's cloud-based fax service to guarantee reliable transmission of your faxes. FAXStation will provide the quality of an analog PSTN connection for a fraction of the cost.

No programming or provisioning is required for the gateway appliance, which makes FAXStation a true plug-and-play fax solution.

» PLUG-AND-PLAY

The FAXStation appliance comes pre-provisioned and pre-programmed – no need to open firewalls, port forward, or set up proxies. First, you must set up your SIPStation account at SIPStation.com. Then you simply choose your fax number, plug your fax machine into the on-premise FAXStation gateway appliance, and start faxing right away. Software updates and patches are installed over-the-air.

» IDEAL FOR MANY DIFFERENT USES

FAXStation is ideal for customers who require bulk faxing or who want to maintain fax capability from their office, but would like to eliminate their monthly cost associated with the single, analog data line to the fax machine. FAXStation is great at providing fax in a low bandwidth environment and is the pioneer in providing reliable fax service to the SatCOM markets. Our solution is being used by nearly all major satellite carriers, with a specific concentration in the offshore oil and gas industries.

PLEASE REVIEW
Additional Information Page

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» PORTING NUMBERS

The cost of each number port is $10/ DID. Sangoma will require a completed and signed Letter of Authorization (LOA) for any existing telephone numbers Customer wishes to port from another carrier to Sangoma. Sangoma may require a recent copy of the current phone bill which contains Customer's Billing Telephone Number (BTN), as well as a record of any numbers that need to be ported. Sangoma must receive necessary LOA(s) and/or bill copy(ies) before Sangoma will initiate a port request and obtain a Confirmed Port Date.

» SERVICE ACTIVATION DATE

All services are activated within a few minutes usually of signing up for service with the exception of number ports, which usually take 2-4 weeks.

» TOP UP ACCOUNTS

All metered services require the customer to pre-pay a minimum of $25.00 but the customer can request that dollar amount be higher. Once the customer's balance is less than $5.00 the system will auto charge your credit card the Top Up amount by default of no less than $25.00 or any higher amount that you request. The Top Up service will only charge your account once every 24 hours, so if you will be using more than $25.00 per day in metered services, you will need to have us increase that Top Up amount. Once your balance falls to $0.00 no Metered Services will be allowed and will be blocked.

» INTERNATIONAL RATES

International rates are available at https://www.sangoma.com/legal International per minute rates are subject to change. Sangoma reserves the right to block all or a number of high costs, international routes.

» FAX PAGE THRESHOLDS

Each FAXStation "High Capacity" trunk has a softcap of 3,000 combined inbound and outbound fax pages in any calendar month (or billing cycle, if applicable). If you purchase 10 FAXStation "High Capacity" trunks for a single location, your combined softcap would be 30,000 fax pages during any billing cycle that you maintain those 10 trunks in your account for each SIPStation location. A charge of $0.05 per page will be assessed for overages that exceed the combined softcap of all "High Volume" trunks in a single location. If using "150 Page Monthly" Fax Service, the following restrictions and limitations also apply:

» FAXSTATION OUTBOUND LIMITATIONS

Outbound faxes can only be to Lower 48 United States and US Toll-Free Numbers. Faxing to Canada, Alaska, Hawaii or other non-Lower US 48 states will not be completed.

» TAXES & FEES

Invoices will include all applicable federal, state, and local taxes. All such taxes, and all use, sales, commercial, gross receipts, privilege, surcharges, or other similar taxes, license fees, miscellaneous fees, and surcharges, whether charged to or against Sangoma, Inc., which will be payable by the customer. However, if the customer provides proof of its specific tax-exempt status, Sangoma will not charge applicable taxes due to such exemption. The customer will supply Sangoma a valid and properly executed tax exemption certificate(s). In such cases the customer remains responsible for, and agrees to pay, any and all remaining non-exempt charges; tax exemption status validation is solely the responsibility of the customer and Sangoma will not be obligated to consider any retroactive tax exemption.