WaTech PBX SIP Service Responsibilities

WaTech now offers SIP (Session Initiation Protocol) Phone Service to customers. SIP service differs from standard PBX VoIP service in that phones can be registered across the internet in addition to having the ability to register via the SGN (State Governmental Network).

WaTech Responsibilities:

- Basic Station Configuration – WaTech will configure stations including buttons, coverage paths, voicemail, and off PBX station mapping.
- SIP Station Configuration – WaTech will configure the SIP user account including the SIP handle, the presence/IM information, the Microsoft AD connection, and the communication profile password.
- PBX and SIP routing – WaTech will configure the routing of calls between the PBX and SIP routing environment.
- SIP Trunking – WaTech will configure PSTN (Public Switch Telephone Network) access via SIP Trunks for SIP stations. WaTech will troubleshoot any call quality issues dealing with the PSTN access.
- Avaya Session Border Controller Configuration – WaTech will configure the SBC (Session Border Controllers) to allow for securely connected SIP phones.
- Avaya Device Services Configuration – WaTech will configure the Avaya Device Services to allow the IX Workplace softphone to be automatically configured for users.
- Quality of Service (QoS) – WaTech marks all SIP Phone Service packets with Quality of Service markings. WaTech maintains the Quality of Service markings and thresholds on all Provider Edge and Core routers to ensure that VoIP traffic is prioritized through the transport network. WaTech will troubleshoot any QoS issues across the Core networks. WaTech will assist customers with troubleshooting QoS issues across their networks.
- Billing – WaTech will bill customers on a month to month basis for each SIP phone that is configured.
- IP addressing – WaTech will provide private IP addressing for SIP Hard Phones (if required) for SGN connected devices.
- Software/Firmware updates for Hard Phones – WaTech will provide the Software/Firmware updates files for Hard Phones.
- Training - WaTech will provide training materials to customers on configuration and use of SIP phone service.

Customer Responsibilities:

- Quality of Service – Customers are responsible for deploying Quality of Service markings and queuing on all routed network equipment that they own and maintain. Quality of service markings do not work when encapsulated in a VPN tunnel. Quality of Service markings are best effort when going across the internet. WaTech will not assist with troubleshooting QoS issues for VPN connections nor connections across the internet.

- E911 – Customers are responsible for notifying WaTech of any changes of location for any users, so that WaTech can update the E911 location of that user in the 911 database.
- Billing – Customers are responsible to notify WaTech when a station is no longer being used and needs to be deleted from billing.
- Installation of Softphone Software – Customers are responsible for installing the IX Workplace software onto their agency computers.
- Software/Firmware updates for Hard Phones – Customers are responsible for installing updates on hard phones.
- SIP Hard Phones – Customers are responsible for the purchase and maintenance of any SIP hard phones.
- Routing of private IP Addressing for Hard Phones – Customers are responsible for the routing of private IP addresses within their networks. Public addressing, when required, is also the responsibility of the agency when utilizing out-of-band connections to register the SIP device to the external interface of the SBC.
- Out-of-band SIP connections, such as when registering SIP phones through a locally installed broadband connection, cannot effectively be supported by WaTech end-to-end. Therefore, the agency is responsible to troubleshoot and repair all connectivity issues.

Self Service:

Customers can be granted access to do the following. If the customers decide that they do not want to perform the following tasks, then WaTech will do so on the customers behalf when requested:

- Station Changes – Customers can be granted access to make basic station changes including name, button and coverage path changes.
- DHCP (Dynamic Host Control Protocol) – Customers can provide their own DHCP servers to assign IP addresses to hard phones.
- File Services – Customers can provide file servers to allow configuration of Hard Phones and the placement of Software/Firmware updates for deployment to hard phones.