

Magrathea SIP Resilience

Magrathea's SIP Resilience product is designed to give you greater peace of mind that incoming calls will reach you in the event of issues within your own network. It allows you to nominate a number of IP addresses for our servers to send calls to, giving greater resilience and load balancing options.

How it works

Our servers will take one IP address from the pool on a round robin basis and send the call to that server. Alternatively, you may opt to set a priority ranking on your IP addresses, in which case they will be selected in order.

Our SmartDNS system will probe each IP address several times a minute and the moment that a failure is detected it will be removed from the pool until it starts responding again. This will ensure that sip invites are only sent to servers that are responding. It should be noted that there may be a very small percentage of calls that will fail if an IP address fails between the probes.

What you need to do

To proceed with this product you will need to supply us with a list of IP addresses, with priority ranking if required. We will assign these IP addresses a short name, which you can then use in the target you set for your numbers in the numbering API.

You must ensure that all IP addresses that could be used for this service allow calls from all of our IP addresses – for current firewall information, please contact our support team.

Things to note

We can only support SIP servers on port 5060.

The list of IP addresses you supply will be considered as static and we would not expect these to change on a regular basis. We will be unable to make quick changes in an emergency situation.

Only one SIP target is permitted per NTS entry but a second PSTN failover target can be set if required. You will need to request that PSTN failover is added as a feature on your numbers during setup of this product.

Charges

There is no additional cost for this product.

For more information about our SIP Resilience product please contact sales@magrathea-telecom.co.uk or telephone 0345 004 0040.