Operator Connect

Service Description

Version 1.1

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INDEX

1.   Introduction

Setera Communications Oy is a telecom operator headquartered in Espoo Finland, with branch offices in Madrid, Milan, Rome, and London. Our network is available in Europe, North America and Asia (including China).

SIP trunking provides customers with efficient, scalable access to a worldwide voice network via one or more redundant interconnects. By connecting directly to the Company's infrastructure, customers can extend their reach to over 40 countries, eliminating the need for multiple regional provider interconnects, thus reducing operational complexity.

Whether migrating from legacy PSTN systems or integrating with Unified Communications platforms such as **Microsoft Teams, Cisco Webex** and **Zoom,** our solution offers efficiency, cost-effectiveness, and performance benefits ensuring secure and seamless communication.

1.1. Target Customers

SIP trunk - customer categories

- Telecom Carriers
- UCaaS service providers
- Multi-site customer cloud environments
- High call volume call centres
- Single PBX devices

1.2. Services

Redundant SIP trunks

- Encrypted SIP signalling and RTP media
- Load sharing supporting in & out calling
- Geographically local interconnect points
- 24/7 monitoring with support and active alarms

Delivery

- High-Availability with Tier1 networks and DC partners
- Employs redundant data centres and Geo separated SIP servers
- RFC based design of services for standardised interconnections

2.   Connectivity

2.1. Connectivity Options

To ensure flexibility and global reach, there are connectivity options tailored to different business needs and regions:

2.1.1. Private Fiber

This option is ideal for customers within the Nordic region, offering direct and dedicated fibre connectivity through the Company's IP access network

2.1.2. Equinix Fabric, AWS Direct Connect, Azure and Public IX peering points

Available globally, this option leverages the Company's partnerships with Equinix, AWS, Azure and Public IX peering points providing high-performance access for seamless global communication

2.1.3. Public Internet

The Company's public peering connections enable broader connectivity options across various regions. Enhancements include IPSec tunnelling and TLS Encryption which provide secure connectivity, , ensuring reliable communication over public networks

2.2. Phone Numbers

Number portability and new number allocation in 40+ countries. Services Include:

a. Port existing numbers

b. New Number Pool:
    Provide new GEO and toll-free numbers

2.2. Routing Design and Access Control Services

Features include:

a. A-number-based Call Routing:
    Customisable routing based on subscriber numbers

b. Access Control Lists:
    Enhanced security through access control measures

c. Route Planning:
    Load sharing and distributed trunking for optimised routing

3. Security & Reliability

3.1. Redundancy

- SIP Trunks are always delivered with minimum two active SIP endpoints
- Customers are recommended to use multiple SIP endpoints for redundancy
- Redundant network SIP Trunking may be achieved through multiple connection methods shown in 2.1.

3.2. High Availability

- Network endpoints are always geo-separated in two independent and autonomous data centres
- Data centre providers are selected among the global top provides, like Equinix and AWS

3.3. Back-up Routing

Each SIP call has active rerouting with multilayer back-up routing achieved on four layers;
- Session layer: signalling layer SIP retransmission
- Transport layer: TCP transport layer retransmission
- Network layer: IP rerouting, BGP route recalculation
- Link layer: L2 active link aggregation

3.4. Support Services

Seamless operation of communication infrastructure from setup to ongoing daily operations.

a. Integration Support:
    Technical assistance for SIP Trunk configuration and integration

b.　24/7 Emergency Support:
　　　　　Immediate assistance during disruptions

　　　c.　Business Hour Support:
　　　　　Available for service-related inquiries

　　　d.　Continuous Service Improvements:
　　　　　Regular updates maintain operational excellence

3.5.　Service Level Agreements & Monitoring

24/7 network monitoring and robust service-level agreements ensure service reliability. Disruptions are managed by a dedicated engineering team with immediate response times to critical issues.

4.　Billing and Traffic Reporting

　　　a.　A-number and SIP trunk-based billing:
　　　　　Flexible billing options based on subscriber numbers or SIP trunk

　　　b.　Comprehensive Reporting:
　　　　　CDR delivery per trunk and triggered alarms for abnormal traffic patterns

5.　Order Management

5.1.　MySetera

MySetera on-line portal facilitates automation in provisioning, traffic monitoring, and order management in real-time, reducing time-to-market and operational overhead. Features include:

　　　a.　Order Placement:
　　　　　Input of customer information including numbers and required documentation

　　　b.　Bulk Ordering and Scalability:
　　　　　Orders for large-scale deployments

　　　c.　Error Handling and Validation:
　　　　　Built-in validation mechanisms flag any issues

　　　d.　Automated Provisioning:
　　　　　Reduces human intervention by automating service provisioning after order placement

　　　e.　Detailed Reporting and Analytics:
　　　　　Provides insights into order processing times and service availability

　　　f.　Improved Time-to-Market:
　　　　　Significantly reduces deployment time by automating the order process

5.2.　API option

Customers wishing to use their own ERP system for order management have the option to connect to MySetera via an API interface.

6.　Consultancy Services and Regulatory Support

Regulatory support and consultancy services to navigate compliance challenges with local laws and telecom regulations.

7. Summary

Setera's 'Operator Connect' service offers a comprehensive solution for modern business communications, providing global reach, security, flexibility, and reliability. The platform is designed to evolve with your business, ensuring connectivity and compliance as your operations grow. Benefits include:

Single global provider
- Eliminate the need for multiple regional provider interconnects, thus reducing operational complexity.

Global Access via redundant SIP Trunks
- Consolidated Connectivity: Establishing a single SIP trunk simplifies carrier management
- PSTN Replacement: Offers full PSTN replacement services, including local DIDs, emergency services, and number portability

Scalable and Platform-Agnostic
- Scalability: Fully scalable SIP trunks allow for capacity expansion as traffic demands grow
- Platform Integration: Compatible with major UC platforms such as MS Teams, Zoom, Genesys Cloud, Freshcaller and Webex for seamless integration

High-Quality, Reliable Connectivity
- Redundant Architecture: Geo-redundant data centres ensure low-latency, high-availability connections
- Optimised Call Quality: Efficient traffic routing minimises latency and enhances call performance