

Voice · SIP Trunks

Any SIP PBX. Always connected.

Licensed South African voice for any modern PBX, on-premises or cloud-hosted. Twin geo-redundant data centres and automatic failover keep your business calling.

Any SIP PBX

Yeastar, Avaya, Mitel, 3CX, Cisco and more

Backup trunk

automatic failover included with FirstNet connectivity

Geo-redundant

twin data centres in Johannesburg and Cape Town

Zero-downtime

failover your customers don't notice

Who it's for

- Organisations running Yeastar, 3CX, Avaya, Mitel, Cisco or other SIP PBXs
- Multi-site businesses needing resilient voice across branches
- Customers wanting a clean carrier swap with no PBX change
- Hybrid environments mixing on-prem PBX and cloud

Failover at the trunk layer. A backup SIP trunk is included with FirstNet connectivity, with automatic failover and no reconfiguration on your side.

Carrier-grade trunks, built for continuity

Connect any SIP PBX

Connect any SIP-compliant PBX, on-premises or cloud-hosted, to the public telephone network over FirstNet's network.

Yeastar · Cisco · Avaya IP Office · Mitel · FreePBX · 3CX · Asterisk · Panasonic

Stay online

Choose the continuity level your sites need. Channels are sized to peak concurrent calls, not headcount.

Single trunk · Primary plus backup trunk · Dual-carrier diversity · Dual PortaOne clusters

Numbers and protection

Licensed SA termination and origination, with direct interconnects to Telkom, Vodacom, MTN, Cell C and others.

Porting in and out · Geographic, non-geographic and toll-free · SIP over TLS and SRTP

Optional add-ons: FirstNet Managed Cloud PBX, Compliance Recording, Clarity Call Analytics, Truecaller Verified Business Caller ID, and managed connectivity and backup internet.

What FirstNet does for you

1

Scope

Size your trunks to your PBX and concurrent-call profile.

2

Confirm

Our voice engineers confirm PBX compatibility, codecs and any media gateway needed.

3

Configure

Set up trunks and automatic failover. Run in parallel with your current lines if you want to test.

4

Port

Plan and manage end-to-end number porting from your current provider.

5

Support

24/7 fraud monitoring and South African-based support.

Why FirstNet

- ✓ **Locally licensed.** ICASA-licensed South African voice termination and origination.
- ✓ **Geo-redundant.** Twin data centres in Johannesburg and Cape Town, with dual PortaOne clusters.
- ✓ **End-to-end QoS** when your trunks run over FirstNet connectivity.
- ✓ **One accountable provider.** We deliver it. We support it. We own the outcome.

Getting started

1

Scoping call. Tell us your PBX, sites and concurrent-call profile.

2

Compatibility and porting plan. Our voice engineering team confirms compatibility and plans porting and failover.

3

Test, then cut over. Run a small trunk in parallel with your existing PBX before you switch.

What we will need from you: your PBX make and model, your peak concurrent-call profile and a Letter of Authority for numbers you port.

Let's elevate your voice.

Book a SIP trunk scoping session with your FirstNet account team.

firstnet.co.za →

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Voice quality over best-effort internet cannot be guaranteed. Porting timelines depend on the losing provider. Features, availability and outcomes depend on solution design, scope and the signed customer agreement. Yeastar, Avaya, Mitel, 3CX, Cisco and other PBX names are trademarks of their respective owners.