

# JolaCalls

**JolaCalls** is our range of telephony products which includes SIP Trunks, Direct Routing, UK and International Numbering, Call Recording and SMS. In response to the PSTN Switch-off, we have added a PSTN replacement Toolkit.

## SIP Trunks

SIP Trunks provide cost effective and reliable voice connectivity for your PBX with inclusive call packages and flexible contracts. SIP Trunks can provide significant savings compared with PSTN. Our International SIP trunks are designed for high volume wholesale use. They can be terminated anywhere in the world. International SIP trunks do not include inclusive minutes, but our international call rates are very competitive.

Features	Potential Benefits
Scalable	From 1 channel to 1000 channels. 1 channel provides the PBX with the ability to handle 1 simultaneous call.
Compatible	Compatible with a wide range of PBXs including Xelion, 3CX, Asterisk, Avaya, Astra, Cisco, Mitel, Samsung, Suyx, FreePBX and SpliceCom.
Reliable	SIP Manager is hosted across two geographically diverse datacenters in London and Dublin. If one datacenter is offline, the other will take over and the service can still operate.
UK calls	Our SIP Trunks are available with 5000 inclusive minutes to UK local and national numbers, 2000 minutes to UK 3, EE, O2 and Vodafone mobile numbers.  SIP Trunks are also available on a wholesale model.
International calls	SIP Trunks provide extremely competitive international call rates when compared with other market leading SIP trunk providers.
Keep your own numbers	We can port existing numbers or provide new geographic UK numbers.
Non-geographic numbers	03 and 08 inbound numbers are available.
HA SIP	SIP Trunks offer high availability SIP and come with failover support. They can also support multiple IP addresses.
International numbers	Our international numbers are available for inbound calling in 160+ countries, and outbound calling in 50+ countries with Emergency Services where available. Standard and freephone numbers are available.
Two-Way Calling	Our Two-Way Calling plan includes local break-out and emergency services calling.
Region Zoned SIP channels	Region Zoned SIP channels enable customers to acquire two-way numbers on a per channel basis, not per-minute by selecting the appropriate channels based on their desired maximum concurrent calls on a SIP trunk.

## Contact us

For further information  
call us on 0115 822 5000  
email [sales@jola.co.uk](mailto:sales@jola.co.uk)  
or visit [www.jola.co.uk](http://www.jola.co.uk)

## Direct Routing

Direct Routing is one of Jola's PSTN solutions and it allows users to make and receive calls outside of the Teams environment without needing a hosted telephony system or PBX.

## PSTN Replacement Toolkit

In 2025 the UK copper PSTN network is being retired and all traditional phone lines (and the different services that run over these analogue phone lines) need to be upgraded to an IP based solution. Jola has developed a PSTN Replacement Toolkit with multiple solutions for different customer requirements.

## Call recording

Our call recording solution provides recording capabilities with flexible and secure controls on calls made via our SIP Trunks and Direct Routing. Call recording can be activated using SIP Manager or SIP Wholesale portals.

Features	Potential Benefits
User Access Control recordings	Ability to control who can access, download and archive call recordings.
Audit Function	Provides information on who listened to, downloaded, shared and archived call recordings for audit purposes.
Participant details (Teams Call Recording only)	Information on all users participating in a call.
Timeline feature (Teams Call Recording only)	Detailed information on the timeline of events during the call such as join, mute, unmute, speaker change etc.
Pause/Resume Recordings (Teams Call Recording only)	Allows users to pause call recordings when confidential information is being provided.
Managed via API or portal	Can easily be integrated with other systems.

## SMS

Partners can send and receive SMS (Text Messages) via API or within our SIP Wholesale and SIP Manager portals.

Features	Potential Benefits
Bulk Send	Allows partners to send single or high-volume messages to multiple recipients.
Reporting	Ability to view logs of all messages sent.
Managed via API or portal	Allows for easy integration with other systems.

## SIP Manager

SIP Manager allows partners to order and manage SIP Trunks, Direct Routing, UK Numbers and Number Ports and Call Recording. Partners can also send and receive SMS within the portal.

Our SIP Wholesale portal is available for partners wanting to create and manage their own unique packages.

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