

Frequently Asked Questions on Janet's Telephony Purchasing Service

We have compiled a list of the most Frequently Asked Questions relating to our Telephony Purchasing Service. We hope these will help you to understand our work in this area and how this might impact you and your users.

What is the best way to contact Janet about the service?

It's best to speak to your Janet Customer Engagement Manager, call the Janet Service Desk on 0300 300 2212 or email service@ja.net

Do I have to pay extra for telephony through Janet?

No, you are able to run telephony services, such as SIP trunks, over your Janet connection without additional charge.

Do I need a separate connection to use SIP trunks?

No, not at all. Customers are already using SIP trunks without a separate connection; Pembrokeshire College is a good example of this.

Will my existing Janet bandwidth be big enough to add telephony?

Telephony traffic uses a small amount of bandwidth and should have little impact on overall usage of your Janet connection, given typical connection speeds of Janet customers. If you are concerned about available bandwidth on your Janet connection, please contact either your Janet Customer Engagement Manager, the Janet Service Desk on 0300 300 2212 or email service@ja.net

Is it wise to put everything through one network – if it goes down I could lose everything?

Your Janet connection is extremely reliable with an average up time of over 99.98%. No circuit can guarantee 100% reliability, so as part of your business continuity planning, you may wish to consider a resilient Janet circuit or other methods of resilience.

How do I know if I have a Janet connection?

The majority of Higher Education, Further Education and research organisations have a connection to the network, but if you are unsure, you can check with your IT team, call the Janet Service Desk on 0300 300 2212 or email service@ja.net

Will I save on call costs?

Customers have been able to make savings in a number of different areas. Your principal savings are likely to be around the zero rating of call cost between landlines, SIP trunks and mobiles purchased via the Telephony Purchasing Service from the same supplier. Customers have also made savings in ISDN line rental and call cost by migrating from traditional circuits to using IP base SIP services. Additional savings may be achievable as traditional telephone handsets disappear from desks to be replaced with software clients.

Are you charging suppliers to use the Janet network?

We apply a charge for suppliers to become Janet Connected, which involves ensuring suppliers' connectivity is suitably robust and geographically diverse to improve resilience of services offered to Janet customers.

Service

I need help in developing requirements. Can Janet offer me some pre-sales advice?

Janet can offer impartial advice and can help with setting out requirements. We can also provide assistance in dealing with the supplier responses if required. Please contact service@ja.net for more information.

Do suppliers offer on-site demos?

In your requirements' document this is something that can be requested of suppliers. As part of the procurement, you could then say that you want the demo implementation to be provided as part of the solution.

Technical

What range of telephony products/services can I purchase through Janet's Telephony Purchasing Service?

Customers can capitalise on cost savings through using the service to purchase any telephony-related products and services including desktop phones, mobiles, hardware and cloud-based PBXs, SIP trunks, ISDN lines and more. Please contact our Telephony team on 0300 300 2212 to discuss your requirements.

Can traditional telephony be purchased through the service?

Yes, savings can be made in this way. However, further savings are also available in purchasing a range of services from a single supplier where calls between landlines, mobiles and SIP trunks are zero-rated. In addition, customers have identified significant costs savings of up to 50% by migrating calls from traditional landlines to SIP trunks.

Can fax services be provided as part of a migration to IP telephony?

Yes, suppliers can provide a range of fax solutions as part of a migration to IP telephony. It is important to be clear of your requirements in this area with some customers having found that keeping a small number of traditional telephony lines for this purpose can work well.

What do I need to consider if I wish to send and receive faxes over SIP trunks?

It's crucial that you consider your organisation's fax requirements when migrating telephony services to SIP trunks. One option is to ensure that T.38 fax protocol is supported by the SIP provider and fax devices where appropriate. T.38 is an ITU recommendation for allowing transmission of fax over IP networks in real time. You may also wish to consider the use of Internet Aware Fax devices (IAF) and T.30 (standard fax protocol) to T.38 (fax over IP protocol) gateway devices. The Janet network does not block any of these protocols and simply passes them as IP packets between the customer and provider networks.

Do I need resilience? If so, what is my best option? / If I have SIP trunking, do I need an ISDN circuit?

Depending on your Business Continuity Plans you may wish to consider a secondary connection to Janet. You may also wish to consider retaining a small number of ISDN circuits, during a transition period, to provide a further measure of backup or to support services such as lift alarms or fax machines. Please contact your Janet Customer Engagement Manager, call the Janet Service Desk on 0300 300 2212 or email service@ja.net about increasing resilience in your Janet connectivity.

What's the situation regarding Quality of Service (QoS)?

Janet honours QoS markings that are added by customers and suppliers to IP packets – the Janet network remains transparent so you can agree your labelling policy directly with your supplier. The core Janet network provides a high capacity, high performance, low contention environment to support real-time services, such as IP telephony. The Telephony Purchasing Service requires suppliers to undertake pre-install testing and on-going monitoring of services to ensure high call quality is maintained.

What do I need to do to allow SIP trunks to be run over my Janet connection?

Purchase an appropriate service from a supplier and configure your local network and firewall policies to support this service.

Procurement

Where can I find the details of the service and how do I procure?

Further details and procurement documents can be found on our website along with the service's product sheet. Visit [here](#).

What is a Dynamic Purchasing System (DPS) and what does it cover?

A DPS is a completely electronic system which may be established by a contracting authority to purchase commonly used goods, works or services.

What are the benefits of a DPS over a regular framework?

- Suppliers must fulfil a number of financial and technical entry requirements prior to joining the service, providing customers with peace of mind
- New suppliers can join and add new products at any stage when using a DPS
- Janet's Procurement team issues the mini-competition documentation along with the Simplified Contract Notices on behalf of customers, free of charge, saving customers both time and money in the process
- There are also reduced timescales for procurement as the system is entirely electronic and adheres to EU procurement regulations

What level of information does Janet need before starting a DPS process?

All you need to provide is an estimated total contract value and a brief description of requirements in the first instance. If you have any questions at this stage, please speak to your Janet Customer Engagement Manager, call the Janet Service Desk on 0300 300 2212 or email service@ja.net

I need to run a mini-competition. Can you run this for me?

We can provide advice, offer guidance and our Procurement team will issue the mini-competition on your behalf, enabling you to make your own informed decision on the procurement outcome.

How long will the market place remain open?

This service is running until January 2016, with the option to extend up to a further two years, subject to satisfactory performance.

Does Janet have any sample requirement specifications from other users that I can see?

Yes. To make your life even easier, our Telephony team can advise you on how to put your tender together using samples of requirements from other organisations that have successfully used the service.

Who is using the Telephony Purchasing Service's DPS?

A range of customers from Further and Higher Education have successfully purchased telephony using the service; this has resulted in them achieving substantial cost savings for their organisations. The current list of customers can be found [here](#).

Can suppliers join at any time?

Yes. One of the advantages of using a DPS is that suppliers can join the marketplace at any time, once set criteria has been met.

Who are the suppliers?

The current list of suppliers can be found [here](#).