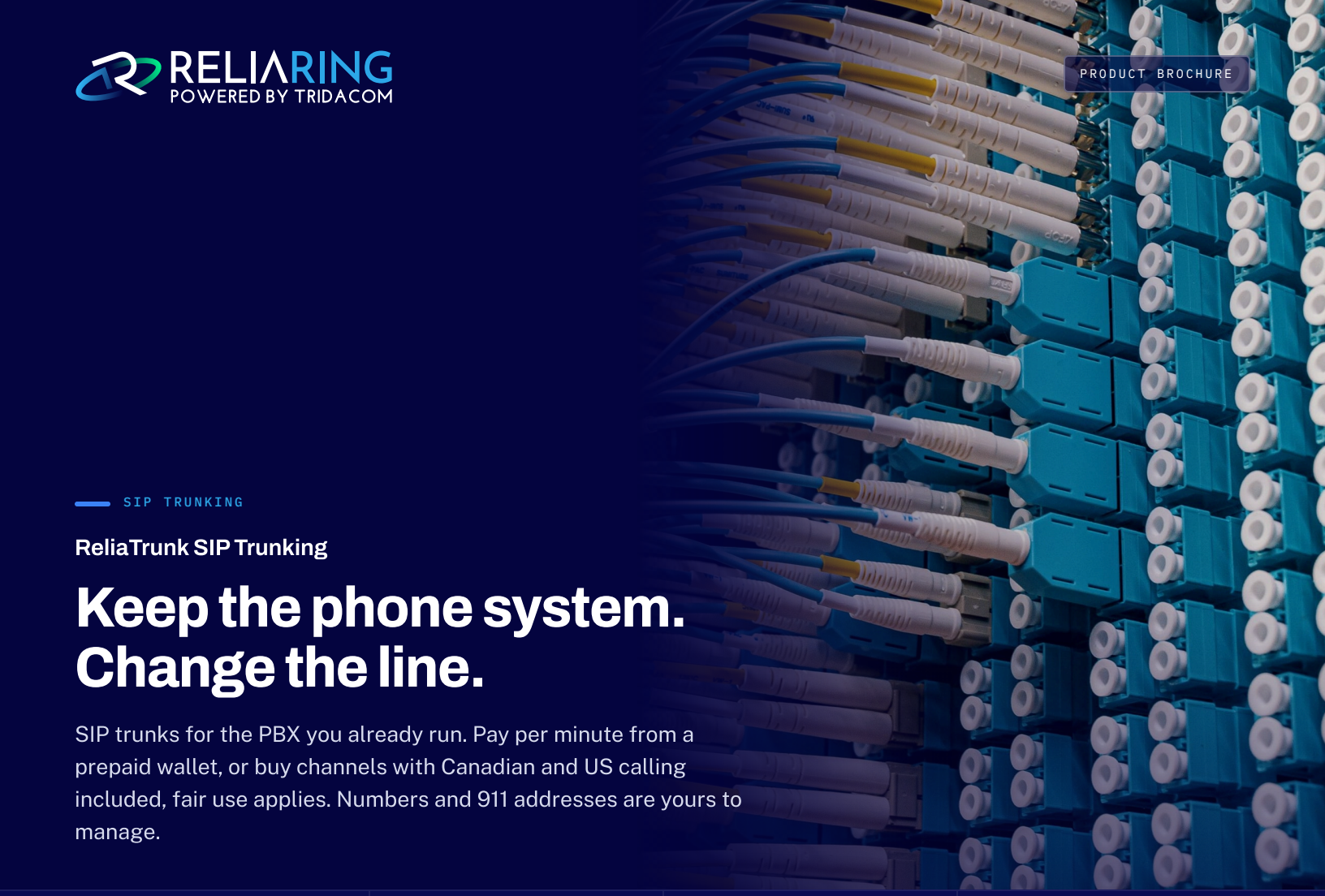
RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



SIP TRUNKING

ReliaTrunk SIP Trunking

Keep the phone system. Change the line.

SIP trunks for the PBX you already run. Pay per minute from a prepaid wallet, or buy channels with Canadian and US calling included, fair use applies. Numbers and 911 addresses are yours to manage.

$4.95	$27.99	1	3,000
CAD monthly trunk connection	CAD per committed channel monthly	Local number included per channel	Monthly fair-use minutes per committed channel

THE PROBLEM

The PBX works. The line doesn't.

Your phone system is paid for and your staff know it. What frustrates you is the line behind it: a PRI billed by the channel, a carrier that takes weeks to add a number, and a bill you cannot match to any one site. Replacing the whole system to fix the line is an expensive answer.

WHAT RELIARING DOES ABOUT IT

Point your PBX at ReliaRing

ReliaTrunk connects your existing PBX to the public telephone network over SIP. Your PBX registers with the credentials ReliaRing issues, or authenticates by IP address. Choose Pay-As-You-Go with a prepaid wallet, or committed channels that include Canadian and US calling under a fair-use limit. Your PBX can present any number on your account, and each number carries its own emergency address.

No forklift upgrade

Your PBX, handsets and extensions stay exactly as they are. Only the carrier behind them changes.

Pay the way you call

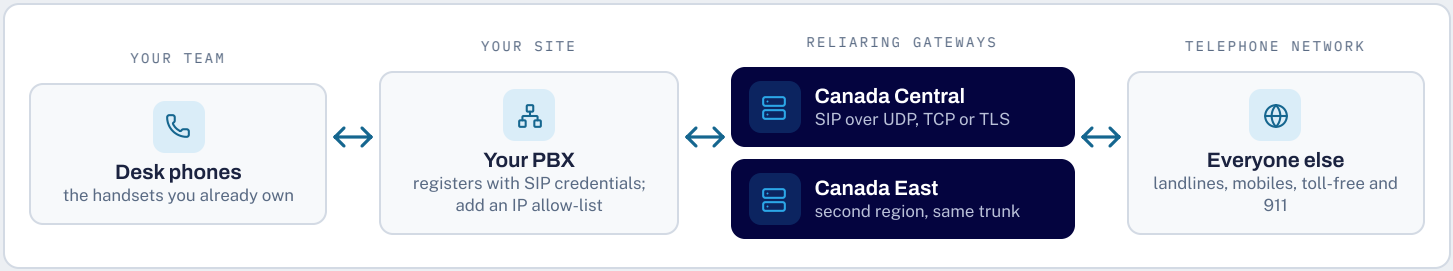
Low or seasonal volume suits prepaid per-minute billing. A busy office can buy channels with Canadian and US calling included, fair use applies.

Every site, its own identity

Your PBX can present any number on your account, and each number carries its own 911 address.

HOW IT WORKS

Your phone system, our line to the world



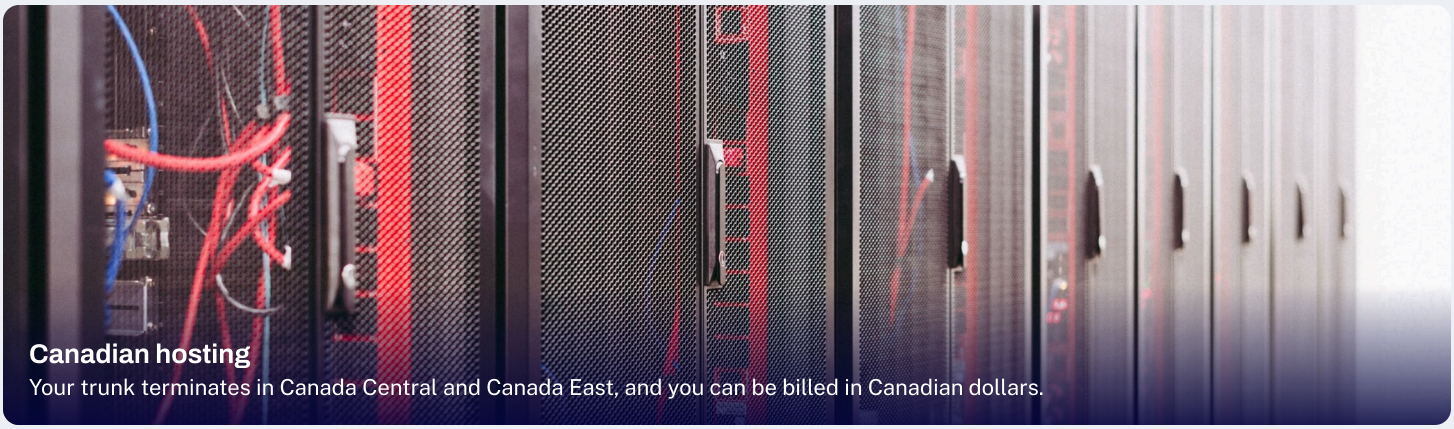
01
Choose a plan
Pick Pay-As-You-Go or a channel count at signup or in the portal's Add Trunk wizard.

02
Copy your credentials
ReliaRing generates a SIP username, password and realm. The password is shown once; rotate it any time.

03
Point your PBX
Enter the realm and regional hosts and register, or allow-list your PBX's IP and set its inbound address.

04
Assign numbers
Bind numbers to the trunk, give each a 911 address, and choose the trunk's default caller ID.

05
Go live
The trunk activates when checkout completes. Check registration in the portal, then place a test call each way.



CAPABILITIES

What ReliaTrunk SIP Trunking does

Any SIP PBX
Standard SIP registration over UDP, TCP or TLS. No vendor-specific client or gateway to install.

Registration or IP address
Register with SIP credentials, or authenticate by IP and give us your PBX's inbound address.

Regional SIP endpoints
A SIP hostname in each region, plus one SRV name that tries Central, then East.

Numbers on demand
Buy local or toll-free numbers, port existing ones, and assign each to a trunk.

Usage and call history
Thirty-day calls, minutes and charges, plus each call's direction, duration, cost and measured quality.

Caller-ID control
Present any number you own, set an override per number; anything else gets your trunk default.

Per-number 911 addresses
Give each number its own registered emergency address, with a trunk-wide default for the others.

Spending guard
Each outbound call checks the wallet and reserves credit, so calls cannot outrun your balance.

Dial-plan rules
Strip or prepend digits per dial pattern on the Routes tab, such as a leading 9.

Health and registration
Every five minutes: flagged when registration lapses or an hour's calls all go unanswered.

International off by default
New trunks refuse international calls until an administrator switches them on in trunk settings.

Prepaid wallet
Top up from $25 CAD or $20 USD, add auto-reload if you like; credit never expires.

WHO USES IT

Where it earns its keep

Multi-site retailer

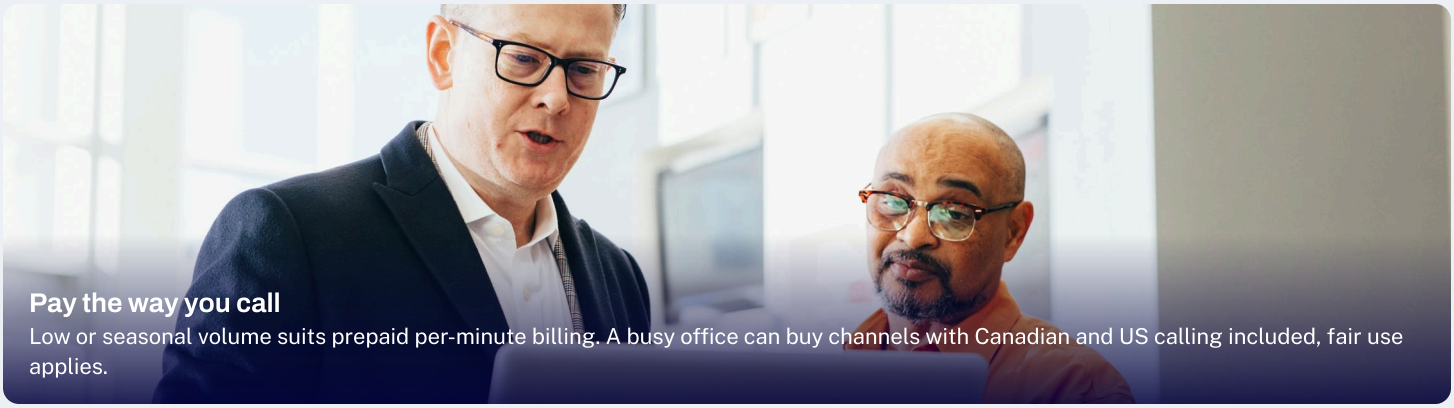
Five stores share one on-premises PBX. The PBX presents each store's own number, and each number carries its own 911 address, all on a single trunk.

Seasonal business

A landscaping firm's calls triple in spring. Pay-As-You-Go costs $4.95 CAD a month in winter and bills per minute from the wallet when phones get busy.

Contact centre

A 20-agent support team buys committed channels: Canadian and US calling is included under fair use, and the 10% volume discount applies automatically from the tenth channel.



Pay the way you call

Low or seasonal volume suits prepaid per-minute billing. A busy office can buy channels with Canadian and US calling included, fair use applies.

WHY RELIARING

The better choice, in specifics

01 **Canadian hosting**

Your trunk terminates in Canada Central and Canada East, and you can be billed in Canadian dollars.

02 **Self-serve where it counts**

Numbers, 911 addresses, IP allow-lists, international calling and password rotation are portal settings, not support tickets.

03 **Channels with calling included**

Each committed channel carries one call at a time, with Canadian and US calling under fair use, a local number and an emergency address.

04 **Bring your own carrier**

Use ReliaTrunk as the carrier for a compatible calling platform. Our team confirms compatibility and configures the gateway manually.

SPECIFICATIONS

The technical summary

Deployment	Cloud, hosted in Canada
Regions	Canada Central and Canada East; one SRV hostname covers both
Signalling	SIP over UDP or TCP (5060), or TLS (5061)
Codecs	G.711 μ-law and A-law; you choose which are offered to your PBX inbound
Authentication	SIP digest registration, IP / CIDR allow-list, or both
Concurrency	Calls in both directions count against your channels (100 on Pay-As-You-Go); 911 is never refused
Health checks	Every 5 minutes per active trunk: registration state and recent call results
Billing	CAD or USD; prepaid wallet, card, or invoiced terms by approval
Availability	Signup open in Canada

GOOD TO KNOW

Safeguards and honest limits

- Outbound calls carry STIR/SHAKEN attestation, and caller-ID ownership is checked per call: a number your account does not own is replaced with the trunk default, or refused if none exists.
- SIP passwords are stored as hashes and cannot be read back. Presenting numbers you do not own is a support-only setting.
- Each number uses its own registered 911 address or the trunk default. Activating a trunk requires a completed business profile.
- Honest limit: an IP-authenticated trunk receives calls only once your PBX's public address is on file and on the trunk's allow-list.

WORKS WITH

Any PBX that registers over standard SIP. For vendor BYOC, ask us to confirm compatibility before ordering a standard trunk. Tridacom manually configures the external gateway. ReliaRing supplies the standard SIP trunk and its assigned numbers.

PLANS · PER TRUNK OR PER CHANNEL / MONTH

Published prices, month to month

Pay-As-You-Go

Prepaid: pay only for what you use

$4.95 CAD/trunk/mo

$3.50 USD

- ✓ No per-channel fee
- ✓ Canada/US outbound 1.9¢ CAD / 1.4¢ USD
- ✓ Local inbound 1.4¢ CAD / 1¢ USD per minute
- ✓ One E911 registration included
- ✓ Prepaid wallet; credit never expires

Committed Channels

Flat price per concurrent call, calling included

$27.99 CAD/channel/mo

$19.99 USD

- ✓ One concurrent call per channel
- ✓ Canadian and US calling included, fair use applies
- ✓ One local number and one emergency address included per channel
- ✓ 10% off from 10 channels

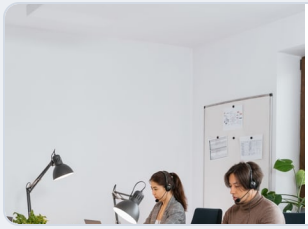
WHAT DIFFERS BY PLAN	PAY-AS-YOU-GO	COMMITTED CHANNELS
Monthly trunk connection fee	●	—
Monthly price per channel	—	●
Calls to Canadian and US numbers	Per minute	Included, fair use
Toll-free, international and high-cost calls	Per minute	Per minute
Local numbers included	—	1 per channel
E911 registrations included	1	1 per channel
Volume discounts from 10 channels	—	●
Annual billing option (15% off)	—	●

Price per committed channel

CAD per channel per month, by how many you buy



- Fair use: 3,000 minutes of Canadian and US outbound calling per channel each month, pooled across the trunk, then 1.9¢ CAD / 1.4¢ USD a minute. Toll-free, international, premium-rate and high-cost destinations are always billed.
- Committed Channels: 10% off from 10 channels, 20% from 50, 30% from 100.
- Pay-As-You-Go: 1.9¢ CAD / 1.4¢ USD per minute, in whole minutes, to Canadian and US numbers; elsewhere by rate deck.
- Toll-free inbound 3.4¢ CAD / 2.5¢ USD per minute. Extra E911 registrations $1.90 CAD / $1.35 USD per month.
- Calls to high-cost North American exchanges (most of Yukon, the Northwest Territories, Nunavut and Alaska) are billed per minute on both plans, never at the flat or included rate; check any number with the rate lookup in the portal.
- Approved accounts can be invoiced on net terms instead of paying by card.
- Additional local numbers $2.79 CAD / $1.99 USD per month on any trunk; toll-free numbers $6.95 CAD / $4.95 USD per month.
- Wallet top-ups from $25. Number transfers $20 CAD ($15 USD) each, one time. Month-to-month, no setup fee on any plan.



BEFORE YOU DECIDE

Talk it through with a person

Our team answers by phone and email, Monday to Friday, 6 a.m. to 6 p.m. Mountain Time. Ask how ReliaTrunk SIP Trunking would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

Keep the phone system you own, and change the line behind it.

Learn more
reliaring.com/sip-trunking

Talk to a person
1-888-491-RING

Email
help@reliaring.com

SCAN FOR PLANS AND SIGNUP

ReliaRing is a brand of Tridacom IT Solutions Inc. Prices are in Canadian dollars unless marked USD, exclude applicable taxes, are current as of November 2026 and may change. Service is available to businesses in Canada. Read the HTML edition