



Best Practices for NHC Cloud

Revision History

Revision	Date	Description	Initials
1.0	2/14/25	First published version.	JN

Version 1.0

Overview

Welcome to New Horizon. Here are a couple of quick items that you will need to get the most out of your new NHC Cloud Sip Service.

With the New Horizons Cloud Sip Service, it is possible to deploy and use NHC Native Sip Service behind a Firewall. However, deploying NHC Native Sip Service behind a Firewall designed for data traffic can bring with it some unique challenges.

This guide should assist you in overcoming a number of these challenges.

Using a Firewall

Firewalls are designed to protect you from unauthorized traffic and to secure your data. It is best not to pass voice traffic through a firewall. A direct Ip handoff to a secure Sip Phone System or a Session Border Controller (SBC) is preferred but if a firewall device is required the following should be implemented.

Disable SIP aware Functionality.

Disable SIP ALG, Sip NAT, Stateful packet inspection, Sip Fix up, Sip Transformations. It is best to not to manipulate the SIP messaging.

Network Considerations

SIP trunk devices should implement an MTU size of 1400 bytes to avoid fragmentation by intermediary network elements.

Configure rules to allow Traffic for New Horizon Service

Ip Address	Protocol	Port	UDP/TCP	Service
198.204.63.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network
208.93.8.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network
65.75.218.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network
173.244.45.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network
208.93.9.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network
65.75.219.0/24	SIP/RTP	All	UDP	NHC Cloud VoIP Network

Open ports for SRV DNS look up : NHC uses domain names and SRV records to registration to the active SBC for Traffic. This must be allowed for best results regarding service redundancy. Both PBX and firewall must be able to do SRV look up.

CPE Configuration

Basic CPE configuration elements requirements to establish SIP trunk connectivity to NHC CVP:

Proxy/Registrar	nhc742-trunk.sip.us.pub.alzcc.net (DNS SRV)(Preferred)
Primary Server	nhc742.sip.ash.us.pub.alzcc.net (if not using DNS SRV)
Secondary Server	nhc742.sip.sac.us.pub.alzcc.net (if not using DNS SRV)
Port	5065 (if not using DNS SRV)
Transport	UDP
Registration Timeout	>1800s (this timer will be re-written and controlled by NHC CVP depending on access method, transport protocol, and/or NAT traversal requirements).
Supported Codecs	G729, G711U
Supported DTMF	RTP named events (RFC2833) with a payload type of 101

911

Your NHC 911 Service is attached to the BTN at your location on your initial installation. If you move your service or your phone to another location, please contact NHC Customer service at 866.241.9423 to have your address of record updated. Failure to do so may prevent emergency services from reaching you in a timely manner. Loss of power or network connectivity may render 911 emergency service inoperable on NHC NewVoice.

Customer Operations:

6836 International Center Blvd.
Fort Myers, FL 33912 (855)
600-4NHC

Corporate Office:

200 Baker Avenue
Suite 300
Concord, MA 01742