Best Practices for NHC Sip PRI Devices

Revision History

Revision	Date	Description	Initials
1.0	10/3/24	First published version.	JN
1.1	10/3/25	Updated access ip's	JN

Version 1.0

Overview

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

We recommend having a free publicly routable IP that can be assigned to the device that will be converting the NHC sip service to the PRI that will be connected to your phone system.
With the New Horizons Sip PRI Service, it is possible to deploy and use NHC Sip PRI Service behind a Firewall. However, deploying NHC SIP PRI behind a Firewall designed for data traffic brings with it some unique challenges. This guide should help you overcome these challenges.

Using a Public Ip (Standard Deployment)

This is the preferred method of deployment. This will give NHC the ability to log in via the public IP and trouble shoot the device if required. We will require a public IP so we can assign it to the Ethernet interface of our SIP to PRI device.   We will secure access to this device using Access Control Lists (ACL's). We will need the following information.

- The Public IP that is assigned for the Ethernet interface for the NHC device.
- The Subnet mask of the IP block.
- The default gateway IP of the IP block.

Using a Firewall (Alternate Deployment)

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. Putting the NHC device behind the firewall will require involvement of a network administrator for the firewall to assist in the turn up.

We will need the following information.

- The private IP that your network administrator has assigned for the Ethernet interface for the NHC device.
- The Subnet mask of the IP block.
- The default gateway IP of the IP block.

If using a firewall device, the following is also required.

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.

Configure rules to allow Traffic for New Horizon Service

NAT/Firewall Configuration

IP	Ports	Protocol	Reason
192.58.90.20	5060/5070/5090 (Signaling) 10000-65536 (RTP)	TCP/UDP	Voice Switch IP (This IP Range is owned by NHC)
192.58.91.20	5060/5070/5090 (Signaling) 10000-65536 (RTP)	TCP/UDP	Voice Switch IP (This IP Range is owned by NHC)
8.8.8.8/8.8.4.4 1.1.1.1	53 DNS	TCP/UDP	DNS server that the NHC Devices uses for Domain name resolution (Google DNS) (Cloudflare DNS)
167.224.120.130	443 HTTPS	TCP/UDP	Adtran Ncommand server (Adtran Devices Only)
pool.ntp.org	123	UDP	Time server
172.171.174.48/28	23 Telnet/22 SSH	TCP/UDP	This Range is where NHC will administer the Device. (Azure)
4.255.38.64/28	23 Telnet/22 SSH	TCP/UDP	This Range is where NHC will administer the Device. (Azure)
23.25.239.64/27	23 Telnet/22 SSH	TCP/UDP	This Range is where NHC will administer the Device. (NHC Corp Ip Range)

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.

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