

Best Practices for NHC Native Sip Bindings



Revision History

Revision	Date	Description	Initials
1.0	7/17/23	First published version.	JN
1.1	8/2/23	Correct ip in table	JN



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 Service.

With the New Horizons 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 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.

Configure rules to allow Traffic for New Horizon Service

Preferred

Ip Address	Protocol	Port	UDP/TCP	Service
192.58.90.0/23	SIP/RTP	All	UDP	NHC VoIP Network

This whole Range is owned by NHC.

Alternative FW Configuration

Ip Address	Protocol	Port	UDP/TCP	Service
192.58.90.20	SIP/RTP	5060,5070,5090 (signaling) 10000-65536 (RTP)	UDP	NHC VoIP Network
192.58.91.20	SIP/RTP	5060,5070,5090 (signaling) 10000-65536 (RTP)	UDP	NHC 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.

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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