

Dialogic Announces Successful Fax Software Interoperability Testing with T38Fax.com's SIP Trunking Service

Testing Completed Between Industry Leading Dialogic® Brooktrout® SR140 Software and T38Fax.com's Power-T.38 SIP Trunking Service

Parsippany, NJ ([PRWEB](#)) June 11, 2015 -- Dialogic, a global networking software and infrastructure solution provider, and T38Fax.com, a leading provider within the T.38 Fax over IP (FoIP) industry and provider of fax-optimized SIP trunks, today announced the successful completion of interoperability testing between Dialogic® Brooktrout® SR140 Software and T38Fax.com's Power-T.38 SIP trunking service. The powerful combination of Brooktrout SR140 with a high performance T.38 FoIP trunking service enables enterprises and service providers to offer predictable, reliable and high quality fax services to their customers.

Enterprise voice networks are increasingly migrating to SIP-based communication infrastructure for greater flexibility, superior disaster recovery, lower capital and operational expenditures, and centralization of applications and services. Reliable faxing over these SIP networks can be achieved using T.38 Fax over IP, but it can be a challenge to find a SIP service provider with sufficient knowledge of fax to implement T.38 correctly, and to support it as a customer-facing solution. Many SIP trunk providers haven't kept current with innovations in the fax industry and, consequently, their T.38 implementations lack certain features, such as ECM Error Correction, that are vital to the integrity and image quality of the transmitted fax.

"To recognize the true power and reliability of Brooktrout SR140, one requires a T.38 FoIP service provider with a robust and feature-rich T.38 implementation, plus expertise in T.38 in general and SR140 in particular," said Jim Machi, Senior Vice President of Marketing at Dialogic. He added, "We are thrilled with T38Fax.com's entry to the SIP service provider market, and are very pleased they have selected SR140 as their primary interop platform. We are proud to add them to our FoIP interoperability list."

"We are excited to have our fax-optimized SIP service validated for interoperability with Dialogic's Brooktrout SR140 Software," said Darren Nickerson, President of T38Fax.com. He continued, "As fax industry veterans, we recognize SR140 as the undisputed market leader when it comes to T.38, and we are excited to be able to offer SR140 customers and Dialogic partners a very high-quality T.38 provider - something we feel has been in very short supply."

Most service providers aggregate links from a variety of upstream carriers, and calls may take a variety of paths through their networks. Each path may have different underlying T.38 problems, making troubleshooting these issues very complex. Instead of relying on these carrier-based T.38 implementations, T38Fax.com does the T.38 conversion itself, leading to a consistently trouble-free end user experience, meeting enterprises' stringent demands for quality and reliability.

About Dialogic

Dialogic, the Network Fuel® company, inspires the world's leading service providers and application developers to elevate the performance of media-rich communications across the most advanced networks. Forty-eight of the world's top 50 mobile operators and nearly 3,000 application developers rely on Dialogic to redefine the possible and exceed user expectations. Follow us on Twitter @Dialogic.



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About T38Fax.com

Founded in 2012 and based just outside of Philadelphia, PA, T38Fax.com provides fax-optimized SIP trunks to business customers within the US and Canada. T38Fax.com's SIP trunking infrastructure was engineered from the ground up by fax experts, is optimized for today's converged voice & data networks and is supported by highly trained engineers. Recognizing that most carrier implementations of T.38 are fundamentally flawed and poorly understood by the carrier's own engineering team, T38Fax.com has developed a robust, reliable, standards-based and feature-rich T.38 implementation that ensures a uniform and consistently high level of successful call completion. Because the behavior of their T.38 service is independent from the feature set of their upstream carriers' soft-switches, session border controllers or gateways, not only does the product work exceptionally well, they are free to innovate more rapidly, and respond more quickly to customer problem reports.

While most SIP service providers shy away from the complexities and technical support burden arising from fax traffic, T38Fax.com wants that traffic and has pioneered the idea of a 'service provider offload' model, whereby ITSPs divert their customers' fax traffic by using T38Fax.com as a preferred route for those fax calls. The benefits to the service provider are compelling - they can claim formal T.38 support without the associated support burden, and rest easy knowing their customers' calls are being switched over a network that was purpose-built for T.38.

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