PRI Lines and their Applications in Business Communications

Primary Rate Interface (PRI) is based on Internet Protocol (IP) and is not a conventional analogue telephone connection. A single line has 30 channels, allowing 30 people to use it simultaneously. PRI lies within the ISDN framework and supports both voice and data transmission.

Mathematics of PRI Lines

How does a PRI Line support 30 calls simultaneously?

A Digital Communication Channel needs 64 kbps for transmission.

PRI is usually a 2 Mbps line with two modems on both sides.

2 Mbps (2048 Kbps) divided by 64 kbps = 32 channels.

Of these 32, two are Control Channels and 30 become Communication Channels.

Applications of PRI Lines

Voice Connectivity
Online Networking
Video Conferencing
Faxing

Top Business Benefits

Crystal clear digital voice
Quick call connection
Pooled billing for 30 channels
Automatic call distribution
Direct inward dialling
Direct outward dialling
Easy to scale
Reliable and secure
Easy to troubleshoot
Can be combined with SIP trunks (with additional device)

Ideal Use Cases

Use PRI when

The bandwidth struggles to cope with many people using phones simultaneously.
QoS on calls is a priority.
Concurrent handling of multiple calls is essential.
Old analogue phones – incompatible with IP technology – need to be utilised.

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