

NAT, idle timers, and split tunnels

NAT and PAT are acceptable. Double NAT is not. UDP bindings that idle out cause one-way audio. The requirements use a 30 second UDP idle timeout as the planning number, and they tell you to send keepalives when the binding is shorter.

On a VPN, translate RFC 1918 space to a public address the far side can route. Do not exclude Five9 domains from a split tunnel and then wonder why signaling dies. Do not restrict SIP or RTP between sites.

Reject double NAT

Keep Five9 inside the VPN

Sources and go deeper

Technical requirements PDF. vendor.

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RFC 3261. rfc. <https://www.rfc-editor.org/rfc/rfc3261>. last checked 2026-10.

RFC 3550, RTP. rfc. <https://www.rfc-editor.org/rfc/rfc3550>. last checked 2026-10.

RFC 3551, RTP profile for audio and video. rfc. <https://www.rfc-editor.org/rfc/rfc3551>. last checked 2026-10.

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