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OPUS BUSINESS SYSTEMS LIMITED

 **GOV.UK** Digital Marketplace

G-Cloud 15 Operator Connect Service Definition

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Change Control

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Amendment Record

Version	Date	Status	Comments
1.0	27/01/2026	Issued	First Release

About Opus

Opus stands as a prominent UK-based provider of unified communications, collaboration, contact centre, and remote working solutions. With our headquarters located in Surrey, our dedicated team of over 120 highly skilled technical consultants, project managers, and account management specialists has successfully served more than 2,500 customers. Collaborating closely with you, we strive to gain a comprehensive understanding of your requirements, enabling us to deliver tailored telephony and IT solutions that elevate your service quality, optimise operational costs, and boost staff productivity.

Opus takes immense pride in our extensive collection of industry accolades, solidifying our position as one of the premier managed service providers (MSP) in the UK. Our commitment to excellence is further underscored by our ISO9001, ISO14001, ISO27001, and Cyber Essentials Plus accreditations, demonstrating our steadfast dedication to maintaining the highest standards of quality and security.

A key strength of Opus lies in its independence, which empowers us to offer impartial advice and recommendations regarding the most suitable hardware, software solutions, and cost-effective business-class network providers. We supply business communications solutions that are built to withstand the rigorous demands of our customer's organisations, ensuring robustness and reliability in every aspect.

Celebrating Our Best Companies Achievement

Best Companies Accreditation is one of the most respected benchmarks for workplace excellence in the UK. This recognition is based entirely on employee feedback, measured through Best Companies' unique BCI scoring framework. It represents the highest standard for organisations that truly put their people first.

Accredited organisations meet rigorous criteria through anonymised survey data and the BCI scoring system, earning official recognition for their commitment to employee engagement. For Opus, this accreditation reflects our unwavering dedication to creating a culture where our people thrive. It demonstrates that workplace engagement isn't just a priority—it's a vital part of our success.

Opus has been recognised for the second time as '3 Star – World Class' in our 2025 Best Companies survey, and at the Best Companies 2025 Big Reveal Event in November, Opus was proud to achieve the following outstanding results:

- No. 1 in the Business Services category
- No. 5 among companies in the South East
- No. 6 in the UK Mid-Sized Companies rankings

These accolades highlight our commitment to fostering an exceptional employee experience and reinforce our belief that engaged teams drive exceptional outcomes.



Our Story

Established in 1992 under the visionary leadership of our Chief Executive, Michael O'Donnell, Opus has evolved into a thriving organisation while preserving the ethos of a compassionate, customer-centric business. Our unwavering commitment to our people lies at the core of everything we do, fostering an environment where they can flourish and excel with ample support.

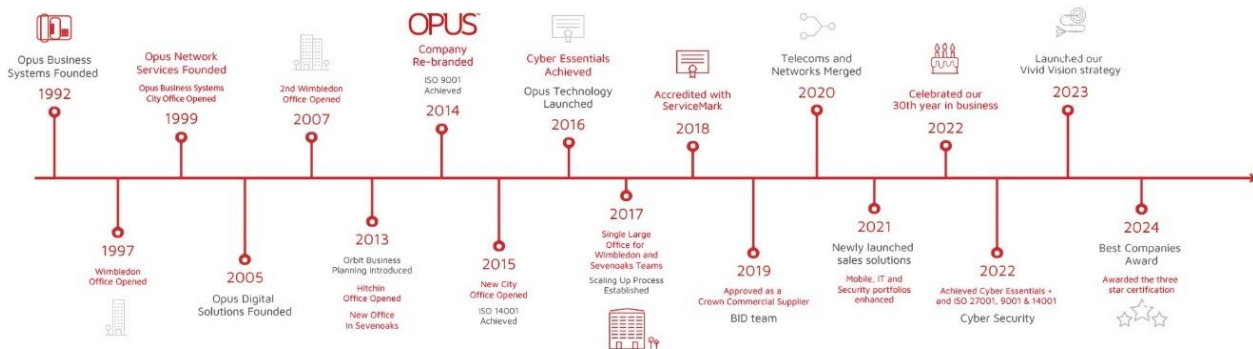
Inspired by his own quest for a communications company that could meet his specific needs, Michael founded Opus with a clear vision: to provide personalised, expert support - an aspect that remains integral to our operations to this day.

At Opus, we are driven by the goal of comprehending our clients' strategic objectives and crafting tailored technology roadmaps to accompany them on their unique journey. Our team of highly qualified solution designers, engineers, project managers, and account managers based in the UK are dedicated to delivering optimal results.

Our services are backed by accreditation from the Institute of Customer Services, ensuring that our customers consistently receive superior service and support. This accreditation serves as a testament to our unwavering commitment to providing exceptional experiences at all times.

Opus thrives on fostering close working partnerships with world-class, industry leading product suppliers. This strategic collaboration grants us access to rapid and reliable industry knowledge and the latest technologies, while also providing the commercial flexibility afforded by a diverse range of vendors.

Our History



Our Partners

Opus brings together a carefully curated selection of top-tier products and services, seamlessly integrating them into comprehensive, end-to-end solutions that are fully managed and supported for our valued customers.

Our commitment to excellence is reflected in our strategic partnerships with a select few industry-leading manufacturers. These trusted relationships are built on strong foundations, enabling us to collaborate closely and deliver reliable solutions that exemplify the very best in their respective fields. By handpicking our partners, we ensure that we can provide purposeful technology solutions that meet the unique needs of our customers.

Working in tandem with our partners, we actively engage in understanding and shaping the development of new services. As a trusted technology partner, we empower our clients to make informed decisions about the technologies they adopt, guiding them towards optimal solutions that align with their goals and objectives.

We are dedicated to attaining the highest level of accreditation with all our vendor partners. This commitment equips us with the expertise and resources needed to consistently deliver the highest standard of service and support to our customers. By staying at the forefront of technological advancements and maintaining strong relationships with our partners, we ensure that our customers receive industry-leading solutions and unparalleled support throughout their journey with Opus.

Best Practice

Our knowledge and experience mean that more projects succeed, and more customer expectations are met.



Social Value

Opus is currently progressing towards B-Corp certification and has entered the verification stage of our application. As part of this journey, we have streamlined processes to better reflect and optimise our core values. Our policies place stakeholders and shareholders at the forefront, with a strong commitment to generating a positive social and environmental impact.

We provide our staff with opportunities to volunteer within their local communities or near our head office in Reigate. Additionally, we have identified and support specific charities that align with our values. Our commitment to charitable activities is growing, and we expect this trend to continue as our business expands. We have established a long-term relationship with one charity for over a decade and are cultivating connections with two more.



Driven by our CEO, our philanthropic efforts include a sponsored STEM scholarship, reflecting our desire to support industry development. For over 11 years, we have supported Polar Bear International, which works to conserve sea ice and provide global best practices.



We also support Renewed Hope, a local food bank and support service for the homeless and vulnerable, and The Lucy Rayner Foundation, a staff-selected mental health charity that offers workshops and training for our staff.



We are deepening our relationships with these charities to develop unique projects aligned with our core values. Throughout the year, we have supported several additional charities, including The Samson Centre, Against Breast Cancer, a local SEN nursery, and a local girls' football team, contributing over £23,000 in charitable donations.

Our engagement extends to our suppliers and customers, encouraging them to join us in our charitable ventures—a focus we plan to expand over the next five years. We actively collect

feedback from our staff on volunteering opportunities and charity selections, as well as from the charities themselves, helping us understand our impact and improve our efforts for the next financial year.



We assist our customers to maximise social, economic, and environmental wellbeing of local communities in accordance with The Public Services (Social Value) Act 2012, The Procurement Reform (Scotland) Act 2014 and The Wellbeing of Future Generations (Wales) Act 2015. We have a direct responsibility to the communities in which we operate to maximise social value in terms of economic, social, and environmental wellbeing. We conduct our business socially and ethically. We obey the law, encourage universal human rights, and protect the environment. We aim to create an environment that not only embraces creativity and diversity but is financially rewarding for the people who believe in us.

Opus and Gamma

As a Gamma Platinum Partner, Opus is working in partnership with Gamma for this service.



Gamma is a leading network carrier in the UK, delivering a comprehensive suite of next-generation voice, data, and mobile services to businesses. As one of the largest providers of fixed-line voice minutes in the country, Gamma leverages its own national network to deliver reliable and innovative communication solutions. Known for its strong partnerships, Gamma stands out in the industry—notably as a Janet-connected partner, serving the UK’s research and education institutions. Additionally, Gamma ensures PCI-DSS compliance through its collaboration with Sycurio, enabling secure payment processing for call centres and other businesses.

Why Choose Opus & Gamma?

With the upcoming phase-out of ISDN by 2027, we are at the forefront of helping businesses transition to SIP trunking and other modern communication solutions. Our expertise in delivering reliable, secure, and scalable services makes us the preferred choice for businesses looking to future-proof their communication infrastructure.

From reducing costs to enhancing operational efficiency, Opus, working with Gamma, will provide the tools and support businesses need to thrive in a competitive landscape. Whether through SIP trunking CCaaS or UCaaS solutions, we can empower businesses to connect, collaborate, and grow with confidence.

Services Overview

Operator Connect

What is Operator Connect?

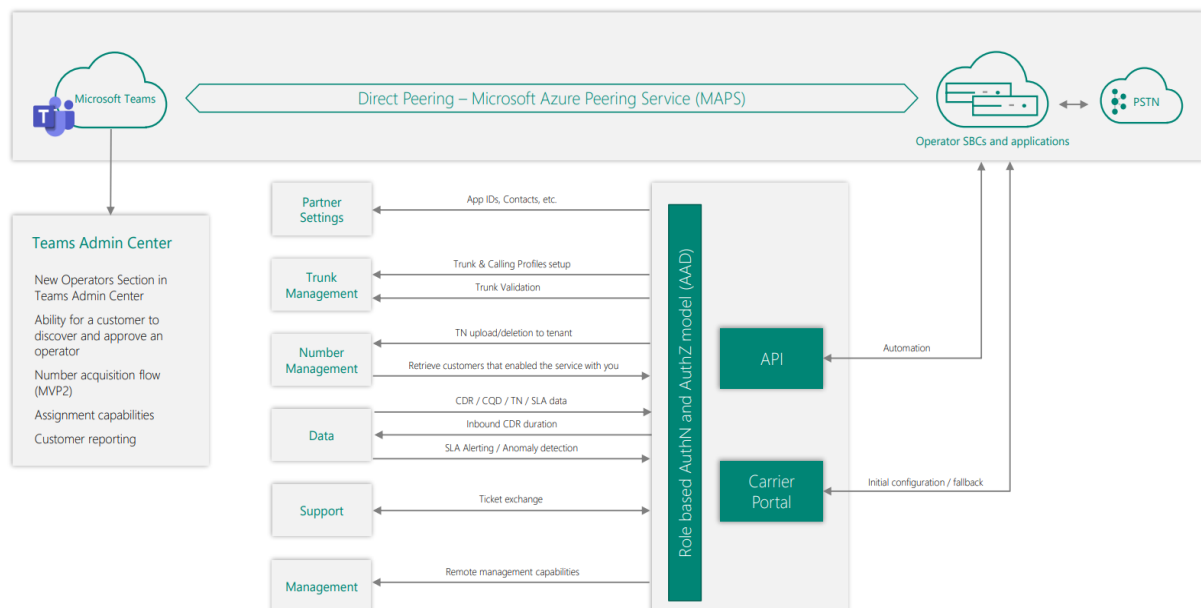
Operator Connect is a framework that aims to enhance and scale the integration between Microsoft and qualified Operators. It will allow Opus with our partner Gamma, as a qualified Operator, to integrate deeply with Microsoft, including networking, provisioning, management & reporting API's and Teams portal integration.

Operator Connect enables PSTN calling and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony through Gamma's network for termination of both national and international destinations.

To facilitate direct traffic flows and to provide Quality of Service (QoS) between Microsoft and Gamma we will utilise the Microsoft Azure Peering Service (MAPS). In addition to the underlying voice infrastructure, provisioning and management of related numbers is controlled via Teams Admin Centre (TAC) as the management interface, allowing our customers experience to be driven natively through Teams.

Operator Connect is a solution available to Microsoft 365 customers who wish to use their preferred voice carrier to enable their users to make and receive PSTN calls in Microsoft Teams. Opus with our partner Gamma operates a cloud model, whereby Microsoft-certified SBCs (Session Border Controllers) are deployed as a bespoke architecture within the Gamma network, for interconnection to Microsoft Teams for PSTN breakout.

The following diagram illustrates the Operator Connect solution, in which the operator (Gamma, in our case) provides the enablement for connectivity with the PSTN:



The Operator Connect Service provides SIP signalling as a method for Microsoft Teams tenants to interconnect with Gamma's VoIP network, supporting calls to/from the PSTN. The following types

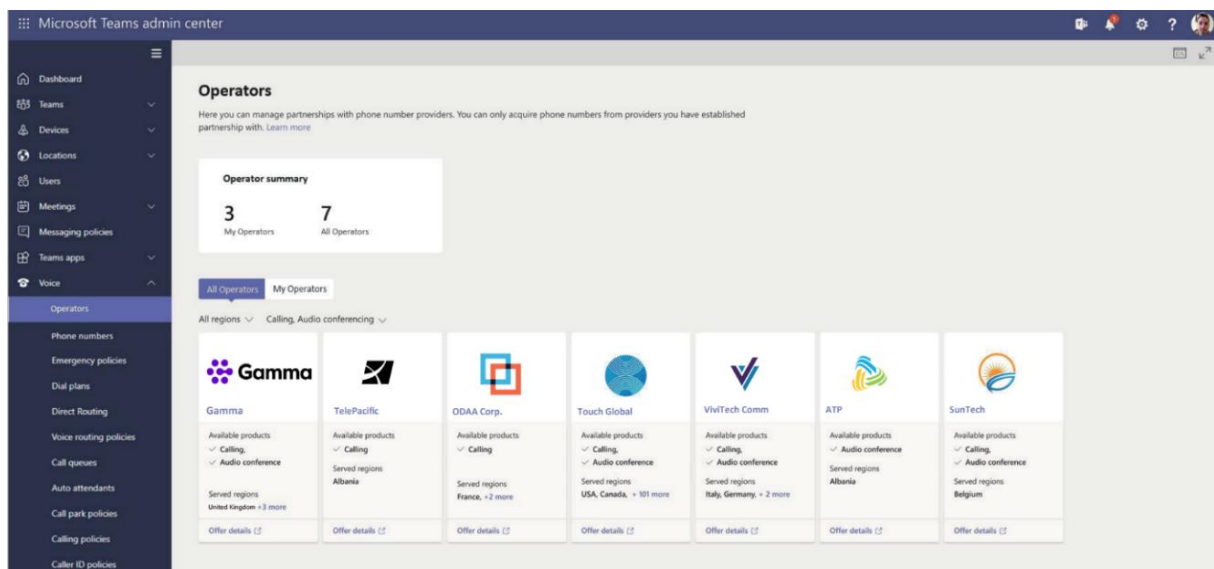
of calls will be supported across this interface:

- Voice calls to geographic numbers (01,02)
- Voice calls to/from non-geographic, corporate or VoIP numbers (03, 05, 08)
- Voice calls to premium numbers UK (09) and international
- Voice calls to/from mobile destinations (07)
- Voice calls to/from international destinations (00)
- Operator, emergency, and non-emergency calls (100, 101,111,112, 116xxx, 118, 123 1800x, 195, 999)

Teams Admin Centre (TAC)

A new Operator Connect section will be available in Teams Admin Centre offering the facility to natively control the provisioning and management of operators and numbers. Specifically, this will provide the ability to:

- Discover and approve an Operator.
- View and assign numbers acquired from one or more approved operators.
- Release acquired numbers back to an operator.
- Gain access to additional customer reporting metrics and reports.



Key Features and Benefits

View and assign phone numbers acquired from one or more approved operators.

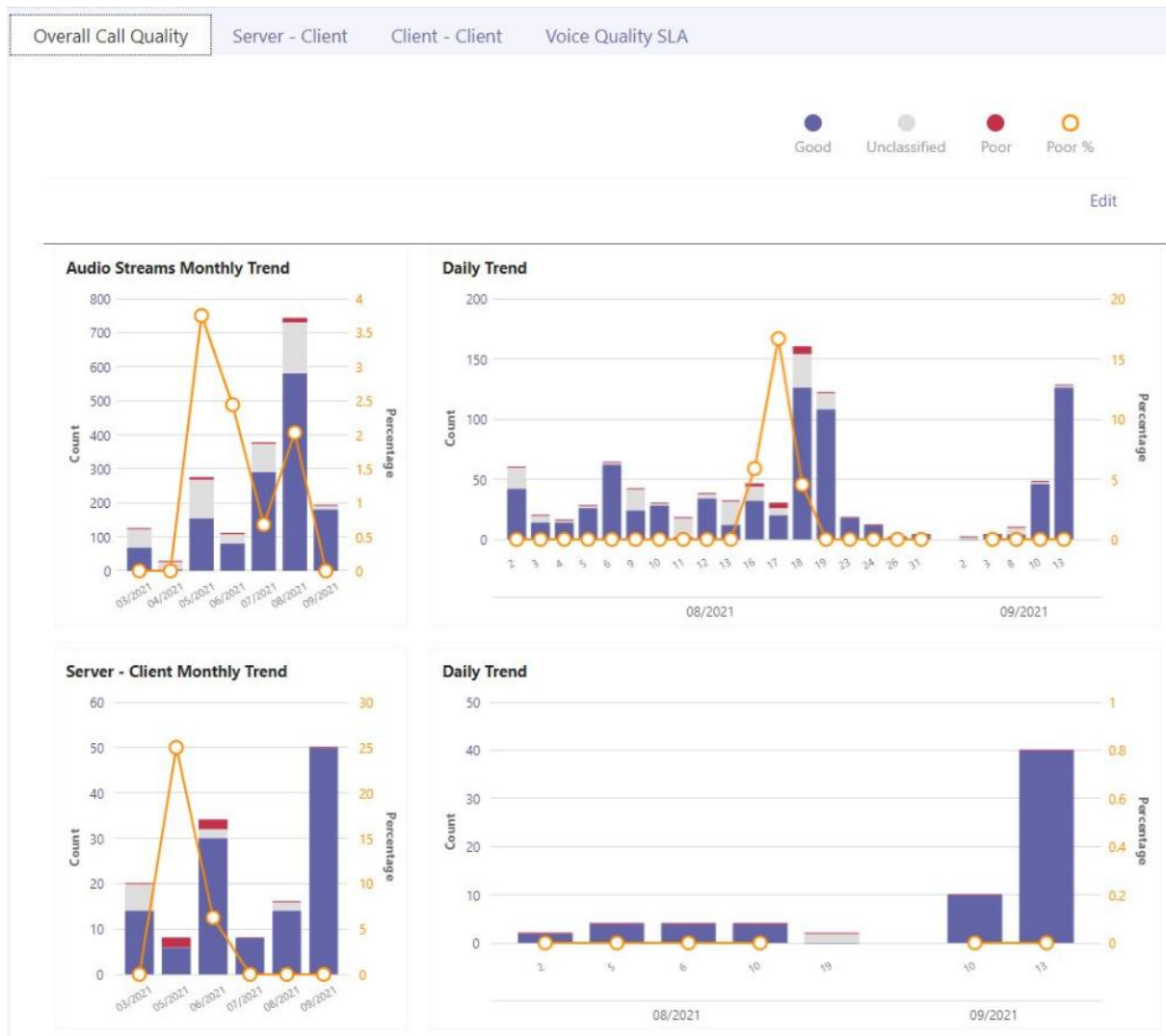
Each number acquired from a given operator will be identified in Teams Admin Centre, where they can then be assigned to users. Once assigned, numbers can be used to make and receive PSTN calls.

Numbers		Order history					
+ Add		↓ Port	✎ Edit	Search for phone numbers			
Phone number	Number Provider	Location	Number usages	Number type	Number features	Additional Information	Assignment status
+33 1 78 95 96 99	Microsoft	Paris, France	Voice app	Geographic			Unassigned
+44 1224 545839	Microsoft	Aberdeen, United Kingdom	Voice app	Geographic			Unassigned
+44 24 7693 6075	Gamma	Coventry, United Kingdom	User				User assigned
+44 24 7693 6076	Gamma	Coventry, United Kingdom	User				Unassigned
+44 24 7693 6077	Gamma	Coventry, United Kingdom	Voice app				Voice app assigned

Gain Access to Additional Customer Reporting Metrics and Reports.

Utilise APIs and reporting for sharing Call Data Records (CDR), Quality of Experience

(QoE), telephone numbers and SLA information, along with elements such as joint customer admin reporting Call Quality Dashboard (CQD) and CDR:



Service Features

The following features will be supported in line with identified guidance within the Gamma SIP Trunks Technical Service Description.

- Calling Line Presentation (CLIP)
- Calling Line Restriction (CLIR)
- Call Hold, Transfer & Conferencing
- Emergency Call Divert
- Fraud Alert
- CLI Flexibility
- Call Admission Control
- Call Barring
- DTMF support
- Emergency, non-Emergency and other short code calls

Codec / Packetization Support

G.711 a-law, G.711 mu-law, and G.729 @ 20ms are supported.

Call Definitions

PSTN calls in Teams are calls in which the two parties to the call are not users in the same Microsoft 365 tenant or users in two tenants federated with each other and will be routed via Gamma.

On-net calls in Teams are calls in which the two parties to the call are users in the same Microsoft 365 tenant or in two tenants federated with each other and will NOT be routed via Gamma.

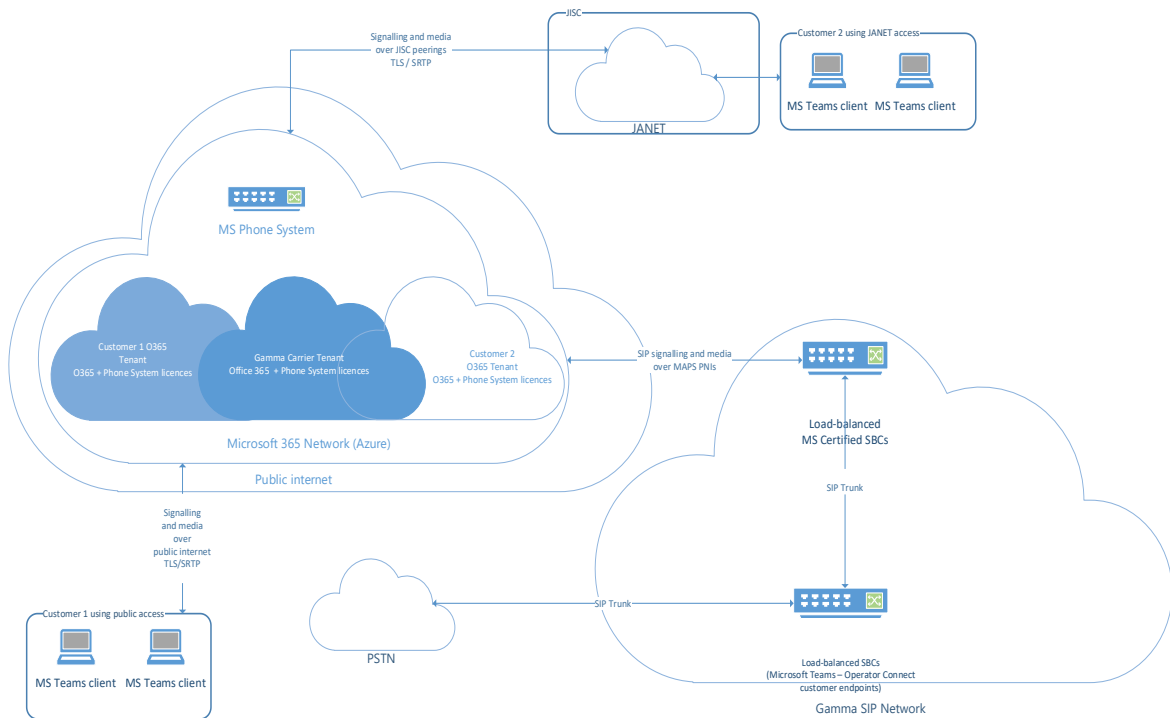
Benefits

- Gamma is one of a small number of global operators chosen by Microsoft to be part of the programme.
- Operator excellence with shared Service Level Agreements (SLAs) to ensure consistent levels of call quality and joined up support.
- Quality of service (QoS) via MAPS (dedicated voice interconnect)
- Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.
- More features such as business continuity and disaster recovery (see SIP Trunk Call Manager)
- Pooled call bundles per user of 2000 minutes for UK Local & National and 2000 minutes for UK mobile
- Numbers appear natively in team admin centre.
- Additional reporting and analytics

Fraud Management

The Fraud Management System (FMS) feature allows Opus customers to protect themselves from fraudulent activity from endpoints that have fallen victim to hacking or excessive unauthorised call spends. The feature allows customers to pre-set individual call limits against specific endpoints and have automatic call barring invoked if these thresholds are breached.

Operator Connect Architecture - The following diagram illustrates the high-level architecture that Gamma has developed to support the deployment of Operator Connect on behalf of its MS Teams customers:



Architecture Overview

The solution is resilient, offering two geographically diverse networks from Gamma, each hosted in a separate co-location space, and connected within an existing Gamma Point of Presence. Traffic is load-shared across the two diverse sites.

Each of the two resilient connections are defined by several Session Border Controllers (SBCs), interfacing on the public side to the Microsoft Teams Platform (in Azure), which has multiple connections of its own for resilience.

Gamma Network Topology

Microsoft Certified SBCs - The cloud-deployment model for MS Operator Connect requires Gamma to deploy Microsoft Certified SBCs into its network. The certification of devices/manufacturers is determined and conducted by Microsoft.

Network Resilience Model - Distributed Microsoft Certified SBC clusters are deployed on the Gamma network, for geographic resilience, and for load-balancing of traffic, on both the public and private sides of the interface between Gamma and the Microsoft 365 network. These SBCs will be connected to geographically distributed, load-balanced SBC clusters in the Gamma core network, for SIP connectivity and PSTN breakout.

MS Teams environment

Within Operator Connect, tenants need to be created and configured in Microsoft 365, for the for each customer.

Connectivity Between Gamma and Microsoft 365 Network

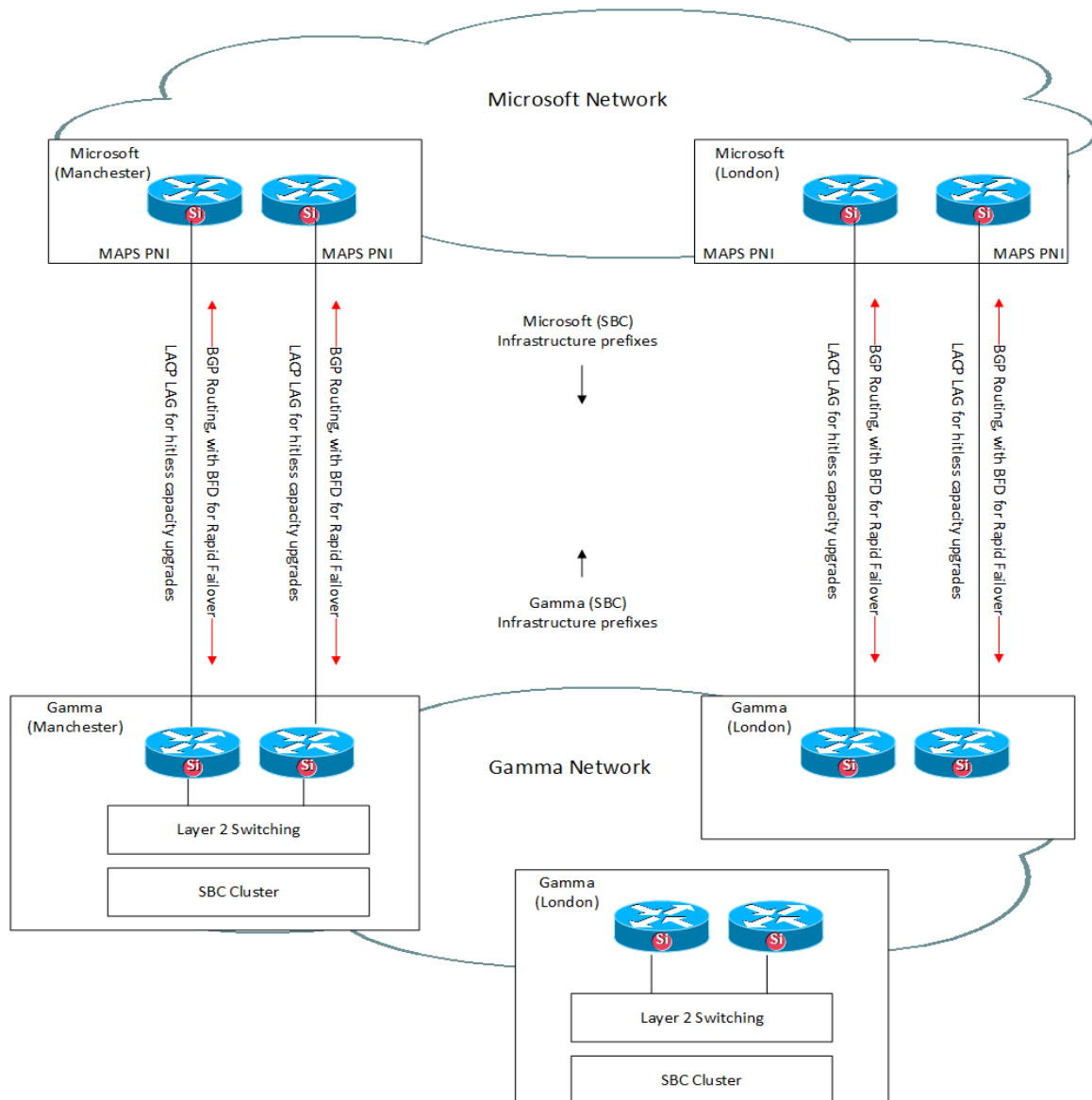
Connectivity between the Gamma and Microsoft networks will be implemented using the Microsoft Azure Peering Service (MAPS). This will take the form of four dedicated Microsoft Voice Private Network Interconnects (PNIs) which are implemented as 10Gbit/s circuits.

The PNIs used to provide Operator Connect are dedicated for this purpose, solely carrying voice traffic and are separate from the PNIs used to deliver internet based O365 services, including those used to deliver Azure IaaS services. This ensures that contention for bandwidth is minimised. The design isolates the Operator Connect SBCs from other traffic and from the Internet, minimising exposure to DoS and other 3rd-party attacks.

Two of these PNIs will be implemented at each of Gamma's data centres in Manchester and London. This will provide each site with capacity and redundancy providing resilient connectivity to the Microsoft locations at these cities.

This design is a standard SIP Interconnect. Gamma maintains many such SIP interconnects; their design has very high availability and their operation is based on well-established processes and procedures.

The MAPS PNI architecture defined by Microsoft is illustrated in the figure below:



Overview of Connectivity Between Gamma and Microsoft Networks

Quality of Service (QoS) on the Private Network Interconnections (PNIs) is optimised for the transport of voice, media & signalling, and proactive capacity monitoring will trigger capacity upgrades long before any congestion occurs.

Routing over the PNIs uses BGP, with BFD providing rapid detection of any connectivity issues; such an issue on any PNI will result in traffic being re-routed to the remaining PNIs in less than a second. Gamma has implemented inbound and outbound traffic steering such that the traffic load is distributed between the PNIs under normal operation.

Network connectivity to Gamma's SBCs is similarly resilient, with SBC clusters being implemented by dual SBCs, with connectivity to separate Layer-2 switches, and fully meshed connectivity between the Layer 2 switches and MPLS network. No single failure will isolate an SBC cluster from the network.

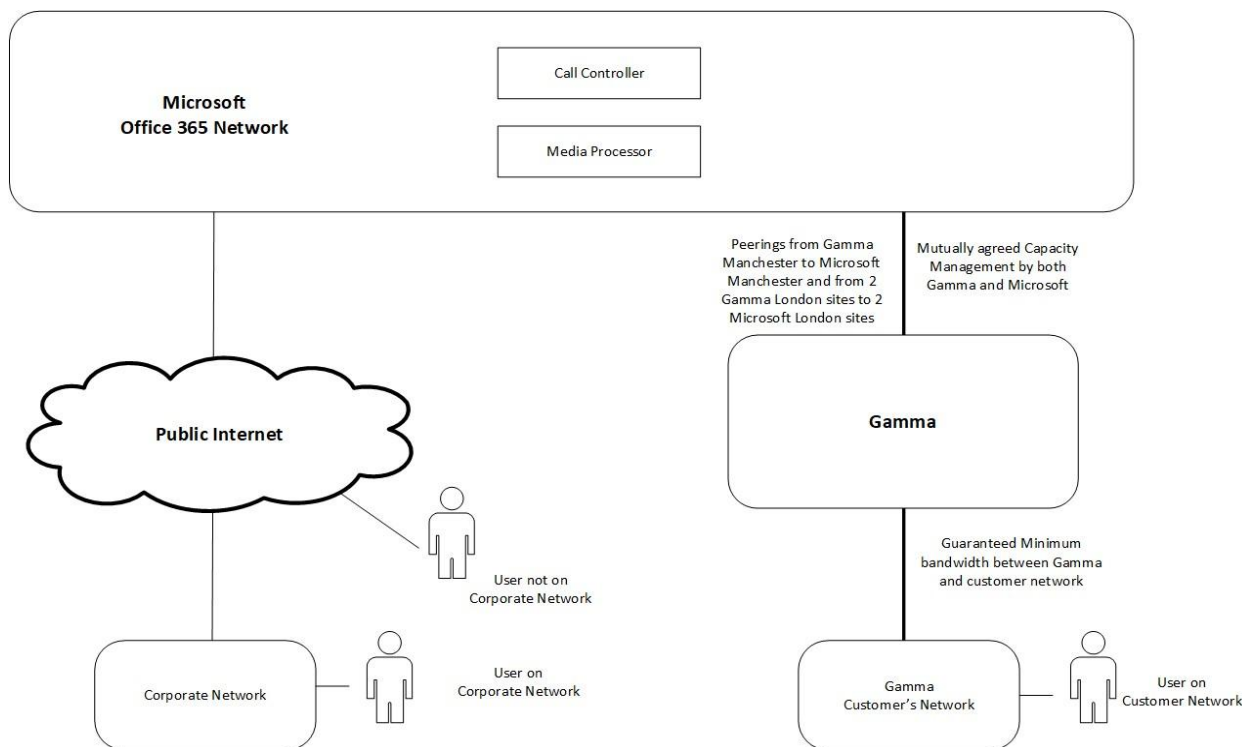
Geographically diverse SBC clusters at Gamma's Manchester and London sites both have connectivity to Microsoft through any of the Manchester or London PNIs, ensuring exceptional service availability.

Connectivity Between Opus Customers and Microsoft 365 network

All Microsoft Teams users require connectivity to Microsoft; this applies equally to Opus customers. It is not necessary to be a Opus/ Gamma Internet Access customer to use Gamma as an Operator Connect provider for Teams breakout to the PSTN.

The Signalling and Media for Teams voice calls is routed towards Microsoft in the 3 scenarios shown in the diagram below:

- For Teams users who are part of a corporate network, Media and Signalling are routed over any links internal to the corporate network before being routed to the Internet Access provider. If the Internet Access provider has direct peering with Microsoft, then the path via the public internet towards Microsoft will be short.
- For Teams users who are not on a corporate network, their traffic will be routed via their Internet Access Provider. Depending on the access service they are using their Media and Signalling flows may experience contention for bandwidth with traffic from other users of the Internet Access Provider's service.
- For Teams users who use Gamma as their Internet Access Provider, their internet service will have a minimum bandwidth guarantee for Broadband Services and a guaranteed bandwidth between their premises and the Gamma network on Ethernet services. This bandwidth can be flexibly adjusted as the customer's requirement change. Gamma has 3 points of peering with Microsoft, one in Manchester and two in London. Capacity management for peering is mutually agreed with Microsoft to ensure optimal performance of Microsoft's services.



Customer Connectivity to Microsoft O365

Porting agreements - Opus has a team that efficiently manage the porting process from end to end to ensure that when changing provider, it is done with minimal disruption. We have agreements in place for both geographic and non-geographic numbers with the major operators including BT, Vodafone, Virgin and many more. We also offer International Number Porting.

Service Level Agreement

Service Area	Target SLA	Actual
Service Availability (Resilient builds)	99.99%	100%
Service Provisioning	99.50%	100%

Call Management Features

SIP Trunk Call Manager - SIP Trunk Call Manager is a value-added service, which brings together a raft of call control features and business continuity services.

SIP Trunk Call Manager offers a comprehensive suite of inbound call handling tools, ideally suited to a business which places high value on the Customer Service provided to callers and those organisations looking to manage with incoming sales enquiries. Implementing call plans will effectively protect businesses from ever missing a call or enable them to make a step change in the way they handle business continuity. Advanced call handling features (such as below) can be tailored to every individual need and adapted instantly via web and app control.



Key Features and Benefits

SIP Trunk Call Manager enables a world of feature rich applications and end user led control, which will deliver additional value:

- Tailored business continuity – overlay with Teams to provide disaster recovery and build simple or complex call routing plans to ensure you never miss a call.
- Mobile app to activate call routing plans.
- Direct control - allows users to configure and control their own solutions through portal or app.
- 01, 02, 03 and 08 termination – no number translation.
- Advanced statistics available for management and reporting.

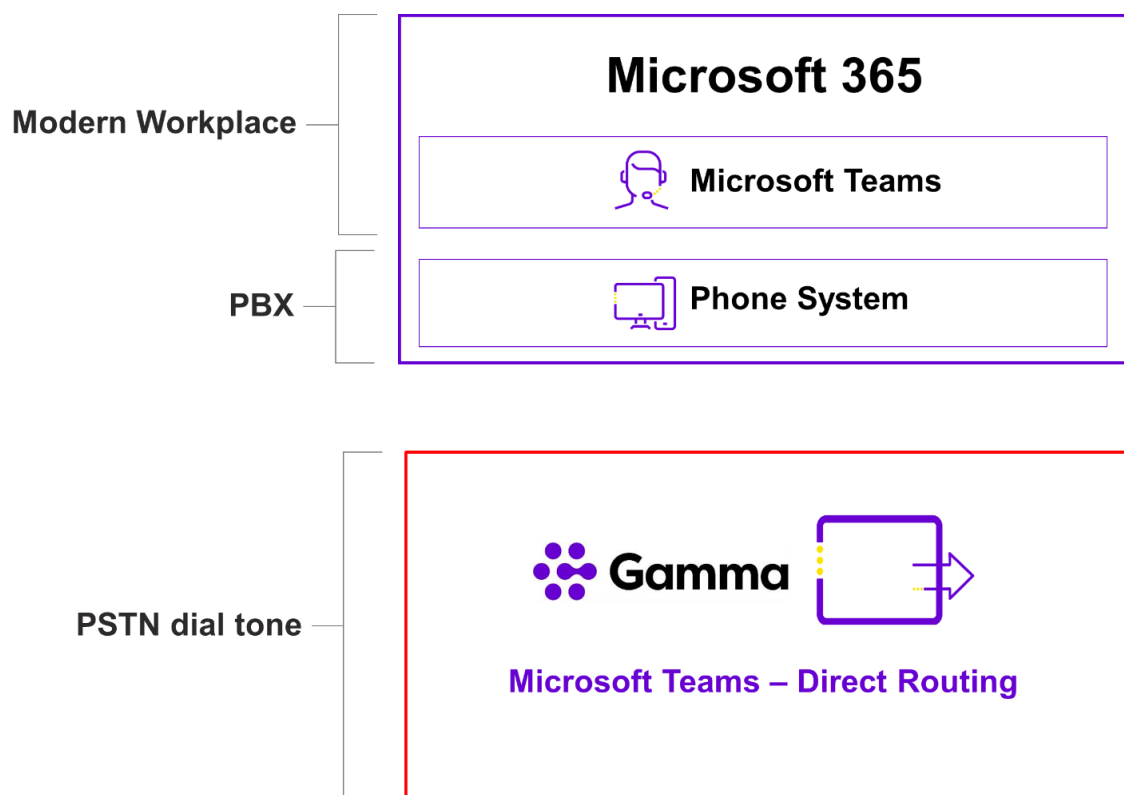
Microsoft 365, Teams, and Phone System

Microsoft Teams - Direct Routing enables PSTN calling within Microsoft Teams using Gamma as the underlying infrastructure provider.

Microsoft 365 is a cloud-based subscription service that brings together the Microsoft tools and applications for the way people work today. By combining apps like Excel and Outlook with cloud services like Teams, Microsoft 365 users create, share, and communicate anywhere on any device.

Teams is the Unified Communications environment, which Microsoft 365 users to create and share content and communicate in multiple ways (messaging, chat, voice, video).

Phone System is the feature description used by Microsoft as the PBX replacement or voice component of Microsoft Teams, which allows internal (within Teams) and external (PSTN) voice calls and a range of call control features.



What is the Microsoft Teams - Direct Routing Service?

Microsoft Teams - Direct Routing enables PSTN calling and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony through Gamma's network for termination of both national and international destinations.

Microsoft Teams - Direct Routing is a solution available to Microsoft 365 customers who wish to use their preferred voice carrier to enable their users to make and receive PSTN calls in Microsoft Teams. We operate a cloud model, whereby Microsoft-certified SBCs (Session Border Controllers) are deployed as a bespoke architecture within the network, for interconnection to Microsoft Phone System for PSTN breakout.

The Microsoft Teams - Direct Routing Service provides SIP signalling as a method for Microsoft Teams Tenants to inter-connect with the Gamma VoIP network supporting calls to/from the PSTN. The following types of calls will be supported across this interface:

- Voice calls to/from non-geographical, corporate or VoIP numbers (03, 05, 08)
- Voice calls to premium numbers UK (09) and international
- Voice calls to/from mobile destinations (07)
- Voice calls to/from international destinations (00.)
- Operator, emergency, and non-emergency calls (100, 101, 111, 112, 116xxx, 118, 123 1800x, 195, 999).

Service Features

The following features will be supported:

- Calling Line Presentation (CLIP)
- Calling Line Restriction (CLIR)
- Call Park, transfer, and conferencing
- Emergency call divert
- Fraud alert
- CLI flexibility
- Call admission control
- Call Barring
- DTMF support
- Emergency, non-emergency and other short code calls.

Codec/Packetization Support

G.711 a-law, G.711 mu-law, and G.729 @ 20ms are supported.

Call Definitions

- PSTN calls in Teams are calls in which the two parties to the call are not users in the same Microsoft 365 tenant or users in two tenants federated with each other and will be routed via Gamma.
- On-net calls in Teams are calls in which the two parties to the call are users in the same Microsoft 365 tenant or in two tenants federated with each other and will NOT be routed via Gamma.

Long Duration Calls

We have a policy of terminating any call that exceeds eight hours.

Architecture

High-Level Design

This section provides a high-level design detailing how Microsoft Teams - Direct Routing is integrated into the network and outlines the routing requirements to enable calls to be routed to and from Microsoft.

Overview Diagram

The following diagram illustrates the high-level architecture that has been developed to support the hosted deployment of Microsoft Direct Routing on behalf of its MS Teams customers.

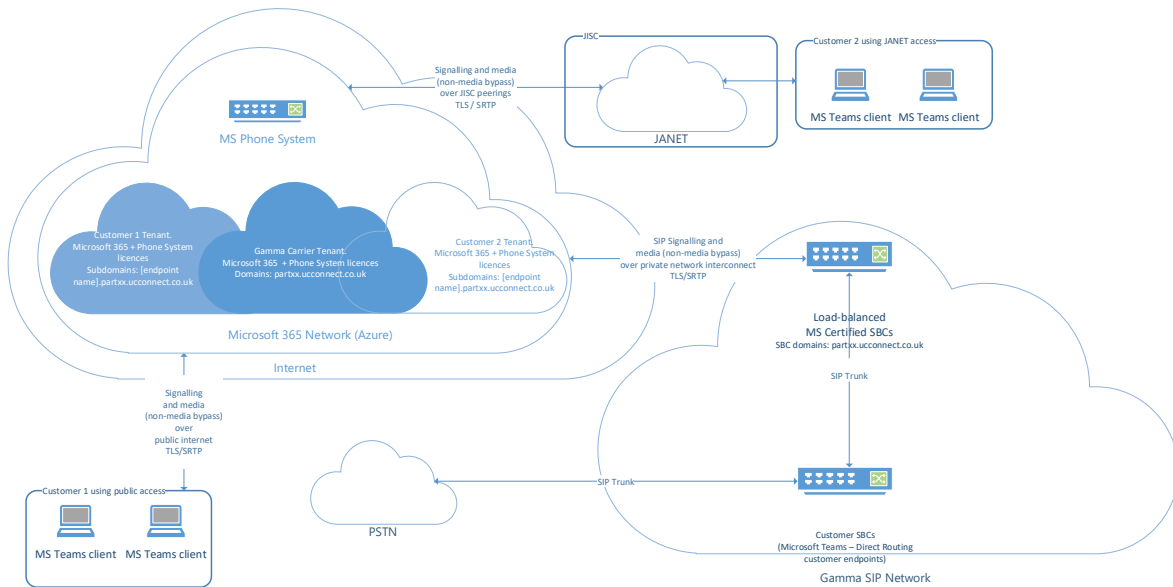


Figure 1 Architecture Overview

The solution is resilient, offering two geographically diverse networks from Gamma, each hosted in a separate co-location space, and connected within an existing Gamma Point of Presence. Traffic is load-shared across the two diverse sites.

Each of the two resilient connections are defined by several Session Border Controllers (SBCs), interfacing on the public side to the Microsoft Teams Platform (in Azure), which has multiple connections of its own for resilience. The SBCs will route calls to and from specific sub-domains in Microsoft Teams.

The elements of this architecture are described below.

Network Topology

MS Certified SBCs

The cloud-deployment model for MS Direct Routing requires us to deploy Microsoft Certified SBCs into its network. The certification of devices/manufacturers is determined and conducted by Microsoft.

Customer SBCs

Each customer service will be terminated on a PSTN connected SBC. It is this element that provides the ability to provision and manage services via our Portal and PSTN calling.

Network Resilience Model

Distributed MS Certified SBC clusters will be deployed on the network, for geographic resilience, and for load-balancing of traffic, on both the public and private sides of the interface between us and the Microsoft 365 network.

These SBCs will be connected to geographically distributed, load-balanced SBC clusters in the core network, for SIP connectivity and PSTN breakout.

Signalling and Media

Signalling in MS Direct Routing will never be exchanged directly between the MS Teams client and the MS Certified SBCs on the network, but always indirectly, via a 'Call Controller' component in the Microsoft 365 network.

A 'SIP Proxy' component in the Microsoft 365 network exchanges SIP signalling with the MS Certified SBCs on the edge of the network. This is in turn exchanged between the MS Certified SBCs and interconnected SBCs on the core network, on which MS Teams endpoints will be built using the Portal, enabling signalling and media to be exchanged with the PSTN.

Media will not be exchanged directly between the MS Teams client and the MS Certified SBCs on the network, but indirectly, via the Microsoft 365 network.

Signalling and Media Encryption

Microsoft will only initiate and accept signalling connections secured by TLS 1.2.

As shown in the Architecture Overview diagram, this applies to the communication path between the MS Teams user and the Microsoft 365 network. It also applies to the path between the Microsoft 365 network and the MS Certified SBCs deployed on the network.

Media will be encrypted using SRTP.

MS Teams environment

Within our Microsoft Teams - Direct Routing, tenants need to be created and configured in Microsoft 365, for the carrier (Gamma), and for each customer.

Customer Tenant

A tenant will need to be created in Microsoft 365 for each customer partnering with us for Microsoft Teams - Direct Routing. Responsibility for the creation of the customer tenant lies with the customer. The customer tenant is where:

- Individual users are added,
- Licenses and numbers needed for voice telephony are assigned,
- The connection with us is configured for routing.

Two Fully Qualified Domain Names (FQDNs) will need to be registered in the customer's tenant, a process that includes a verification step. These FQDNs are subdomains of the domains of the SBCs on the network, which are themselves subdomains of the base domain, as explained in the following section. The FQDNs will be used by the Microsoft Phone System for routing calls between MS Teams users in that tenant and the SBCs on Gamma's network.

Additional Notes and Exceptions

Video - Currently, we do not support video calling using the PSTN, from the Teams environment. Microsoft Teams has a video calling facility that operates separately to any traffic traversing the network.

DTMF - DTMF as RFC 2833 with payload as 101 is the only end-to-end supported DTMF system.

FAX - FAX is not supported.

Diallers - We do not accept any dialler traffic and will take efforts to remove such traffic if/when detected.

This position is based on the operational need to safeguard our network and ensure that optimum service levels remain available to all our customers across our SIP Trunking services. In addition, the following Ofcom guidelines regarding nuisance, silent and abandoned calls would be a regulatory requirement to be adhered to by any signatory to our contracts:

<http://stakeholders.ofcom.org.uk/consultations/silent-calls/statement/>.

For clarity, we consider acceptable traffic to have an Average Call Hold Time (ACHT) of greater than 50 seconds and an Answer Seize Ratio (ASR) of greater than 60%.

In addition, please be aware that Gamma actively monitors all SIP traffic and will respond to endpoints that exhibit 'dialler like' call patterns. In the first instance, this will mean contacting the customer to help resolve the situation by reducing capacity and agreeing a resolution timeframe; however, this does not preclude Gamma from barring the endpoint without notification in extreme circumstances.

Access and Network Connectivity

Connectivity between customer and Microsoft 365 network

Access to Microsoft Teams - Direct Routing is via public internet. Connectivity options include the following - Gamma provided public connections - for example, Gamma IP Assured, Gamma Broadband (ADSL) - or public internet via third party Internet Service Providers (ISPs).

Connectivity between networks

Connectivity between the Microsoft 365 network and the network, for signalling and media, will use Private Network Interconnections (PNIs) between Gamma and Microsoft. Multiple links will be deployed to ensure resilience and to support capacity management.

Demarcation of Responsibilities

Microsoft Teams - Direct Routing is a service that enables customers to partner with us for purposes of enabling PSTN voice calling within Microsoft Teams on behalf of end-user organisations.

Gamma will act as the carrier in the Direct Routing partnership, which means that it provides the underlying infrastructure used to convey calls between the PSTN and the Microsoft 365 network.

This infrastructure includes Microsoft-certified SBCs deployed on the edge of the network. These SBCs serve as the SIP interface between the Microsoft 365 network on the public side, and the core network infrastructure on the internal side.

The Microsoft-certified SBCs deployed on the edge of the network, together with the Gamma Internet Gateways, represent the physical point of demarcation between the two networks involved in the Microsoft Teams - Direct Routing service model: the network and the Microsoft 365/Azure network.

It follows from this that our responsibilities regarding the different elements of the customer's Microsoft Teams - Direct Routing service extend no further than those assets that fall under its control, namely the assets deployed on or at the edge of its own network, as described above,

together with the carrier tenant in Microsoft 365, in which the logical trunks used to provide connectivity to the Gamma SBCs are configured.

We can assume no responsibility for the assets that form part of the customer's Microsoft Teams - Direct Routing service that are not supplied by us, or under our control, either directly or indirectly.

This means that Opus is not responsible for any aspect of the supply, administration, provisioning, security, or support of the customer's Microsoft 365 environment, beyond providing a guide to the required initial configuration of the customer's Microsoft 365 tenant, to enable connectivity to the network, and performance of service acceptance testing. Responsibility for performing this configuration will lie with the customer.

Beyond the provision of this guide, Opus will not be responsible for any of the following aspects of the customer's Microsoft 365 environment:

- Microsoft Phone System configuration and management
- Microsoft Teams' configuration and management
- Microsoft 365 configuration and management
- User data in the customer Microsoft 365 tenant.

Similarly, Opus will not be responsible for any third-party internet access that the customer may choose to procure for purposes of enabling access to the Microsoft 365 network.

SIP Trunk Call Manager (STCM)

The following features are provided as standard as part of our Microsoft Teams Direct Routing service.

STCM provides a centralised inbound call management service, managed via a web portal or App that allows the customer to manage, control and report on their Inbound Telephone calls and numbers.

STCM delivers key features including scalable call queuing; date, day, and time of day call routing; hunt groups; voice mail; and access to call performance statistics.

STCM Features

STCM Feature	Description
Destination Control	The End User can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. 08 and international termination are available on request.
Day of week Routing	The End User can set up specific call routing to be applied according to the day of the week from Monday to Sunday.
Time Control	The End User can set up specific call routing according to time of day.
Divert Control	The End User can divert calls according to no answer, busy or on failover.
Area Control	The End User can define the call routing or treatment of a call based on the caller's number or area code.
Distribution Control	Load balancing of incoming calls across multiple destination numbers. Routing options are percentage or serial.

STCM Feature	Description
Date Control	Date Control Nodes are used to define routing for calls made within a particular date range.
Hunt Groups	Hunt Group nodes are used to determine routing of calls to a specific group of users or destinations. Routing options are serial, prioritised, random, or parallel.
Call Queuing	The Call Queue control feature is used to establish a network-based call queue within a call routing plan. Various properties can be programmed to determine the queuing experience for the caller.
IVR	The IVR (Interactive Voice Response) control feature enables the creation of a personalised menu announcement with up to 12 options, enabling defined routing/action based on the caller's selection on their keypad.
Announcements	Announcements can also be used in a call plan at any stage to play audio to callers. Users can upload their own files or choose from a selection of provided announcements.
Advanced Statistics	Displays Inbound call data for all Inbound numbers active on the End User Inbound account. The End User can search for results based on call outcomes, time/date stamp, by caller's telephone number, Inbound or destination number. Results can be downloaded by the User in .CSV format.
Call Whisper	The End User can record an announcement to be played as a prompt to the call answering agent but is unheard by the caller.
Voicemail	The End User can create a call plan with options to route calls to a voicemail node, with a range of email notification options.
STCM App	Call statistics and call plan changes can be accessed via a handheld smartphone/device application.
STCM Reports	User can sign up for daily, weekly, or monthly emails containing either a .CSV file of all the advanced statistics for the specified period, or a summary csv file with the high-level statistics for each number within the account. Up to 3 email addresses can be designated to receive the emailed reports.
Limit Caller Admission	Calls to chosen destinations in your call plan can be limited to a configured number of concurrent calls. Once the threshold has been reached excess callers can be treated as follows; diverted, played a message, queued, or sent to voicemail.
Shared Values	Calendars and schedules can be shared amongst multiple numbers, allowing for easy adds/moves/changes.
Aliasing	In many large numbering estates users may have many numbers that have the exact same routing plans. Aliasing allows the user to link numbers with the same routing plans together, so changes to one are reflected on any that are linked.
'Virtual Numbers	Virtual Numbers allows the user to create sub plans or routing plans that can only be accessed only from another plan, this allows for complex routing to be shared across multiple numbers, reducing the need for repetition, and providing simpler complex call plan management.
GoTo	GoTo is used in conjunction with Virtual Numbers to create routing links from one plan to another (to save on repeated building), i.e., 'go to this Inbound or Virtual Number xxxx from this point in the plan.

STCM Feature	Description
Custom Fields	Custom Fields allows the user to add their own unlimited number of column labels or text references (names etc.) to each Inbound number. This data can then be searched and filtered within the Advance Statistic and Push Reporting.

The following features are also available as optional, chargeable extras:

- Auto Attend (IVR)
- Announcement
- Area Based Routing
- Limit Caller Admission

Numbering

SIP Trunk Call Manager must be ordered in conjunction with at least one Microsoft Teams - Direct Routing endpoint and number per End User logon. The number must be live on the Microsoft Teams - Direct Routing Endpoint.

If you migrate endpoints or DDIs from one SIP Trunk Call Manager account to another then all existing call plans on the losing SIP Trunk Manager account will be lost, except for the basic SIP Trunk pass through plan.

Number Availability

The service can be ordered with a new number from the following ranges:

- 0845
- 0844
- 0871
- 0870
- 0800/0808
- 03XX
- 01/02

Number Portability

Geographic or non-geographic numbers, once ported, can be provisioned on a Microsoft Teams - Direct Routing endpoint. Please note that it is the number and not the service that ports therefore any existing advanced call plan routing will need to be re-built once the number is confirmed as live on the Network.

Number porting is dependent upon live number porting agreements between the Originating and Losing Communications Provider and Gamma. Details of current porting agreements are available on request.

Directory Enquiry Registration

All Inbound numbers can be registered with the BT Directory Enquiries service.

Call Termination

All numbers provisioned must terminate to a valid destination from the following options:

- Endpoint
- UK fixed line geographic number (01 or 02)

- UK 03, 080x, 050x number
- UK Mobile number (please note that international roaming may affect the service)
- International number
- An 084 or 087 number
- SIP Trunk Call Manager system announcement (where applicable)
- SIP Trunk Call Manager voicemail (where applicable)

The following destination numbers are not guaranteed to work in conjunction with the service; international destinations/roaming (international) mobiles)/IP destinations/destinations associated with a fax machine/data.

All 01 and 02 Inbound termination are inclusive with the rental fees; only new 03 traffic will qualify as being inclusive.

Service Level Availability

Service Availability

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is available for use by the Customer within agreed Service Hours. Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime} \times 100}{\text{Total number of minutes in the measurement period}}$$

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e., if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month.

	Core (1)	Non-Core (2)
Microsoft Teams Direct Routing Endpoint	99.99%	99.95%

Notes related to Service Availability:

- Core functions are defined as Gamma Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.
- Non-Core functions include Gamma Support Systems, access to the portal, and feature based services such as Call Divert.

Quality Standards and Security

All services are certified to: -

- ISO 9001
- ISO 14001
- ISO 22301
- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus
- Carbon Neutral

Support Services

Project Management

The Opus project team, composed of Prince2-certified professionals, leverages a standardised, ITIL-aligned agile project management methodology to ensure seamless and successful project delivery for The Buyer. Our proven approach offers:

- Collaborative creation of project plans with a strong focus on the solution
- Effective risk management to minimise disruption to The Buyer's daily activities
- Clear and mutually agreed-upon expectations by all stakeholders
- Transparent communication channels among all project team members

Our methodology encompasses the following key stages, aligning seamlessly with distinct project phases:

Project initiation

- Planning and design
- Delivery
- Acceptance testing
- Go-live and training
- Sign-off
- Handover to Business as Usual (BAU)

By implementing our proven methodology and leveraging the expertise of our certified professionals, we ensure a streamlined and successful project execution tailored to The Buyer's unique requirements.



Onboarding Process Overview

Once awarded the contract to support The Buyer, Opus will initiate a tailored onboarding process designed to align with your unique needs. This process ensures we gain an in-depth understanding of your solution, with a focus on meticulous documentation to promote effective knowledge sharing and ensure continuity across the Opus team.

Project Initiation

To launch the project, Opus will assemble a dedicated project team. We recommend appointing a project executive from The Buyer to provide leadership, maintain focus, and ensure collaborative decision-making.

During this phase, the Opus project manager will deliver a comprehensive Project Initiation Document (PID) that will outline:

- Quality standards and project objectives
- Project scope, including boundaries and deliverables
- Key assumptions, constraints, and dependencies
- Business case overview
- Control mechanisms for managing risks, changes, and tolerances
- Communication plan to ensure timely and effective updates

Additionally, the project manager will establish essential logs for actions, risks, issues, and changes while identifying key milestones. These milestones will include both internal benchmarks and external factors, such as planning approvals and build completions. Dependencies between tasks will be mapped to ensure any potential delays are promptly identified and managed effectively.

Planning and Design

Ensuring uninterrupted service throughout the implementation is a top priority. During the planning phase, Opus will work closely with The Buyer to finalise the PID. A collaborative workshop will be conducted to perform due diligence and audits, ensuring smooth knowledge transfer and alignment with your business objectives.

Deliverables during this phase include:

- A detailed Project Plan outlining timelines, responsibilities, and dependencies
- A Low-Level Design (LLD), covering all technical aspects of the solution

Once approved, the design will be baselined, with any further changes carefully managed through formal change control procedures. Completion of this phase is essential before moving to equipment procurement, ensuring a well-orchestrated implementation.

Delivery

Upon approval of the LLD, we will transition into the delivery phase, marked by multiple concurrent workstreams focused on The Buyer deployments and training. To ensure a strong foundation, we will host a project kick-off meeting to align all team members on the project's framework, governance, and control protocols. During this session, we will collaboratively finalise a communication plan, detailing the cadence, format, and participants for project update calls and any in-person board meetings. Each meeting will adhere to a predefined agenda and include a comprehensive project management highlight report.

Dedicated workstream teams will be established, with the project manager regularly gathering progress updates from work package owners. These updates will include key milestone achievements, risk assessments with mitigation strategies, issue tracking, and actions taken to achieve stage plan objectives.

Project progress will be systematically reported to the project board through structured highlight reports and project logs, delivered via conference calls or in-person meetings as outlined in the communication plan. All reporting and monitoring will align with the baseline plan defined in the PID, providing clear visibility into performance against time, budget, and quality metrics. This ensures adherence to the agreed tolerances, enabling proactive management of the project's delivery.

Risk Management

Opus employs a robust and proactive risk management framework combined with meticulous continuity planning to ensure the seamless delivery of projects, even amidst unforeseen disruptions. This approach enables us to safeguard ongoing operations while consistently achieving project milestones and objectives. Our risk management methodology utilises a Red-Amber-Green (RAG) system, with dedicated project teams regularly reviewing, reporting, and addressing both existing and emerging risks, actions, and dependencies.

Early Risk Identification and Mitigation

Timely identification, logging, and tracking of risks are critical to minimising potential disruptions to The Buyer's business-as-usual (BAU) operations. As part of our collaborative engagement, we will facilitate interactive workshops to identify and evaluate potential risks, establish a comprehensive risk register, and verify the effectiveness of all mitigation strategies.

Structured Risk Management Stages

Our approach to risk management is structured around the following key stages:

- **Risk Identification:** Systematically identifying potential risks that could impact project timelines, costs, or deliverables.
- **Risk Assessment:** Evaluating the probability and potential impact of each risk to prioritise mitigation efforts.
- **Risk Planning:** Assigning risk ownership to qualified team members with the authority to implement mitigation strategies and defining the necessary actions.
- **Risk Monitoring and Management:** Continuously tracking and updating the status of each risk, assessing the effectiveness of mitigations, and identifying any new or escalating risks.

RAG Status Reporting

Each report will provide a detailed RAG status for cost, quality, and time, as well as an overall project status:

- **Green:** Effective management of all issues and risks with no known impacts on cost, quality, or time
- **Amber:** Identified risks or issues that could impact one or more of cost, quality, or time, with an active plan in place to restore status to green
- **Red:** Identified risks or issues that could impact one or more of cost, quality, or time, without an agreed plan to restore status to green

If any element—cost, quality, or time—receives a red status, or if two or more are rated amber, the overall project will be rated as red. In such cases, the project manager will issue an exception report, outlining available options to restore the project to green status. This report will include a recommended course of action and an assessment of the potential impacts.

By leveraging this comprehensive risk management and reporting structure, Opus ensures that every project remains on track, with clear visibility into potential challenges and the actions necessary to mitigate them effectively.

Regular Reporting and Monitoring

Regular progress reporting will be provided to the project board through comprehensive highlight reports and project logs as outlined in the agreed-upon project progress framework. Updates will be delivered via conference calls or in-person meetings, ensuring alignment with the baseline plan established in the Project Initiation Document (PID). All reporting will adhere to clear criteria focused on time, budget, quality, and pre-defined tolerances.

Acceptance Testing

A successful implementation hinges on the effectiveness of the testing phase. We understand that The Buyer's unique operational environment demands a meticulously crafted test plan. Our approach focuses on developing a bespoke testing framework designed to thoroughly validate hardware, software, and feature functionality across all critical components.

A key milestone in this process is the execution of User Acceptance Testing (UAT), ensuring that the solution is meticulously built and validated in strict alignment with the approved Low-Level Design (LLD). This guarantees that the final deployment meets both technical specifications and business requirements.

To foster transparency and accountability, a designated representative from The Buyer will actively participate in the testing process. Their engagement is essential for validating that all workstreams have been rigorously tested, successfully completed, and formally documented through sign-off.

Upon the successful completion of this testing phase, we will seamlessly transition the solution to a live operational state, ensuring a smooth and confident launch for The Buyer.

Go-Live and Training

In alignment with the agreed project plan, a specific Go-live date, or a phased approach, will be established. At Opus, we recognise the crucial role of training in ensuring the project's overall success. We are committed to collaborating closely with The Buyer to develop a comprehensive training program. This program aims to provide robust support to employees throughout the implementation of new resources and the transition to new systems.

By prioritising training, we facilitate a seamless transition that positively impacts the user experience within The Buyer. This approach enhances management and administrative operations, leading to improved efficiency and effectiveness.

Sign Off

Following a successful Go-live and the implementation of the new working solution, the Opus project manager will compile all pertinent Project Acceptance Documentation. These crucial documents will then be presented to The Buyer for formal sign-off, ensuring that all aspects of the project have been satisfactorily completed and met the agreed-upon requirements. This meticulous process guarantees a clear and transparent acknowledgment of the project's successful delivery and paves the way for the next phase of our partnership.

Handover to BAU

Upon the successful completion of each implementation phase, a meticulous handover process will be initiated. This process facilitates seamless knowledge transfer and collaboration between our internal support team and The Buyer. By engaging our support team throughout the implementation, we ensure their comprehensive understanding of the delivered solution. This approach positions them to provide ongoing support and assistance to The Buyer in future endeavours. Our commitment to a thorough handover process guarantees continuity and a smooth transition, fostering a strong and sustainable partnership.

Moving Forward

Upon the successful completion of the initial project phase, we are committed to maintaining an ongoing partnership with The Buyer. Through regular conference calls, we will keep you informed about the latest features and product releases that can benefit your team. By staying updated on

advancements in the market, you can plan effectively and make informed decisions about leveraging emerging technologies to enhance your operations.

Our collaborative approach ensures you have a clear understanding of the evolving landscape, empowering you to capitalise on technological advancements that align with your business objectives. By providing timely insights, we aim to foster continuous improvement and innovation within your organisation, ensuring your team remains at the forefront of industry developments.

Project Resources

Overview - All customers are assigned a project team consisting of the below roles:

Project Sponsor / Account Manager - The project sponsor will be accountable for the successful delivery of the implementation. They will be the point of escalation throughout the project and will work closely with the Project Manager to ensure success.

Project Manager - The Project Manager will oversee the implementation and will have overall responsibility for the project deliverables. They will co-ordinate both Opus resources as well as deliverables from the Customer team.

Solution Architect - The Solution Architect will document the current solution customer and will commute that information into a design on the platform. They will leverage best practice methods gleaned through hundreds of successful implementations for customers.

Project Engineers - The System Builders will build the solution, including the business continuity plan and traffic migration from the existing platform.

Opus work closely with you to understand the project context, testing requirements, project plans and provide a tailored approach to take on the engagement based on various factors. We provide complete clarity on the testing process with proactive communication, regular progress updates and complete transparency on any project risks highlighted during testing.

Trainers - Trainers are responsible for training and support through the 30-60-90-day cycle. Opus will train the person or team who is responsible in rolling out the training across the contact centre and for any new starters that will be joining in the future. We will also assist with any documentation or eLearning slides that may need to be created. There are many training videos on the Cirrus portal that will help with this.

Change Management

Opus will support your change management journey using our experience from previous deployments. We have a variety of frameworks that help us to deliver the best solution for customers, and your Project manager will discuss these in further detail at the time of delivery.

Account Management

All of our valued customers are paired with a dedicated and experienced account manager/director who oversees their services strategically. This pivotal relationship serves as the foundation of seamless interaction between our respective businesses. Recognising the significance of this role, we exclusively employ exceptionally trained and highly skilled professionals.

Account management holds a paramount position within the comprehensive Opus service package offered to our esteemed customers. Our proficient account management team enjoys privileged access to both internal resources and external support from our trusted partners. This guarantees that all tasks conducted for our Public Sector customers receive utmost priority and attention.

Opus will provide you with a dedicated account director, who will take charge of the project and nurturing the ongoing day-to-day relationship.

Your account director will expertly manage your account according to your specific requirements. We recognise that each customer operates with distinct internal processes and expectations, and our aim is to support you in delivering the precise service you demand. Drawing on a wealth of experiences shared not only in individual meetings but also through events and will provide valuable expertise in devising a comprehensive communications strategy.

As part of our standard practice, we conduct quarterly account review calls or face-to-face meetings to thoroughly evaluate your account and continuously develop long-term plans. With a wealth of experience and a genuine interest in understanding your business, your account director will offer guidance during the account review process. This includes providing advice to you on enhancing efficiency through available technologies and delivering updates on the following aspects:

- Identification of system issues and anomalies
- Updates on new business activities and orders
- Resolution and maintenance of any account-related issues
- Reporting of system issues and general feedback
- Introduction of new beneficial products, software, and services.

Opus employs a range of essential processes to effectively manage and monitor changes, enhance knowledge, and identify future communication strategies. In this regard, your account director will take on the responsibility of creating and updating an Account Development Plan in collaboration with key stakeholders within your organisation. We highly value input from you to ensure a partnership that caters to your present and future needs. This process plays a crucial role in our comprehensive business review, which your account director will oversee, complemented by monthly product bulletins. These meticulous measures and documented procedures are implemented to ensure you receive continuous and well-informed support.

Moreover, your account director will coordinate with your customer services team to address day-to-day issues and deliver insightful analytical reports as part of the review meeting process. By actively engaging with your team, we strive to streamline operations and provide high-level service quality.

Customer Services

At the core of Opus service delivery lies our cutting-edge Opus Service Desk (OSD), located in Reigate, Surrey. It serves as the central hub for coordinating, controlling, and executing all our service activities. Accredited by ITIL and the Institute of Customer Service, the OSD embodies our commitment to excellence.

While your account director assumes ultimate accountability for maintaining and managing your account, a team of skilled customer service representatives provides day-to-day support to ensure smooth operations.

To report incidents or request minor replacements or new hardware, your users can directly contact their office support, who will then escalate the matter to our OSD. Incidents are carefully triaged and escalated through our multi-tiered support system, overseen by our dedicated service delivery management team.

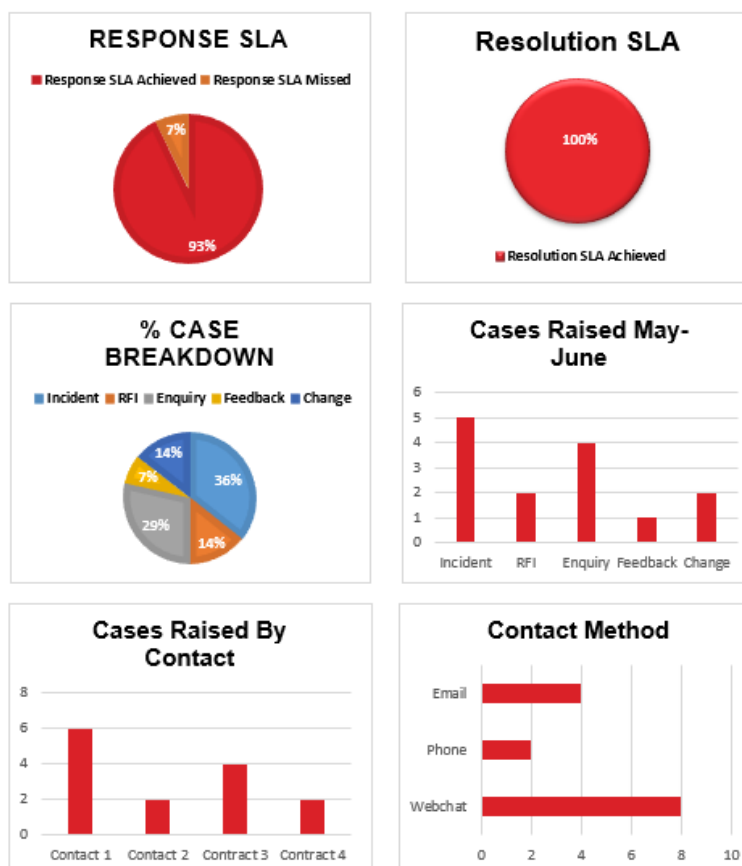
Service Performance and Review

Opus conducts comprehensive quarterly service reviews tailored to your specific needs. Through well-defined reporting channels, Opus effectively manages high-priority and aging incidents, analyses trends, proactively identifies potential issues, and provides performance feedback to you. These reviews serve as a valuable opportunity to ensure continuous improvement and align our services with your evolving requirements.

Reporting Type	By whom	To whom	Timeframe
Quarterly Closed Incident Performance Report	Opus Service Delivery Team	The Buyer	As agreed
Quarterly Service Delivery Meeting	Opus Service Delivery Team	The Buyer	As agreed

Example Quarterly Report Highlights

- P1 Incidents raised to the service desk = 0
- Current open cases = 0
- All Incident and RFI (Request for Information) cases responded to within SLA
- All Incident and RFI cases resolved within SLA



Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00011	Incident	OJ	PJ	Agreement	8-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							
Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00012	BAU Change	TE	BS	Agreement	2-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							

Service Delivery

In today's technology-driven landscape, Opus recognises the significant challenges and costs businesses face due to communication disruptions and hardware failures. Our commitment lies in engineering robust, resilient solutions that proactively mitigate these risks. Nevertheless, we understand that unforeseen issues can occasionally disrupt operations. It is in these critical moments that an organisation's true support capabilities are revealed, and at Opus, we strive to set the standard for exceptional response and resolution.



At the heart of Opus' exceptional service delivery is our cutting-edge **Opus Service Desk (OSD)**, strategically located in Reigate, Surrey. Accredited by both ITIL and the **Institute of Customer Service**, the OSD operates as the central hub for orchestrating, managing, and delivering our comprehensive service offerings.



The OSD is equipped with robust capabilities to ensure seamless support, including:

- **Call Logging and Tracking:** Efficiently receiving and documenting all customer queries and incidents.
- **Expert Guidance:** Offering immediate solutions whenever possible to minimise disruptions.
- **Timely Updates:** Providing clear estimates for resolution times and proactively keeping customers informed of progress.

Our customers can conveniently report incidents through a variety of accessible channels: **phone, email, web chat, online portal, or automated alerts from onsite monitoring systems.** Additionally, we ensure collaborative support for incidents reported by third parties, particularly those involving third-party physical infrastructure such as network connectivity.

Service Request and Incident Reporting

Opus Service Desk (OSD) provides four convenient channels to raise support incidents or service requests:

Telephone: Call 0208 545 8545, with most calls answered within 20 seconds.

Email: Contact us at customerservice@opustech.co.uk.

Web Portal: Visit [Opus Customer Portal](#).

Web Chat: Access real-time assistance via our website [Customer Support Chat](#).

All Priority 1 cases must be logged with Opus by phone to 0208 545 8545.

Below is a detailed explanation of each channel and the Opus incident management process:

Telephone Support - Fast and Reliable 24/7 Assistance

For immediate support, subject to your SLA, The Buyer can contact the OSD via telephone, available around the clock, 365 days a year. A dedicated representative will promptly answer your call, log the issue into our Incident Management System (IMS), and assign a priority level. From there, the issue is directed to a technician for initial triage and investigation.

If escalation is required, our comprehensive multi-level support structure (first through fourth line) ensures efficient resolution, with progress updates provided promptly.

Critical Service Faults (P1/P2): For critical issues outside core business hours, telephone support ensures rapid engagement, even if other communication methods are disrupted. Rest assured; response times adhere strictly to your Service Level Agreements (SLAs).

Email Support - Convenient Issue Reporting During Core Hours

The Buyer can report issues via email at customerservice@opustech.co.uk, monitored during core business hours: 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Process: Upon receipt, an OSD representative logs the issue into our system, assigning a priority level. You will receive an automated email confirmation, including a reference number and fault details.

Critical Issues (P1/P2): For urgent matters outside core hours, telephone support is recommended to bypass potential delays caused by email disruptions.

Web Chat Support - Real-Time Assistance During Business Hours

Access real-time support via the Web Chat feature, available from 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Access: Visit [Opus Customer Support](#), and click the chat icon at the bottom-right corner of the page.

Our support agents are ready to address queries, log incidents, and provide guidance in real time.

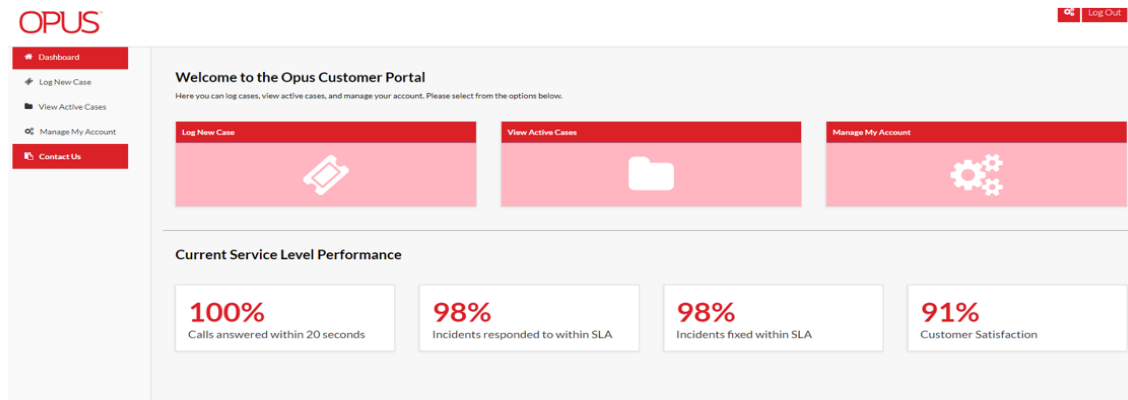
Opus Customer Portal - Comprehensive Self-Service Platform

The Opus Customer Portal offers a seamless way to log cases, view active cases, and manage your account efficiently.

Capabilities: Log incidents, track real-time progress, and manage account settings.

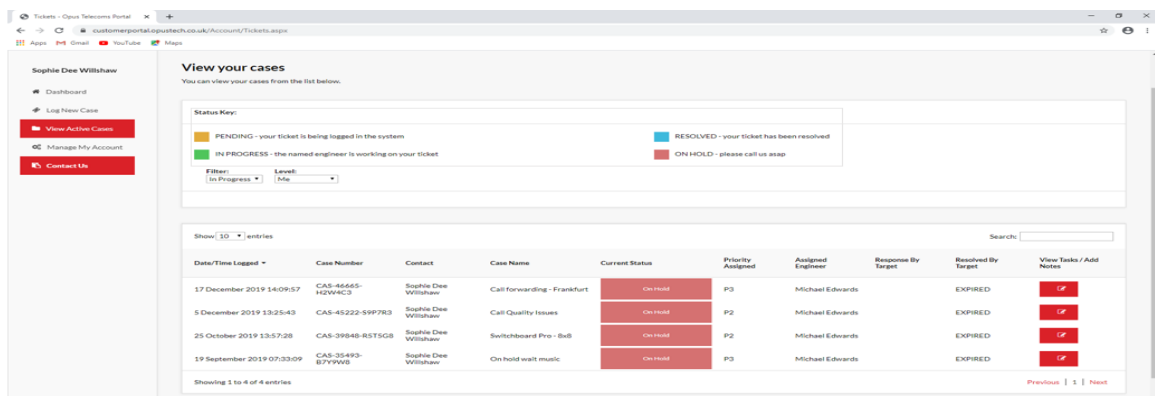
Ease of Use: The portal's intuitive design ensures quick access to case information and streamlined communication.

Opus Customer Portal



The screenshot below illustrates how you can conveniently access and view active cases through our support portal.

Opus Support Portal – Viewing Active Cases



Opus Incident Management Process

Our incident management system ensures prompt and transparent resolution:

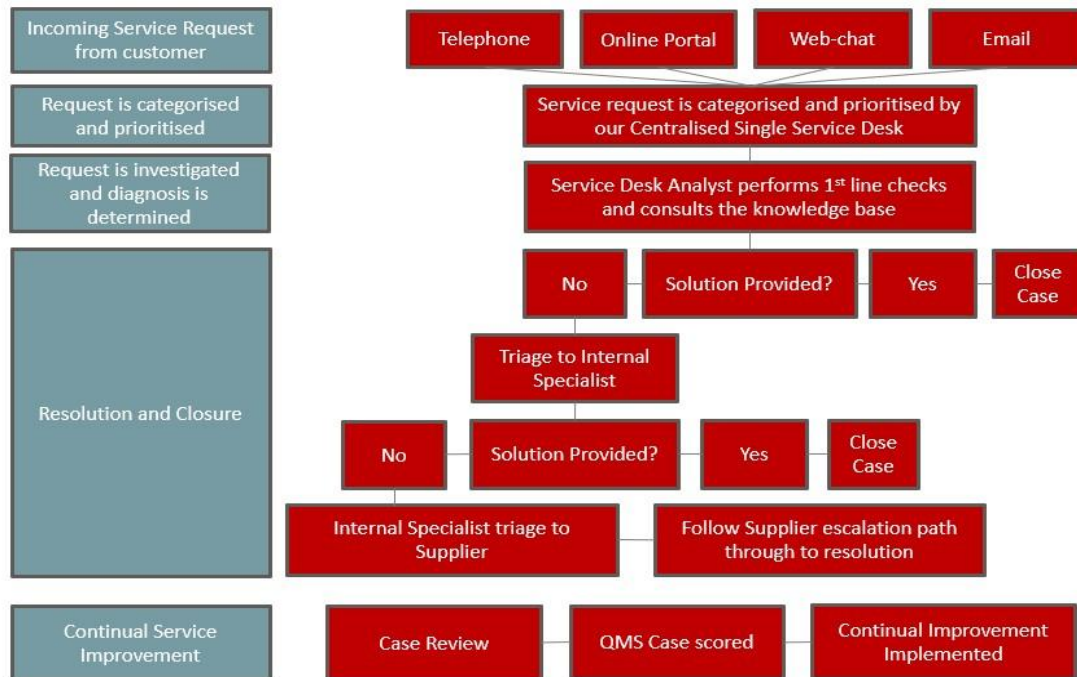
- **Incident Logging:** Emails are automatically converted into incidents in the IMS, assigned a default severity of 4 unless specified. Telephone calls bypass auto-attendants to ensure direct reporting.
- **Prioritisation and Monitoring:** Calls and incidents are monitored in real time. Key performance indicators, such as response times and escalation alerts, are displayed on our office wallboards.

Escalation Protocols:

- **Level 1 & 2 Incidents:** Immediate alerts to the Service Desk Manager (SDM) for management intervention.
- **Threshold Breaches:** Incidents nearing SLA thresholds trigger alerts to the SDM and Service Delivery Director (SDD). Critical cases are escalated to the Operations Director, with the SDD assuming ownership.
- **Transparency and Accountability:** Incident status, severity, and timers are continuously displayed for team-wide visibility, ensuring adherence to SLAs.

Process Flow Overview

Our incident resolution journey—from notification to resolution—is clearly outlined in the diagram below, showcasing our commitment to efficiency and transparency.



Escalation Process

At Opus, we are passionate about delivering exceptional customer service and understand the importance of tailoring our solutions to meet each customer's unique needs. No matter the size or scope of your organisation, we treat every customer with the highest level of care and attention.

Effective Communication and Swift Resolution - We pride ourselves on our rapid response times and clearly defined service delivery targets. Our mission is to consistently exceed expectations by providing industry-leading support. Should you ever feel that our service falls short, please contact our dedicated support team or your account director. They will make resolving your concerns a top priority. If additional support is needed, Customer Services will be promptly engaged on your behalf to ensure a complaint is formally logged, and you will be contacted directly to discuss the resolution process.

Proactive Service Management - Opus has made substantial investments in refining our service management processes to provide real-time monitoring and escalation of support calls. This ensures you have complete transparency regarding any reported issue, from the moment it is logged until its resolution. You will receive timely updates that include:

- **Case Details:** A summary of the issue and key insights.
- **Action Plans:** Steps being taken to resolve the issue.
- **Engineer Allocation:** Information on the assigned technical experts.
- **Resolution Timeline:** Our recommended path to resolution.

Automated Escalation for Priority Assurance

Our system is equipped with an advanced Operational Service Dashboard (OSD) that automatically escalates cases based on priority if key milestones within the Service Level Agreement (SLA) are at risk. Proactive notifications are sent to service management and executive leadership *before* any

SLA breach occurs, ensuring swift intervention. Most importantly, no case will be closed without your explicit approval. Your satisfaction and peace of mind remain our top priority.

Standard Escalations - Escalations follow a clearly defined process. The contact numbers shown in the table connect directly to mobile devices. While staff availability may vary, voicemails are actively monitored. Opus request that a voicemail be left if a call is not answered, with a minimum of 60 minutes before escalating to the next point of contact.

Level 1 Escalation – Step 1		
Should you need additional assistance beyond that which you've received or are unable to contact the representative working on your request, please contact:		
Scott Murphy Customer Experience Team Leader	Urgent - call +44 20 7046 6021	Non urgent - email s.murphy@opustech.co.uk
Level 2 Escalation – Step 2		
Should you need additional assistance beyond that which the Customer Experience Team Leader was able to provide or you're unable to reach the Customer Experience Team Leader, please contact:		
Georgina McKenna Head of Service Delivery <i>or</i> Mark Balzaretti Head of Technical Services	Urgent - call +44 20 7046 6022	Non urgent - email g.mckenna@opustech.co.uk m.balzaretti@opustech.co.uk
Level 3 Escalation – Step 3		
Should you need additional assistance beyond that which the Service Delivery Manager/Head of Technical Services was able to provide or you are unable to reach the Service Delivery Manager/Head of Technical Services, please contact:		
Stephen Brown Service Delivery Director	Urgent - call +44 20 7046 6023	Non urgent - email s.brown@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Service Delivery Director was able to provide or you are unable to reach the Service Delivery Director, please contact:		
Chris Terry Chief Operations Officer	Urgent - call +44 20 7046 6024	Non urgent - email c.terry@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Chief Operations Officer was able to provide or you are unable to reach the Chief Operations Officer, please contact:		
Michael O'Donnell Chief Executive Officer	Urgent - call +44 20 7046 6025	Non urgent - email michael@opustech.co.uk

Urgent Escalations - For critical matters, escalations must be made via telephone to ensure prompt attention. Due to the nature of these issues, Opus is unable to process urgent escalations via email. Any email submissions will be addressed as non-urgent.

This structured approach ensures an efficient and reliable escalation process to meet service requirements.

Finally, Opus is here to ensure that your experience is seamless, efficient, and always prioritised. We are committed to being your trusted partner in service excellence.

Customer Satisfaction

At Opus, customer satisfaction is a cornerstone of our business, continuously monitored through diverse channels, including phone calls, surveys, and a feedback "thermometer" embedded in every

customer service email. We prominently display our Net Promoter Scores (NPS) and customer testimonials throughout our offices, showcasing our dedication to transparency and consistently exceeding industry benchmarks.



Cultivating a Culture of Service Excellence

We invite both existing and potential customers to visit our head office, where they can meet our customer service team and gain insights into our robust five-level escalation process, reinforcing our open-door approach to service.

Valuing and Acting on Customer Feedback

Customer feedback is integral to our continuous improvement strategy. We conduct annual surveys to understand what Opus should start, stop, and continue doing, and survey selected customers monthly following service interactions. Our customer service team also conducts regular "Touchpoint" calls to gather real-time NPS data and ensure ongoing satisfaction.

In instances where dissatisfaction is expressed informally, account managers or assistant customer service managers proactively address concerns, initiating customer feedback cases to resolve issues swiftly and effectively.

Tailored Feedback Response Framework

Our feedback process is designed to address three key scenarios:

- **Positive Feedback:** Exceptional employees are recognised and rewarded for delivering superior service.
- **Complaints:** We thoroughly address and resolve all customer complaints to their complete satisfaction.
- **Dissatisfied but Silent Customers:** We proactively reach out to customers who may need additional support, even without formal complaints.

Comprehensive Customer Communication

Keeping customers informed is a top priority. Our proactive communication strategies include:

- Regular service update emails and customer newsletters
- Active engagement on social media platforms such as Twitter and LinkedIn
- Timely product updates on our website
- Personalised phone calls during service disruptions or unusual usage patterns
- Scheduled service reviews and customer value statements
- Technology briefings on the latest innovations

Commitment to Best Practices and Continuous Improvement

Our commitment to ITIL best practices ensures consistency, value-driven service delivery, and excellence in customer experience. To stay ahead of industry standards, we actively collaborate with

the **Institute of Customer Service**, engaging in continuous training and networking to refine our methodologies.

In 2018, Opus achieved the prestigious **ServiceMark** accreditation—a testament to the strength of our customer service processes, awarded following a rigorous independent assessment. We are proud to have recently earned this certification for the third consecutive time, this time with distinction. The assessor praised our unwavering dedication to service excellence, further reinforcing our position as a leader in customer experience.

This is the third time Opus Telecoms have achieved the ServiceMark standard – this time with spectacular results. And it was easy to see why. From leadership to frontline staff, there was a clear and unwavering commitment to delivering outstanding customer service. The team consistently demonstrated a customer-first mindset, with proactive problem-solving, effective communication, and a genuine passion for exceeding expectations. Processes are streamlined, feedback is actively sought and implemented, and a culture of continuous improvement was evident at every level.

Throughout the assessment there was a clear sense of togetherness among the employees. This strong sense of shared purpose is a direct reflection of the senior leaders' commitment to fostering a positive and inclusive culture. Their actions set the tone for the organisation, ensuring that the company values are embedded at every level. By leading with transparency, actively engaging with employees, and creating opportunities for open dialogue, they have built an environment where both long-serving and new team members feel equally valued and connected. Their dedication to employee development, recognition, and well-being has helped cultivate a workplace where people feel motivated, supported, and proud to be part of the organisation's vision. This has had a direct impact on the customer satisfaction. When employees feel valued, supported, and connected, they are more engaged and motivated to deliver exceptional service. The open communication, collaboration, and shared purpose within the organisation create a seamless and customer-focused approach, ensuring that every interaction is handled with care and professionalism. As a result, customers experience consistent, high-quality service, leading to increased trust, loyalty, and outstanding satisfaction results. The organisation has ambitious growth plans and wants to lead the market when it comes to innovation and meeting future customers' needs. With this genuine commitment to its people and its customers, I am excited to see what future successes Opus Telecoms will achieve.

Driving Customer Success Through Innovation

At Opus, we constantly evaluate our performance to enhance customer satisfaction and loyalty. Our position as the UK's leading independent technology partner enables us to guide organisations on transformative journeys, delivering tangible benefits such as increased productivity, streamlined resource management, and elevated customer experiences through seamlessly integrated, cutting-edge solutions.

This focus on customer-centric innovation underpins our mission to provide unparalleled service, ensuring that we remain a trusted and indispensable partner to our customers.