O2 VOICE FOR MICROSOFT TEAMS

with optional Unified Recording

G-Cloud 15: Service Definition Document

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Contents

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.

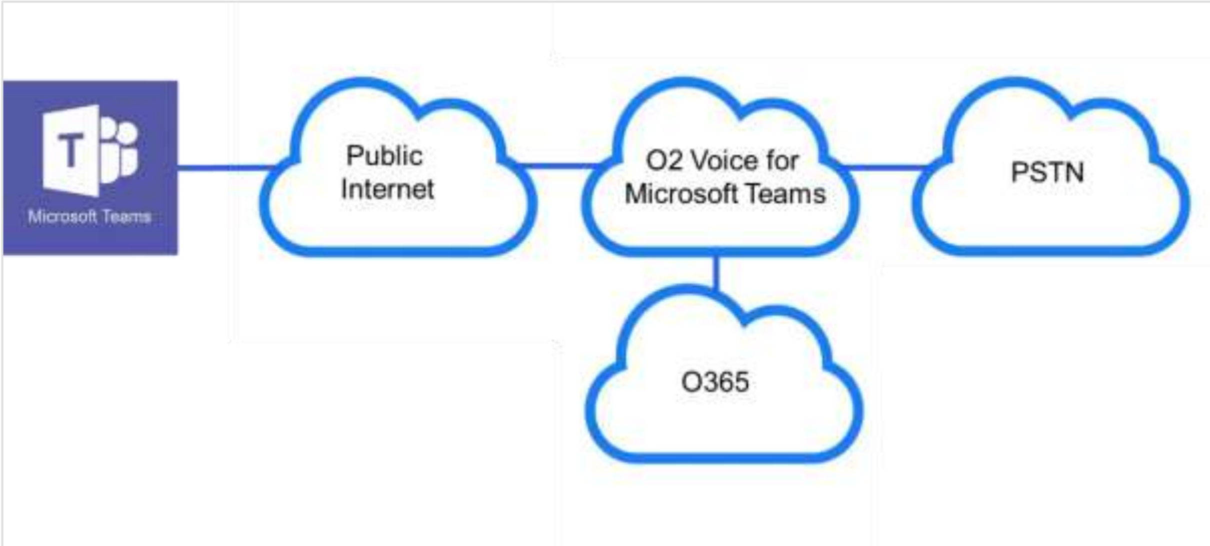
1.0 Overview

O2 Voice for Microsoft Teams (OVMT) delivers Enterprise-grade Public Switched Telephone Network (PSTN) voice calling access with flexible, direct routing for domestic, international, inbound and outbound calls. Buyers can use Microsoft Teams to chat, collaborate in real-time, conduct meetings easily and make external calls to the PSTN using assigned fixed United Kingdom 01 and 02 geographic telephone numbers, all in one place and on any Teams client enabled device.

2.0 Service Definition

OVMT provides telephony (PSTN) access into Microsoft Teams using Direct Routing technology. This service helps to reduce or replace legacy PBX or UCaaS platforms, whilst ensuring that users can continue to make ordinary calls to and from fixed and mobile devices. A Buyer's overall telecoms spend may be reduced by leveraging their existing Office 365 licenses to replace traditional PBX costs.

OVMT interconnects the Supplier's voice network into Microsoft Teams allowing any phone system enabled user to make and receive telephone calls to the PSTN, as shown in the diagram below.



2.1 Enterprise Public Edition

The service connects Buyers over the Public Internet, which is especially useful for smaller remote offices or where rapid site setup is needed, as shown in the diagram above in section 2.0.

OVMT – Business Channel

The Business OVMT service is based on the Enterprise public service and delivers the same benefits for Buyers but at a sub 500 user level and is therefore perfect for the smaller user base.

	Business	Enterprise
Dedicated Service Delivery Manager	No	Yes
Monthly Pro-Active SLA Reporting	No	Yes
Availability Target	Yes	Yes
Maximum Users	500	Unlimited

3.0 Benefits

Hosted/Managed with Assured Quality of Service

- Consolidated platform that can bring together disparate legacy estates.
- No upfront capital expenditure required on servers, appliances or Session Based Controllers (SBCs).
- No costs to rack, power, install, maintain and configure new on-premises equipment.
- Our team will support the Buyer throughout the life of the implementation with Enterprise-grade SLAs.

Flexibility

- Shared capacity that can be easily flexed up and down.

Simple, Not Big Bang

- Simple, free and fast internal number porting for existing O2 SIP Trunking Buyers who are already a customer of the Supplier. If you are pursuing a progressive migration from your legacy PBX environment to OVMT the O2 SIP Trunking service provides a starting point as once the Buyer's numbers are on the O2 service the numbers can be quickly, and at no charge, transferred from SIP Trunking to OVMT.
- No integration with the Buyer's legacy PBX platform required.

Cost Effective

- Includes fixed and mobile calling.
- No pre-pay call credit management.
- Standard out of bundle PPM billing and scalable per channel capacity commercial model.
- Standard out of bundle PPM billing and scalable per channel capacity commercial model.

SIP Trunk Call Manager

- With OVMT you can enable the SIP Trunk Call Manager (STCM) portal for Inbound service configuration. Enabling STCM opens a number of new services for you to consume or configure against your OVMT environment.
- You can control inbound call routing with features such as divert, hunt groups and IVR, create business continuity plans, view performance statistics at a glance and access clear reporting using intuitive, easy to use portal and mobile app.
- Non-geographic numbers can also be added. STCM is a self-serve environment where you can design, build and test any bespoke configuration that may be required to meet your organisation's needs.

4.0 Extra OVMT Features

Currently the following two add-ons are offered as optional features to be added onto the OVMT service:

- Analogue Device Connection
- Trunk Connector
- Dial Plan Workshop

4.1 Analogue Device Connection

The Analogue Line service is a dial-tone service which provides OVMT Buyers the ability to connect legacy PSTN telephones with Microsoft Teams users and the PSTN.

This service does not provide the Analogue device or Analogue Adapter itself but provides the interface for Buyers to connect their existing Analogue Adapters and Devices. We will provide connection details and minimum requirements for the Buyer to configure their Analogue Adapters.

The Analogue Line service is available over the Internet.

Analogue Lines Technical Specifications

<u>Supported Call Scenarios</u>

The fraud management system (FMS) feature allows a OVMT Buyer to protect themselves from fraudulent activity from endpoints that have fallen victim to hacking or excessive unauthorised call spends.

The Analogue Lines service can support the following call scenarios.

- Buyer Analogue Device calling to a Microsoft Teams user DDI
- Microsoft Teams user calling a Buyer Analogue Device
- Buyer Analogue Device calling a PSTN number
- PSTN user calling a Buyer Analogue Device

No supplementary services such as voicemail, call hold, call waiting etc., are supported on an Analogue Line.

<u>Analogue Adapter Minimum Requirements</u>

Most Analogue Adapters or VOIP Gateways should work with the service, but the following AudioCodes adapters have been fully tested:

- AudioCodes MediaPack series of Adapters

<u>Configuration</u>

Step-by-step configuration instructions for the MediaPack series of VOIP Gateways\Analogue Adapters can be requested from the Buyer's VMO2 Delivery Manager.

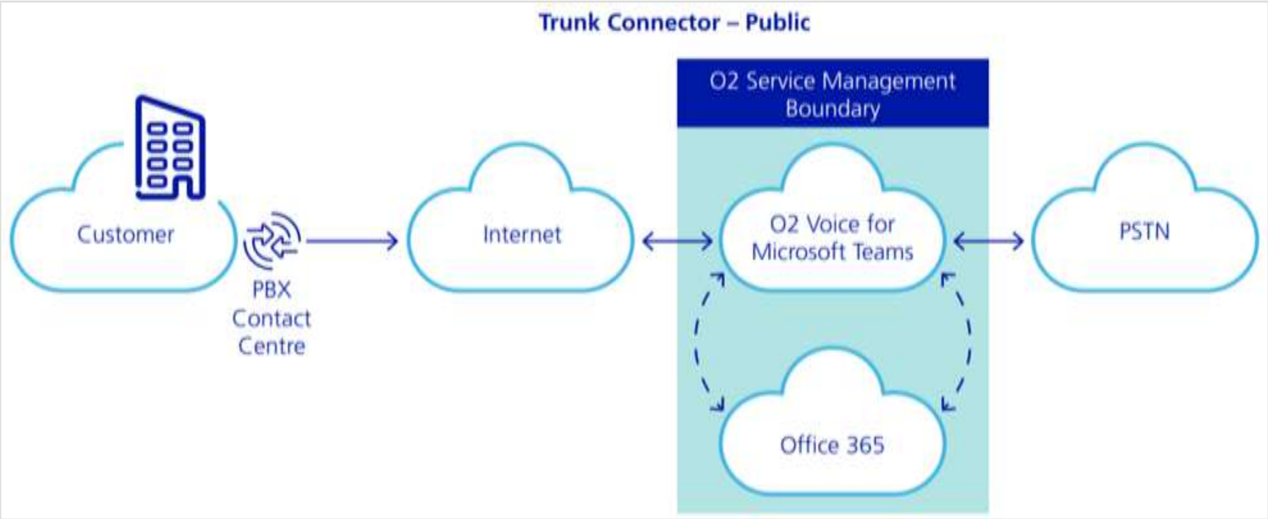
4.2 Trunk Connector

The Trunk Connector service provides on-net voice calling between a Buyer's existing Communications Platform and Microsoft Teams.

The Trunk Connector service is not a PSTN access service but a means for Teams users and users on legacy communications platforms (e.g. PBX or Contact Centre) to communicate with each other without the calls transiting over the public telephone network.

The Trunk Connector platform can be purchased to connect to either one or two Buyer sites. If two sites are connected, then calls will be balanced between the sites in a loadshare configuration.

The Trunk Connector service will run over the public Internet between the OVMT environment and the Buyer's communications platform.



Trunk Connector Technical Specifications

<u>Supported Call Scenarios</u>

The Trunk Connector will support the following main calling scenarios:

- Buyer Communications Platform (e.g. PBX user or CC user) making a call to a Microsoft Teams user
- Microsoft Teams user making a call to a Buyer Communications Platform (e.g. PBX user or CC user)

<u>PBX/CC to Microsoft Teams Calls</u>

These calls will be governed by the dial-plan configured on the Buyer PBX/CC environment. The Buyer must ensure appropriate dial-plan routing information is configured in this environment to route calls over the Trunk Connector rather than out to the PSTN.

<For Example: The full E.164 formatted number should be sent down the Trunk Connector as Microsoft Teams has no inbuilt mechanism to normalise inbound calls arriving into the tenant. >

<u>Microsoft Teams Calls to PBX/CC</u>

These calls will be governed by the dial-plan configured on the Office 365 Teams environment.

The existing Teams Buyer dial plan should already be configured to send e.164 format numbers to the OVMT SBCs and these are leveraged to onward route the call to Telepo and to the Buyer PBX/CC environment. Therefore, providing extension dialling is not required for the PBX connected users no additional configuration work on the Teams Dial Plan is required.

If extension dialling is required, some additional work will be required.

Minimum Requirements

The Trunk Connector service is SIP Connect Version 2.0 compliant.

A complete list of compatible RFCs and compliant standards are outlined in the SIP Connect V2.0 specification available at the following link: https://www.sipforum.org/download/sipconnect-technical-recommendation-version-2-0/?wpdmdl=2818.

Firewall Configuration

Any firewalls between the Buyer's IP-PBX/SBC and the O2 network must be configured with the following configuration to allow ports and network traffic relevant to the Trunk Connector service through to the Buyer's IP-PBX/SBC:

Port Type	Port(s)
Signalling SIP/TLS (Ingress/Egress)	5061
Media UDP (Ingress/Egress)	49152 – 65535

Type	Network Address
Network Address (Signalling & Payload)	87.194.66.0 /28 (LD5)
Network Address (Signalling & Payload)	87.194.70.0 /28 (MLW)

DNS Configuration

The Buyer's IP-PBX or SBC must be configured with a DNS server. The DNS server must be connected to the public DNS lookup facilities.

The Trunk Connector Signalling and Media gateway addresses are resolvable via public DNS-SRV lookup. As such, the Buyer's IP-PBX/SBC must be able to resolve the SIP Proxy FQDN as below:

- Mobileuc.o2.co.uk

The SIP Proxy FQDN is a publicly available domain name and will resolve using DNS-SRV to the following addresses:

- ep02b.mlw.mobileuc.o2.co.uk. 3600 IN A 87.194.70.5
- ep01b.mlw.mobileuc.o2.co.uk. 3600 IN A 87.194.70.3
- ep02a.ld5.mobileuc.o2.co.uk. 3600 IN A 87.194.66.5
- ep01a.ld5.mobileuc.o2.co.uk. 3600 IN A 87.194.66.3

SSL Configuration and SIP Trunk configuration

For enhanced security, the Trunk Connector service uses SIP-TLS, with TLS Version 1.2 or higher.

The Buyer's SIP trunk should be configured to use SIP Static mode with Mutual Transport Layer Security (MTLS). Buyers should purchase an SSL certificate issued by a commercial Certificate Authority. Certificates issued by an internal Certificate Authority will not be trusted and therefore the connection will fail.

Mutual TLS:

- Our SBC uses a DigiCert certificate. To enable the MTLS handshake to be successful, the DigiCert RootCA must be present in the Buyer's trusted route certificates store. If this certificate is needed, please advise us who can supply the DigiCert RootCA.

4.3 Dial Plan Workshop

The Dial Plan workshop is an optional professional service available for Buyers who believe they need support designing an appropriate dial-plan for their users to allow voice calls to flow seamlessly between the Buyer Communications Platform and the Microsoft Teams environment by utilising extension number dialling.

There are several key activities that are required to enable extension dialled calling to successfully route between the two platforms.

The below bullet points outline what the dial plan workshop will enable a Buyer to achieve at completion:

- Route calls from Teams to the Buyer Communications Platform by means of extension dialling
- Route Calls from the Buyer Communications Platform to Teams by means of extension dialling

It Is important to note that the workshop will not provide information on how number normalisation is achieved in the Buyer Communications Platform and it is expected that the Buyer will provide the expertise for their own infrastructure.

The workshops main focus is to make sure the Teams environment is configured and ready to send and receive extension dialled calls.

5.0 Deployment

We recognise that our Buyers have different in-house skills to support the onboarding of this service onto Office 365. As a result, we have developed three standard deployment options to support all Buyer requirements:

Managed deployment

Activity	
Tenant configuration	O2
Initial user onboarding	O2
Delegated administration required	Yes

Managed Office 365 tenant setup

Activity	
Tenant configuration	O2
Initial user onboarding	Customer
Delegated administration required	Yes

Customer self-setup

Activity	
Tenant configuration	Customer
Initial user onboarding	Customer
Delegated administration required	No

5.1 Buyer Self-Setup

With Buyer self-setup our Buyers are able to connect and onboard users at their own pace. The Supplier will provision the voice service for the Buyer and handover a step-by-step configuration guide as well as recommended acceptance testing. The Buyer's in-house staff can then proceed with the configuration and user onboarding.

5.2 Managed Office 365 Tenant Setup

With this managed Office 365 tenant setup service the Supplier will additionally login to the Buyer's Office 365 environment and configure their tenant directly for use with the OVMT service.

The service objective is to enable the Buyer's Teams Administration Portal for Direct Routing PSTN access via the OVMT service.

Primary deliverables inclusive with this service include:

- Teams Admin Portal setup in line with the Supplier's standard design and templates.
- The Supplier will login to the Buyer's Teams Admin Portal and configure it for connectivity to OVMT based on our standard templates and any Buyer specific requirements outlined in the order form that ncludes the following:
  - Loading of standard dial-plans.
  - Loading of standard calling policies.
  - Loading of caller ID policies for the Buyer.
  - Enable two test users with phone system and associated policies.
- Completed acceptance test case validation to confirm tenant ready for Buyer users to be added.

Out of scope for this service are the following:

- Anything not specifically mentioned as in-scope.
- Bespoke voice policies.
- Configuration of non-direct routing policies (e.g. conferencing, external access, etc).
- Setup of Teams workload, active directory or onboarding users to Office 365.

- Connecting individual Buyer users to the voice service.
- Configuration of ancillary devices such as hardware phones, meeting rooms, resource accounts, etc.
- Setup of call queues and auto attendants.
- Porting of telephone numbers, which will need to be managed separately to this service.

5.3 Managed Deployment

This managed deployment service provides a complete end-to-end installation with the Supplier being responsible for provisioning the voice service, configuring the Buyer's Office 365 tenant and enabling all of their users for the service.

The service objective is to enable the Buyer's Teams Administration Portal for Direct Routing PSTN access via the OVMT service as well as onboard the Buyer requested user-base (as of a specified date) to connect with the OVMT service.

Primary deliverables inclusive with this service are as follows:

- Teams Admin Portal setup in line with the Supplier's standard design and templates.
- The Supplier will login to the Buyer's Teams Admin Portal and configure it for connectivity to OVMT based on our standard templates and any Buyer specific requirements outlined in the order form that includes the following:
  - Loading of standard dial-plans.
  - Loading of standard calling policies.
  - Loading of caller ID policies for the Buyer.
  - Enable two test users with phone system and associated policies.
- Completed acceptance test case validation to confirm tenant ready for Buyer users to be added.
- Complete onboarding of user list as provided by the Buyer and complete the following:
  - Optionally add license for phone system user (Buyer may do themselves).
  - Configure phone number against the user.
  - Assign standard policies.
  - Enable hosted (Exchange online) voicemail.

Out of scope for this service are the following:

- Anything not specifically mentioned as in-scope.
- Bespoke voice policies.
- Configuration of non-direct routing policies (e.g. conferencing, external access, etc).
- Setup of Teams workload, active directory or onboarding users to Office 365.
- Configuration of ancillary devices such as hardware phones, meeting Rooms, resource accounts, etc.
- Setup of call queues and auto attendants.
- Porting of telephone numbers, which will need to be managed separately to this service.

6.0 Service Charter and Changes

6.1 Buyer Service Charter

As part of the OVMT Service Transition process, the Buyer will be provided with a full customer service charter from the Supplier's Service Transition team including detailed instructions on how to use the Self-Service Buyer portal.

6.2 In-Life Changes (Moves, Add & Changes)

The following changes can be made to the OVMT service in-life. Depending on the in-life change, the Buyer may need to request these through our Service Portal, via our Order Fulfilment Desk (see service charter or order form for contact details) or with the Supplier Account Manager directly.

O2 Service Portal	Order Fulfilment Desk	Supplier Account Manager
Add users	Purchase new telephone numbers*	Cease OVMT service*
Remove users	Port-in numbers*	
Change telephone number on a user	Transfer-in numbers	
Request utilisation report	Modify E999 address	
	Add or remove OVMT capacity*	
	Enable SIP Trunk Call Manager	

** Additional costs may apply*

Add and Remove Users

With the OVMT service Buyers are free to use our Service Desk to execute user adds and removes. This is not strictly required and we encourage our Buyers to feel comfortable adding users to their Microsoft Teams environment themselves by way of the Office 365 administration portal.

If the Buyer wishes for the Supplier to add (or remove) users on their behalf, they can simply fill in an online form on the Service Portal or submit a ticket to the Service Desk.

The Buyer will be required to provide the following information:

- Information on whether or not the telephone numbers to be used have already been ported/transferred into the Buyer's OVMT service.
- Username, email address and telephone number.

Limitations:

- Each add or remove user request through the Supplier's Service Desk is limited to 25 users at a time.
- Where telephone numbers are not currently migrated to the Buyer's OVMT service, the Buyer must first execute the purchase, port or transfer process with our Order Fulfilment Desk prior to executing the add user change.

Transfer-In

For existing Buyers of an O2 SIP Trunking service, the Buyer's numbers can be seamlessly transferred from their SIP Trunk to OVMT.

This is a faster service than number porting from another provider and is completed at no charge.

Number transfers can be requested via our Order Fulfilment Desk.

Modify E999 Address

It is critical to keep the Buyer's E999 addresses up to date for all numbers. If addresses associated with certain numbers on the Buyer's OVMT service are out of date – the Buyer can use a Supplier form to request a change in address be executed by our Order Fulfilment team. Buyers can also request a report on what addresses are currently assigned to their telephone numbers via the same process.

Add or Remove Capacity

The Buyer's OVMT capacity can be increased or decreased flexibly. These requests should be raised via our Order Fulfilment Desk using our Supplier order form. Before submitting the form, Buyers can use the request utilisation report process to find out how much capacity they are currently using of their purchased amount. Based on this, they can make a call as to how much new capacity is required.

Alternatively, if Buyers are not sure how much to add but are fairly sure they know how many users are needed to support after the change – the OVMT order form can provide an estimate.

7.0 Service Components

7.1 Access Credentials

To support both initial Buyer setup of OVMT and the Supplier team being able to support the Buyer's service in-life, the following user credentials must be provided:

Username	Group	Additional Requirements
OVMT-TSA	Teams Service Administrator	Create as a service account with no password expiration
OVMT-TCA	Teams Communications Administrator	Create as a service account with no password expiration

7.2 Fax

Fax transmission over the OVMT service is not supported.

7.3 Caller Line Identification (CLI) Flexibility

The Supplier supports network number CLI presentation and privacy definitions in accordance with RFCs 3323 and 3325, using P-asserted ID and privacy headers only. Buyers are required to supply the PAID and, where required, the privacy headers, the Supplier does not support the use of the invalid statute Remote Party ID (RPID) definitions and such Headers will be removed.

If the Customer Premises Equipment (CPE) connected to the Supplier network presents a geographic number in the UK national format, the Supplier network will pass these details as the A-number CLI into the PSTN or mobile network. This outbound presentation will be supported by default if the number presented is as follows:

- A number in the UK national format without a leading zero presented by the CPE as the A-number.
- A Supplier-provided geographic number that is allocated to the endpoint at order creation
- A Supplier-provided geographic number that is allocated to the SIP endpoint at a later date via a Buyer change request
- A geographic number that is ported from another carrier to the Supplier network
- CLI flexibility is enabled on the SIP endpoint.

The A-number is checked against a database on the Supplier network of geographic numbers that are allocated to the Supplier's SIP Trunking endpoint.

If CLI flexibility is disabled and the number presented does not meet the above criteria, the A-number CLI presented will be a default CLI, which by default is the first number in the Supplier-allocated geographic DDI range.

The Supplier cannot guarantee consistent presentation of intended CLIs for calls made to mobile carriers as successful presentation of the intended CLI is entirely dependent on the mobile carriers use of these numbers and specific call flow.

Mobile missed calls and voicemail notifications can often use the default CLI – the underlying network CLI (PAID CLI) – which is the Buyer-selected default number or the first number in the Supplier-allocated account range, rather than the intended CLI for presentation.

Calling Line Restriction (CLIR)

When the calling (A-Party) has requested privacy (CLIR), the Supplier will enforce privacy in accordance with RFC3325. Calling party information, including from address, contact and associated privacy header (PAID) are withheld from an endpoint. For calls from the Buyer to Supplier, the Buyer must indicate that CLI is to be withheld by the following mechanism:

- RFC3261 Section 8.1.1.3 and 20.20 which describes the use of an "Anonymous" display field to the from: header to indicate that the client is requesting privacy.
- SIP Privacy which is described by RFC 3323 and RFC 3325.
- For calls from the Supplier to the Buyer: the from address is set to -

    "Anonymous"<sip: anonymous@anonymous.invalid> as per RFC 3323, the contact header is set to anonymous and the privacy header (P-Asserted-identity RFC 3325) is removed from the outbound INVITE to the SIP Trunking endpoint to provide true CLI restriction

If the Privacy header contains only "id," or only "id" and "critical" values, the Supplier will remove the privacy header completely.

The Contact user part is changed to "anonymous." Example:

- Public side invite; (going out to SIP Trunking endpoint)
- From: Anonymous <sip:anonymous@anonymous.invalid>;tag=3541226365-699915
- Contact: <sip:anonymous@83.245.6.117:5060>

Note: NO PAID Header is provided for anonymous inbound calls. It is removed to provide the calling party full anonymity.

7.4 Call Barring

Buyers are able to modify their profiles to allow or restrict access to:

- No call barring: allow calls to international, mobile (071-079), premium rate (09), personal numbers, special services up to 7 ppm (084), special services up to 13 ppm (087), directory enquiries calls barred (118) and including 01,02,03,08 and shortcodes.
- International call barring: call barring to international numbers. Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Mobile call barring: call barring to mobile number (071-079). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Premium number barring: call barring to premium numbers (09). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Personal number calls barred: call barring to personal numbers (070). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Special services calls up to 7 ppm: call barring to special services calls up to 7 ppm (087). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Special services calls up to 13 ppm: call barring to special services calls up to 13 ppm (087) Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- Directory enquiries calls barred (118): call barring to directory enquiries (118). Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.
- All call calling including 01,02,03,08 and shortcodes: call barring to 01,02,03,08 and shortcodes. Calls to the emergency services 999, 112 remain unaffected irrespective of the barring applied.

7.5 Numbering

Size of Ranges Available

In line with Ofcom requirements and best practice, the Supplier holds blocks of 1,000 or 10,000 numbers depending on location type (noting that it is likely that Ofcom will be allocating just 100 numbers blocks in some areas in the future). If the Supplier holds a range of 10,000 numbers, only 1000 will be available until used up and a further 1,000 can be released. Consecutive number ranges above 300 may require a manual check.

In order for the Supplier to be assigned a new number range certificate by Ofcom and then build and test this range over all major UK communications providers the average lead time is two months for a geographic range from all information required being made available.

Golden Numbers

Golden numbers and other related commercial offerings are not recognised by Ofcom, who discourage the practice of ‘cherry picking’ number ranges as the consequence is the utilisation of ranges drops as it ‘writes off’ whole blocks.

With this in mind the Supplier does not supply golden numbers within its geographic ranges.

Number Retrieval

The Supplier reserves the right to revoke the right to use a number(s) in certain cases including:

- If a Buyer does not make a new number(s) live within 3 months of its initial allocation.
- If a Buyer has ceased service on a number(s) and does not re-use the number(s) within 3 months.
- If a Buyer has a sizeable allocation of existing numbers on their account for a specific opportunity that is not implemented.

Conservation Areas

Some locations offered by Ofcom are classed as a conservation area which means the number demand is so high in these locations that restrictions have been put in place. In these areas the Supplier are only able to gain a range of a 1,000 numbers which can quickly be used up, before securing a new range.

At present there are some 600 conservation area codes and these can be identified in the numbering plan. Please note 0207 and 0208 will be provided with alternative area code 0203.

999 and Emergency Services Database

For all numbers where outbound telephone calls can be made, the Buyer is obligated to provide accurate caller location information to the emergency services database(s) and ensure this is accurately and timely maintained. The initial record is created via the Supplier through the provisioning processes, and therefore it is imperative that the correct address information is provided by the Buyer.

Where a 999 call is made from a Supplier number and the address information found to be incorrect, the Supplier will be notified of this by BT and/or Ofcom and will update the Buyer. Ofcom require an amended record to be submitted within two days from notification, and where this is consistently not met, further action may well be taken by Ofcom against the Supplier.

Number Porting

In order to port a number to or from the Supplier, the number being requested must be live, fall under porting agreements in place between the original range holder and the current owning communications provider, and the port must be authorised by the Buyer.

Where imported numbers are ceased on the Supplier network these will be returned to the original range holder in accordance with industry convention. Where a Buyer has ceased a number within a working month, we should be able to port / port out the number. This is known as Right to Port within OFCOM,

The industry has 'multi line' numbers and 'single line' numbers. This goes back to traditional telephony systems and how numbers were built within an exchange.

- The Supplier can port numbers within UK including the Isle of Wight and Northern Island;
- The Supplier cannot port numbers within in bailiwicks of Jersey and Guernsey or the Isle of Man

The Buyer should be prepared for a short period of downtime whilst the numbers are ported from their previous operator across to the Supplier's service. If all the pre-port checks and works have been completed the downtime should be minimal (minutes in most cases) and is an unavoidable part of the porting process.

Large Number Blocks

In some cases where a number port is required that is of sufficient size to be considered a whole Ofcom-allocated geographic number block or where the Buyer owns the majority of numbers on a given block the geographic number block transfer process must be used.

Under ordinary circumstances the number blocks affected by this process will normally be those of 10,000 numbers or those of 1,000 numbers within a Type B conservation area.

Single lines

Single lines are lines that terminate on a single socket, and do not have any other form of associated numbers.

The most common single line is a home telephone line (providing the Buyer just have the one number). This is a single telephone line that terminates at a socket (i.e., the call is delivered to a line, and that is where the routing of the call finishes). These types of ports have shorter lead times.

Multi lines

Multi lines are lines that terminate on equipment such as a PBX. A Multi Line can be a single CLI that goes to numerous lines, or if it is an ISDN product.

Letter of Authority (LOA)

It is both accepted industry process and a contractual requirement between networks that a LOA is available on request.

For expediency and efficiency, it is taken on trust throughout the value chain that the required Letter of Authority exists. The LOA can be digitally signed and is considered with the same weight as one signed by hand. There is nothing in the porting industry guides to say that this has to be hand signed, so the Supplier will accept a digitally signed LOA.

In the unlikely event where a LCP (Losing Communication Provider) would not accept a digitally signed LOA, the Buyer will be requested to hand sign the LOA.

Number Porting CRF Requirements

The following information will be required to complete this CRF.

1. Terminating SIP endpoint reference, if available.
2. Digitally Signed Letter of Authority.
3. Main billing number of the DDI range (indicated on the current bill).

4. Confirmation of the existing supplier – i.e., the LCP (Losing Communication Provider).
5. Confirmation of no associated products e.g., Redcare.
6. Port requested date and timeslot.
7. 999 details for the DDI range.
8. Address location for the DDI range (indicated on the current bill).
9. Contact details (please include a 24*7 contact where possible, for example building security).
10. Porting numbers from an existing ISDN30/2 service, please include all ranges that will remain on the ISDN30.

Please note ranges can only remain on ISDN30/2 if the main billing number is not ported.

Range Holder

The range holder is the Communications Provider (CP) who has been allocated a range of numbers by Ofcom that includes the number to be ported.

Out of Hours (OOH) Porting

Out of hours ports introduce a higher risk to the port order for a number of reasons. These include limited support offered by the range holder to complete the port, technical support staff at the range holder may not be available until the next working day and emergency restores can take up to 3 days to complete.

Where possible, the Supplier recommends completing a port in hours as soon as possible in the day. The recommended window is early in the morning on a weekday as support at the range holders will be available sooner.

If OOH porting is required the Supplier can investigate weekend cover but this will be a special request and subject to the availability of suitable resources at the Supplier prior to being able to accept the OOH port request. The Supplier will investigate the cover upon receipt of an OOH port request but availability is not guaranteed.

Should no resources be available an in-hour porting slot will be suggested.

If resources are available, the OOH port will attract additional fees due to the need for a dedicated project manager needing to be available to ensure the port proceeds in the OOH time slot.

Managed Porting

The Supplier porting project exists to provide an industry skilled resource acting as a point of contact to assist the Buyers with the coordination of a programme of porting orders. The aim is to reduce the risk of projects over-running and to support the smooth transition of services to the Supplier's network.

A porting Project Manager will be assigned to each validated porting project and this individual will be responsible for the delivery for all components accepted as within scope of the project through to overall project completion.

The Project Manager is contactable by phone and email within working hours for the duration of the project. Upon project completion, the services are formally handed over to the Supplier's operational teams.

Service features offered are:

- Provide project management expertise and a point of contact for porting components.
- Act on behalf of the Buyer to assist with third party management.
- Support the Buyer with the pre-validation of port requests and therefore reduce order rejections.
- Agree a communications plan and provide regular project reporting.
- Agree timescales and mitigate risks to ensure these are met.
- Help the Buyer reduce costs associated with rejections.

Service features not offered:

- Reduce the contractual lead times or to expedite defined industry order processes.
- Place orders on behalf of the Buyer.
- Manage the delivery of a Supplier SIP Trunking service used to terminate the number.
- Replace standard Supplier escalation processes.
- Porting numbers out of hours.

Order Rejections

Where an order is rejected by the losing communications provider due to incorrect or missing information provided by the Buyer, the Supplier reserves the right to charge, please see our online pricing sheet.

Order Change/Emergency Restore

Last minute order changes and/or emergency restores divert resources away from servicing other Buyers and discharging our regulatory obligations. The Supplier encourage our Buyers to only ever submit an order that can flow through without alteration and to ensure that the Buyer is ready for the change at the allotted time.

Date changes and cancellations can be made to a porting order up to 48 hours prior to the date of the port, additional charges will apply.

Export of a Supplier Number to Another Network

The regulatory obligation to provide number portability to end users technically falls on the party with the contract with the end user, regardless of whether or not they have a network. When such a request comes in, the Supplier validates it in accordance with established industry processes and provides losing notifications and manages the process with the gaining network from start to finish.

The provision of this service export of a telephone number on the Supplier network to another public electronic communications network is a chargeable fee, please see our online pricing sheet.

Internal Number Transfers

Porting an existing Buyer number or number range between active SIP Trunking endpoint:

- Internal number transfers are a best endeavours process, and the stated downtime cannot be guaranteed.
- When completing an internal number transfer the Buyer may transfer all or part of a number range.
- Internal transfers are unrestricted in terms of number ranges so the request can be for a single number from the range if required or some of the range or all of the range.

Number Porting Timescales

Timescales below are based on a 'subsequent port' meaning the Losing Communication Provider (LCP) and the range holder are different for the number porting range.

Subsequent port	Supplier total lead-time working days	Standard trigger time	Slot options	Out of hours
Single Line	13		8am 9am 10am 11am 12 noon	Weekday: Monday- Friday 1600-2200 Weekend: Saturday 0800-1600
Multi Line Including a Associated & Other Numbers	15	Up to 2 hours	10 am	Weekday: Monday- Friday 1600-2200 Weekend: Saturday 0800-1600
Multi Line (150 lines or less)	18		09:00 - 12:00 10:00 - 13:00 11:00 - 14:00 12:00 - 15:00	
Multi Line (151 lines or more)	25			
Complex DDI & BT FeatureNet	30			
Geographic IPEX port	Best endeavours			
Geographic Mixed Operator Port	Best endeavours			

8.0 Optional Add-Ons

8.1 Unified Recording

Unified Recording (UR) is a secure, scalable and hosted recording service that can help you meet regulatory requirements, reduce costs and optimise workflows.

Buyers can record, review and audit calls with OVMT, all from our easy to use portal. UR is network-based with no additional apps needed to be installed.

UR can help with:

- **Staying compliant across all our communication channels** – By bringing everything together in one place helps you audit and meet Financial Conduct Authority (FCA), European Banking Authority (EBA) & Markets in Financial Instruments Directive (MiFID) II compliance requirements with OVMT.
- **Reducing cost** – Unified Recording eliminates legacy call recording hardware and maintenance costs as well as the expense associated with time consuming manual note taking. And because Unified Recording can help you meet compliance regulations and could help you limit fines.
- **Protect staff and Buyers** – If a Buyer dispute arises, UR allows you to record and audit calls so you can give them the reassurances they need and ensure they feel supported.
- **Save time and increase productivity** – Thanks to the secure portal and powerful AI, it is quicker and easier to access recordings, set compliance alerts and find key or code words without spending hours searching.
- **Improve training and workflows** – Easily gather information for your reports to optimise your workflows, identify key challenges or comments and use call insights to make improvements to onboarding programmes and training.

Collaboration Recording (CR) is available as an option for the OVMT service. This is a cloud-based service that is capable of capturing and storing inbound and outbound calls (audio) and meetings (audio and/or video) in real-time. The recordings are stored on the Unified Recording Platform and can then be accessed via the UR Portal.

Pre-Requisites

For the optional add-on of UR, the Buyer must have provide:

- Any of the following licenses:
  - Microsoft 365 A3/A5/E3/E5/G3/G5/Business Premium/Business Standard
  - Office 365 A3/A5/E3/E5
  - Microsoft Teams Room (Pro or Basic) license
  - Teams Shared Device license
- Access to Powershell 5.1 with Admin rights.
- Global Administrator on the Microsoft Teams Tenant.
- Details of your “onmicrosoft.com” domain address.

Collaboration Recording (CR) Service Schedule

There are different CR variants for Buyers that includes a different selection of features:

Service Features	Standard Recording for Mobile Recording Users	Standard Recording for Non-Mobile Recording Users	Standard Recording with Video for Mobile Recording Users	Standard Recording with Video for non- Mobile Recording Users	Enterprise Recording	Enterprise Recording with Video
Capture Audio	✓	✓	✓	✓	✓	✓
Capture Video			✓	✓		✓
API for the CR service					✓	✓
Recording Transcriptions Standard	✓	✓	✓	✓		
Recording Transcriptions Enhanced					✓	✓
AI Tags (also known as Intel Streams)	Requires Standard or Enhanced Transcriptions to be enabled					
Call Categorisation / Intent	✓	✓	✓	✓	✓	✓
Call Summarisation					✓	✓
Advanced AI Tags (e.g., PCI, FCA, Redaction)					✓	✓
Self Service AI Tag builder (e.g., calls relating to					✓	✓
Portal Features						
Advanced Access Management	✓	✓	✓	✓	✓	✓
Playlists	✓	✓	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓	✓	✓
Data Extracts	✓	✓	✓	✓	✓	✓
Audit Screen	✓	✓	✓	✓	✓	✓
Comments	✓	✓	✓	✓	✓	✓
Tags	✓	✓	✓	✓	✓	✓
Third Party Contacts	✓	✓	✓	✓	✓	✓
Forced Comments	✓	✓	✓	✓	✓	✓

Data Management Features						
Retention Period	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited
Group Retention Periods	✓	✓	✓	✓	✓	✓
Metadata Retention	✓	✓	✓	✓	✓	✓
Account level Legal Hold	✓	✓	✓	✓	✓	✓
Do Not Delete Recording Option	✓	✓	✓	✓	✓	✓
Set Retention Date on Single Recording (earlier only)	✓	✓	✓	✓	✓	✓
Optional Add Ons Availability						
API for the CR service	✓	✓	✓	✓	(Included with this variant)	(Included with this variant)
Video Storage	✓	✓	✓	✓	✓	✓

Features

The features are further described in the table below:

Service Features	Features
Capture Audio	Record the audio associated with meetings or calls made or received using a Supported Source.
Capture Video	Record a video (including audio) associated with meetings or calls made or received using a Supported Source.
API	This Optional feature facilitates the export of Recorded Data using an Export API.
Recording Transcriptions	Provides an automatic transcription of recordings into text which is displayed in the UR Portal.
Portal Features	
Advanced Access Management	Allows complex access controls via the creation of “Teams”, ”Sites” and “Departments” for Recorded Users and UR Portal Users to belong to.
Playlists	Offers the ability to create playlists of recordings to enable sharing and review with other UR Portal Users.
Dashboards	Summary information showing real-time statistics on recording related usage for the Buyer's account.
Data Extracts	Provides the ability to download predefined reports from the UR Portal.

Audit Screen	A screen showing detailed information about the audited events that have been created for the Buyer's account.
Private Groups	Allows the Buyer Administrator to automatically designate the recordings to or from a Third Party number as private (see ***Note 2*** below this table) in the UR Portal.
Comments	Provides the ability to add comments to recordings.
Tags	Provides the ability to add “Tags” to recordings to enable advanced search filtering and association.
Conversation View	Provides a conversation view between a Recorded User and Third Party for calls and SMS (where applicable).
Third party contacts	Provides the ability to associate contact information with the phone numbers of a Third Party.
Forced Comments	When enabled (see ***Note 1*** below this table) this feature forces UR Portal Users wishing to access Recorded Data via the UR Portal to enter a reason for doing so. This data is reportable and will be captured by the UR Portal and will appear against the audit logs.
Data Management Features	
Retention Period	For all variants of the Unified Recording Service, by default the Supplier stores Recorded Data for the duration of the Unified Recording Service. A Buyer can set the Retention Period to dates beyond the duration of the Unified Recording Service. Similarly, the Buyer can also choose to set a Retention Period shorter than the duration of the Unified Recording Service at an account level or using Group Retention periods. Storage of the Recorded Data beyond the cessation of the Unified Recording Service is subject to additional charges.
Group Retention Periods	Provides the ability to create custom Retention Periods for different groups of UR Portal Users.
Metadata Retention	This feature retains the Metadata for the recording in the UR Portal after the recording (audio and/or video) have been deleted.
Account level Legal Hold	Allows the Buyer to submit a support ticket to request all Recorded Data in their account be placed on legal hold (preventing deletion by the normal retention policy on their account).
Do Not Delete Recording option	Allows the Buyer to apply legal hold at a single recording level (as applicable).
Set Retention date on single recording (earlier only)	Allows the Buyer to expire a recording earlier than the default retention policy would.

Note 1: This feature is only configured upon Buyer request by selecting the option on the order form.

Note 2: Where a recording has been marked as private, UR Portal Users will not be able to access the recording via the UR Portal unless access to such recording is granted by the Buyer Administrator. Buyer Administrators can achieve this using the override feature within the playlists on the UR Portal. Buyer Administrators can always access recordings marked as private.

Company Statement

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Virgin Media Business Limited's standard terms and conditions.

Registered office: 500 Brook Drive, Reading, RG2 6UU, United Kingdom

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.

Virgin media O2

Business