



Business MICROSOFT TEAMS OPERATOR CONNECT

with optional Unified Recording

G-Cloud 15: **Service Definition Document**

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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.

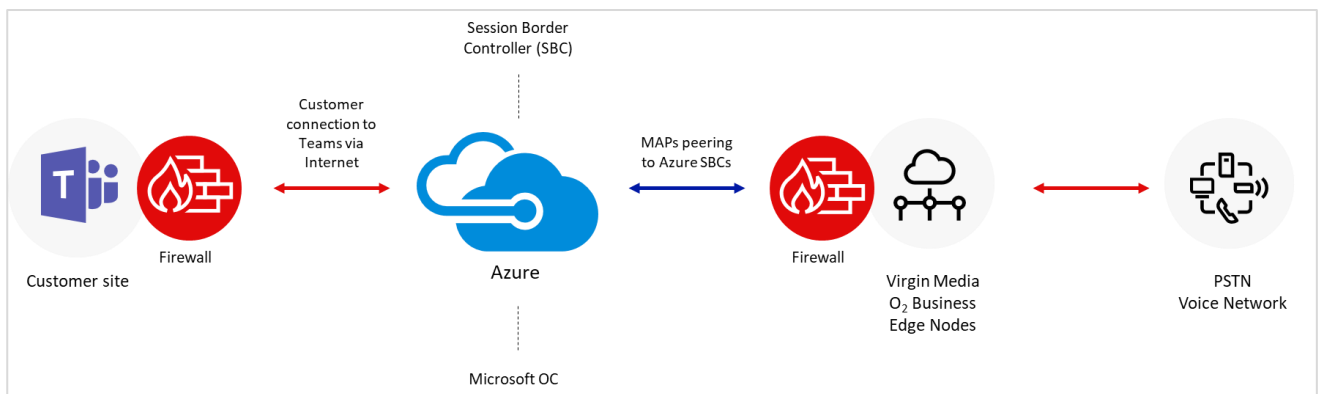
1.0 Overview

Microsoft Teams Operator Connect enables Buyers to modernise telephony environments and use Teams as the phone system. It simplifies and speeds up assigning phone numbers. Buyers don't need expert IT knowledge, don't need to spend time writing scripts and you can go live with Teams client enabled calling in minutes using the Microsoft Teams Admin Centre once numbers are ported.

The Microsoft Teams Operator Connect service interconnects the VMO2 voice network into Microsoft Teams allowing any phone system enabled Teams user to make and receive external telephone calls to the Public Switched Telephone Network (PSTN). The Buyer's users will be provisioned with a fixed line phone number from 01 or 02 telephone numbers or the Buyer's existing 01 or 02 numbers can be ported in.

The voice traffic will run over Microsoft Azure Peering Service (MAPS) while it remains on the VMO2 network. MAPS is a direct connection between VMO2 and Microsoft and is used explicitly for Voice and Azure traffic only. VMO2 has deployed MAPS with connectivity across two geo-redundant data centres to ensure a reliable service is delivered.

The diagram below shows how the Microsoft Operator Connect service is designed to deliver external PSTN calling to Teams clients:



2.0 Features & Benefits

Features

The key features of Microsoft Teams Operator Connect are detailed in the table below:

Feature Category	Feature
TCAP Management	Best suited to Buyers with less complex Teams calling requirements. Manage all communications through the Teams Admin Centre or VMO2 Teams Calling Automation Portal (TCAP).
TCAP Segment Management	TCAP allows for segmentation management for any Buyer who manages multiple entities. Sub-entities under the Buyer's tenant can be isolated for service and user management, ensuring only those users in scope are visible and accessible to the correct sub-entity admin teams.
Program Type	Programmatic approach to operator provided calling.
Interconnection	Microsoft Azure Peering Service (MAPS) for Voice.
Number Provisioning	Provisioning through Application Programming Interfaces (APIs) to facilitate automation.
Teams Admin Centre	Operator presence in Teams Admin Centre.
Data	Call Detail Record (CDR) and Call Quality Dashboard (CQD) data.
Support/SLA	Operator Tier 1 Support; Operator Microsoft model in place.

Benefits

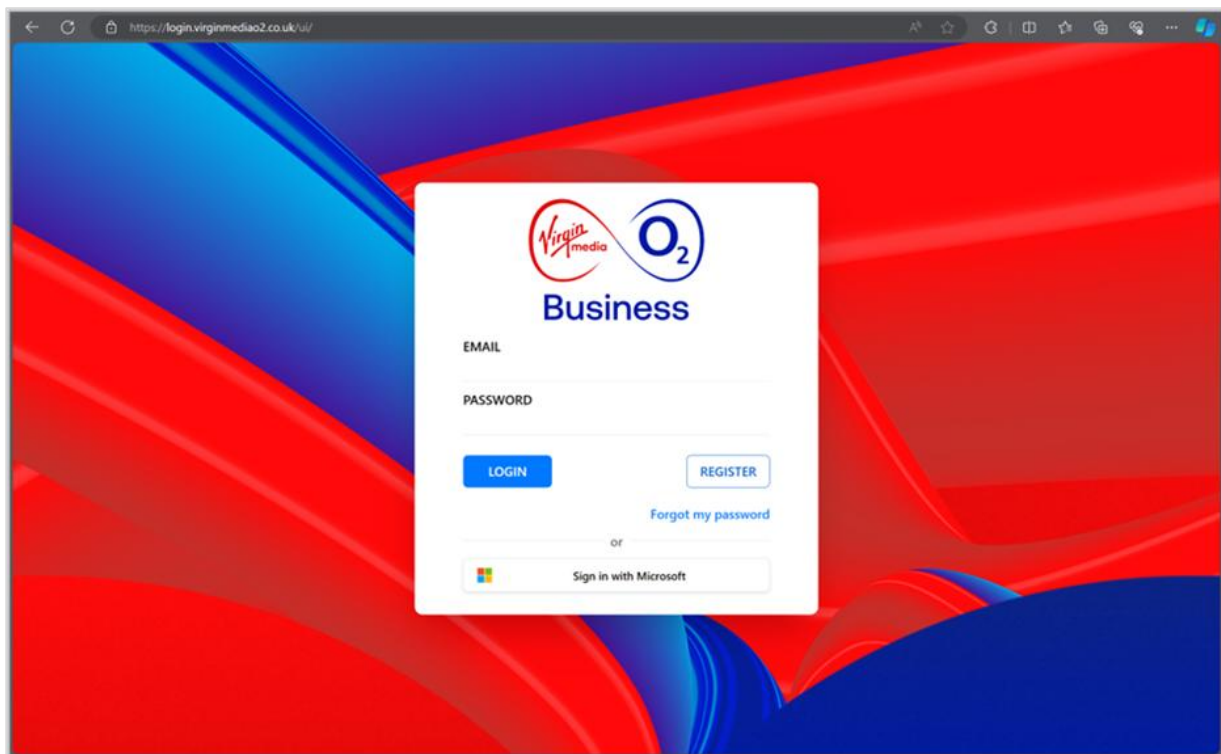
- **Quick to Assign Numbers:** Connect to VMO2 as an operator and give numbers to all the Buyer's Teams users in a matter of minutes if the numbers have been ported, or are already provisioned on the VMO2 network.
- **Simple to Deploy:** Provision the Buyer's users and manage all connections directly from the VMO2 Teams Calling Automation Platform.
- **Reliable and Trusted:** Get operator-level support, service level agreements and the Supplier's trusted network connection, with a single fault escalation service covering the end to end service.
- **Cost Effectiveness:** Optimise the Buyer's existing Microsoft investments and save when you make it easier for people to embrace hybrid or remote working with a range of Teams PSTN calling plans.
- **Self-Service Administration:** Ability to perform self-service administration, such as managing users/numbers and view service health.

3.0 Management Tools & Service Options

Buyers can manage communication administration through the VMO2 Teams Calling Automation Portal (TCAP) or Microsoft Teams Admin Centre, including:

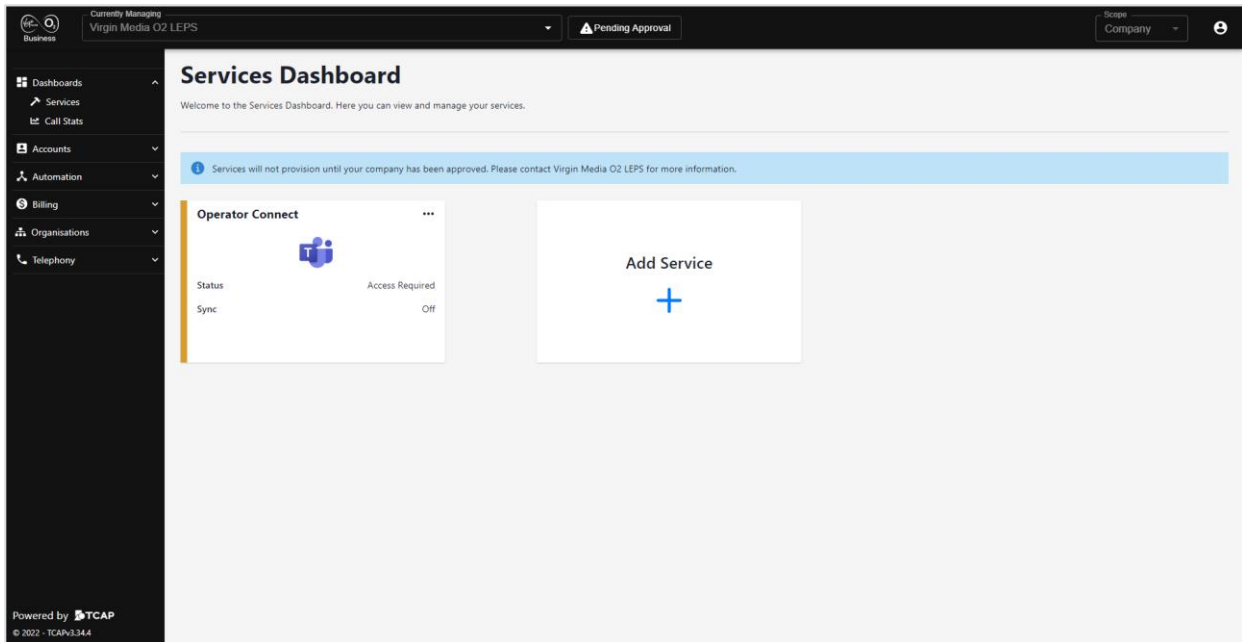
- Assign numbers to groups of people.
- Access pre-configured call queues and auto attendants.
- Add to your environment through the Teams Admin Centre.
- View service health.
- Access call statistics for reporting.
- Flexible management – self-service or supported setup.

The VMO2 TCAP is accessible for Buyer's administrators to login at <https://login.virginmediao2.co.uk/ui/>.

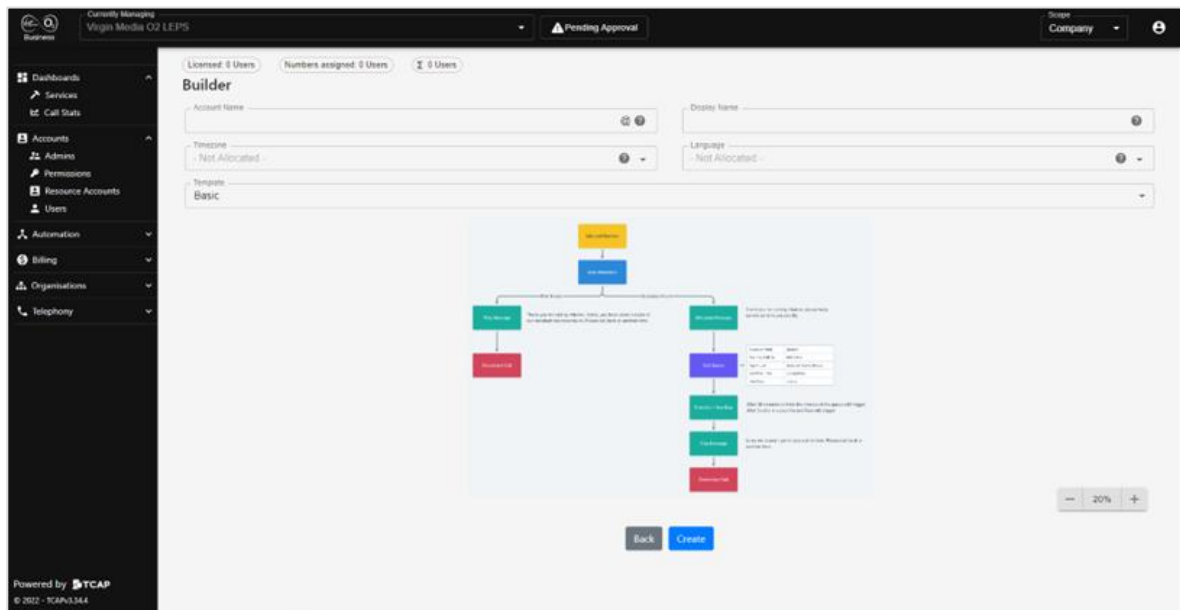


Please ask the Supplier for a comprehensive TCAP administrator user guide, which is available on request.

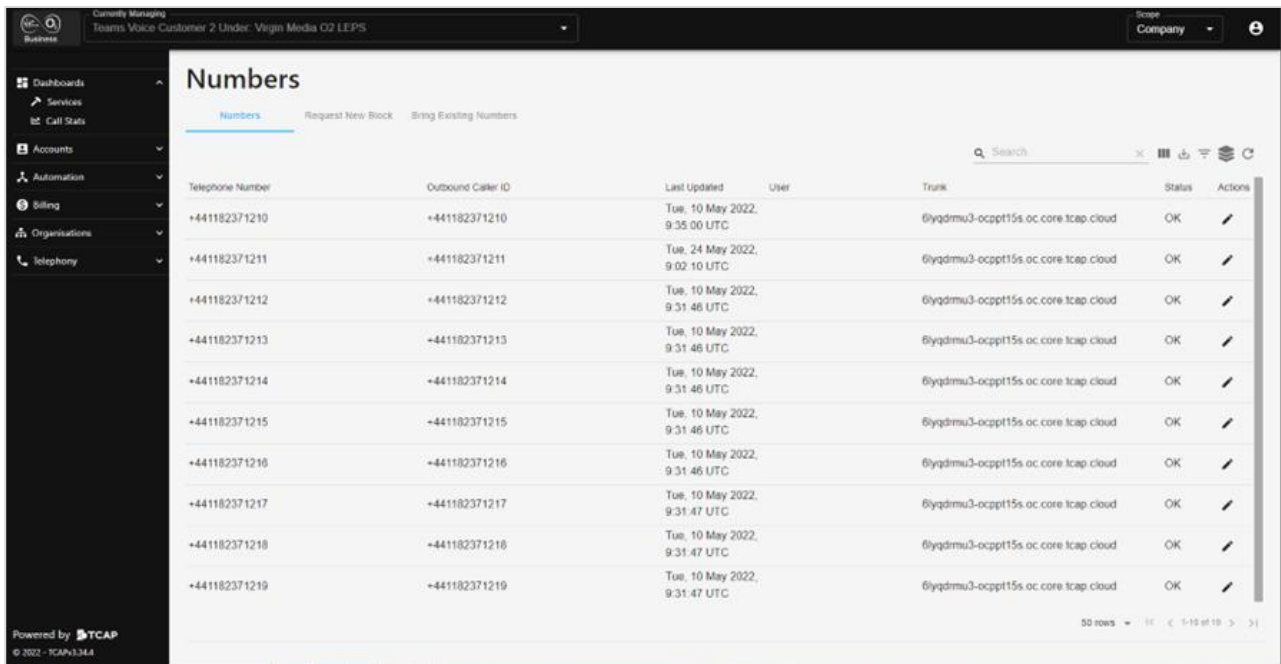
The Buyer's administrators can view their services and service health through the dashboard, as shown in the TCAP Services Dashboard below:



The Buyer's administrators can access pre-configured call queues and auto attendants to add to their Teams environment and export to Teams Admin Centre, as shown in the VMO2 TCAP Builder below:



The Buyer's administrators can manage and make changes to their numbers and users, with the option to quickly assign numbers to groups of users by importing a CSV file, as shown in the VMO2 TCAP Numbers portal page below:



Telephone Number	Outbound Caller ID	Last Updated	User	Trunk	Status	Actions
+441182371210	+441182371210	Tue, 10 May 2022, 9:35:00 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371211	+441182371211	Tue, 24 May 2022, 9:02:10 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371212	+441182371212	Tue, 10 May 2022, 9:31:46 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371213	+441182371213	Tue, 10 May 2022, 9:31:46 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371214	+441182371214	Tue, 10 May 2022, 9:31:46 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371215	+441182371215	Tue, 10 May 2022, 9:31:46 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371216	+441182371216	Tue, 10 May 2022, 9:31:46 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371217	+441182371217	Tue, 10 May 2022, 9:31:47 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371218	+441182371218	Tue, 10 May 2022, 9:31:47 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	
+441182371219	+441182371219	Tue, 10 May 2022, 9:31:47 UTC		6lyqdrmu3-ocppt15s.oc.core.tcap.cloud	OK	

4.0 Calling Plan Options

There are three Microsoft Teams Operator Connect calling plan options available for Buyer's to purchase for each Teams user and these are detailed in the table below.

Please refer to the Microsoft Teams Operator Connect pricing document for the pricing for these three calling plan options.

Features	Basic (PAYG)	Standard (1,500 & 1,000 minutes)	Plus (Unlimited minutes)
24*7 Support	✓	✓	✓
01 and 02 UK DDI Number	✓	✓	✓
Voice Channel	✓	✓	✓
Number Porting	✓	✓	✓
Inclusive Domestic Calls		✓	✓

Unlimited minutes has a fair usage policy applied with 4,500 minutes per month to United Kingdom landline numbers (01, 02, 03) and 1,750 minutes per month to United Kingdom mobile numbers (limited to the 4 major mobile carriers O2, Vodafone, EE and Three). International calls and all other call types, including premium rate and non-geographic number (NGN) services are chargeable.

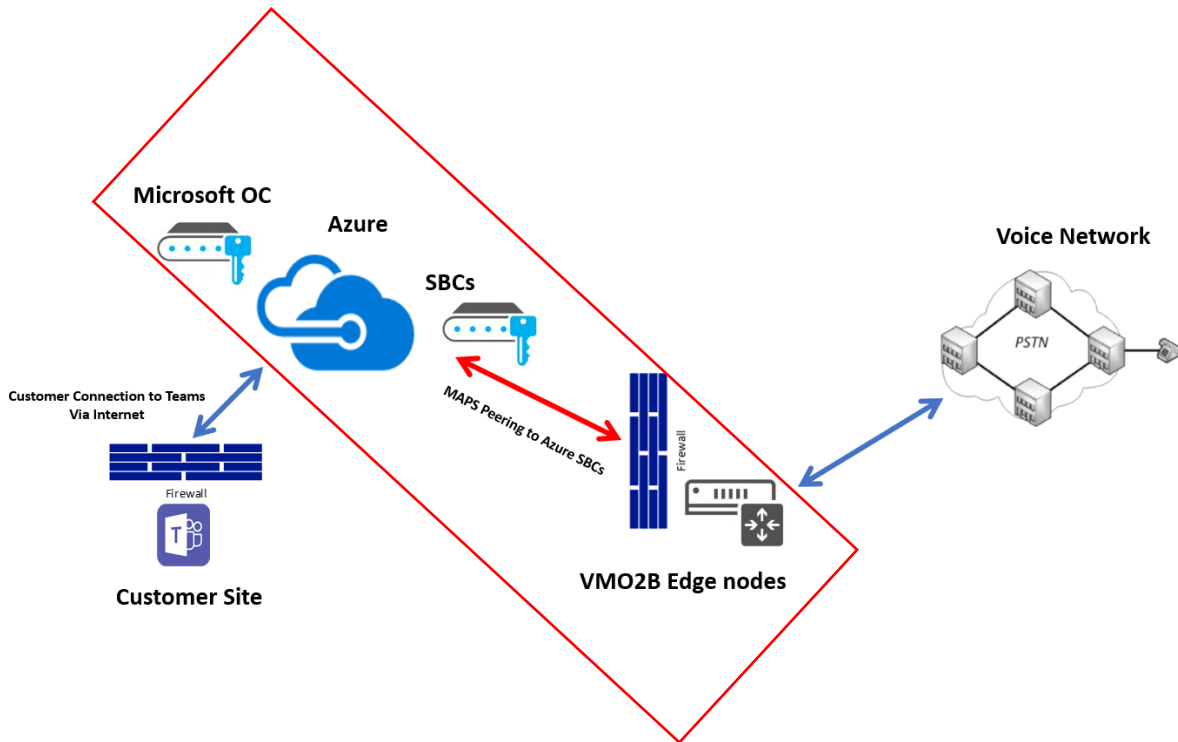
5.0 Service Requirements

The Microsoft Teams Operator Connect service has the following service requirements:

- The Buyer must have the pre-requisite Microsoft Enterprise licences with the Microsoft Teams Phone Standard per user licences for the Microsoft Teams Operator Connect service to be enabled. The Microsoft Teams Phone Standard licences needs to be added if the Buyer has existing Microsoft 365 Business E1 or E3 licences.
- If the Buyer has Microsoft 365 Business E5 licences, the Buyer will already have the required voice Microsoft Teams Phone Standard Licenses included.
- Any IP-phones to be used with the service need to be Microsoft Teams compliant.
- The Buyer must have sufficient fixed connectivity, for example LAN, SDWAN, Broadband and Wi-Fi.
- The Buyer tenant must be United Kingdom based.
- The Microsoft Teams Operator Connect calling plans are for United Kingdom based callers, as the Domestic calling plans provided are for United Kingdom domestic calls.
- The Teams client assigned numbers are United Kingdom local 01 and 02 geographic numbers.

6.0 Service Demarcation

The Microsoft Teams Operator Connect service provided has the following service network demarcation between the VMO2 network, the Buyer's sites and the Public Switched Telephone Network.



7.0 Optional Add-On

7.1 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 Microsoft Teams Operator Connect, 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 Microsoft Teams Operator Connect.
- **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 customer 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's 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 Microsoft Teams Operator Connect 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.

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

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