Service Definition
Voxaro Teams FlexVoice

SERVICE OVERVIEW

Voxaro Teams FlexVoice is a fully managed Microsoft Teams telephony service delivered in partnership with Gamma, providing Operator Connect and Direct Routing as a Service. The service offers 99.999% core availability, inclusive UK minutes, optional international bundles, and end-to-end PSTN breakout for organisations modernising voice services ahead of the UK PSTN Switch-Off.

Voxaro Teams FlexVoice delivers resilient PSTN breakout for Microsoft Teams with simple, policy-driven provisioning via the Teams Admin Centre. Operator Connect is the default option for most customers, offering direct peering between Gamma and Microsoft, rapid onboarding, and simplified number management. Direct Routing is available for scenarios where Operator Connect is not suitable or where deeper integration is required (e.g. complex dial plans, analogue gateways, or site survivability). The service is charged per user per month with options for inclusive call bundles to avoid bill shock; international calling bundles are available by agreement, and any out-of-bundle usage is charged at standard rates.

Key Features

- Microsoft Teams-native PSTN calling for users, auto attendants and call queues.
- Operator Connect with direct interconnect to Microsoft and number management in the Teams Admin Centre.
- Direct Routing as an alternative for complex environments, legacy interop, and specific compliance scenarios.
- Inclusive UK call packages (landline and mobile) with optional international bundles depending on contract; PAYG available.
- Advanced inbound call control and resiliency features via the carrier overlay (e.g. divert on failure, IVR, queuing, geographic routing).
- Number porting management from end-to-end, including complex range moves.
- Automated or assisted user provisioning, including policy assignment.
- Billing analytics with cost centres, unbilled usage visibility, and CSV/Excel exports.
- Support for Teams-certified devices (handsets, headsets) and softphones across desktop and mobile.
- UK-based service wrap: consultancy, design, migration, training, and project management.

Service Levels & SLAs

- Core service availability (Operator Connect): 99.999% service continuity where contracted (leveraging resilient interconnects and carrier-level failover).
- Non-core services (portals, reporting, feature services): target 99.5%.
- Availability calculation: (Total minutes – Unplanned Downtime) ÷ Total minutes × 100. Partial availability is measured proportionally.
- Incident response and updates follow ITIL practices with prioritisation based on business impact. Major incidents receive proactive updates and service status notifications.

Technical Architecture

Operator Connect: Gamma maintains Microsoft-certified SBC clusters in a geographically resilient architecture with private interconnects to Microsoft. The design isolates voice traffic from the public

Internet and provides QoS-optimised routing.
Interconnects: Dedicated Microsoft Voice Private Network Interconnects (PNIs) via the Microsoft

Azure Peering Service (MAPS) at UK data centres (e.g. London and Manchester) for capacity, redundancy, and security.

Direct Routing: Certified SBCs and policies provide PSTN breakout and interop to third-party or on-premises systems when required.

Carrier overlay: Advanced inbound call handling and failover policies at number level provide continuity in the unlikely event of an endpoint or platform issue.

Security, Compliance & Data Location

- The underlying service provider (Gamma) maintains certifications aligned to UK public sector expectations (e.g. ISO 9001, ISO 14001, ISO 22301, ISO 27001, Cyber Essentials, Cyber Essentials Plus).
- Emergency services compliance and Ofcom numbering policies are observed. Public sector 030 number allocations and other regulated ranges are supported as applicable.
- Data location: voice interconnect and service elements are hosted within UK data centres with geographic resilience; Microsoft Teams data residency follows Microsoft 365 tenancy configuration.

Service Constraints & Customer Responsibilities

- A Microsoft 365 tenant is required with the appropriate Teams Phone licensing (Phone System capability).
- Customer is responsible for validating and maintaining emergency addresses within the Teams Admin Centre.
- Third-party internet access is the customer's responsibility (where not provided by Voxaro).
- Service changes and delivery activities occur during business hours unless otherwise contracted.

Business Continuity & Disaster Recovery

- Carrier-level resiliency with geographically distributed SBC clusters and multiple private interconnects to Microsoft.
- Inbound number-level failover and call treatment policies (e.g. alternate destinations, time-of-day routing, queuing, IVR) to maintain service during incidents.
- Structured incident management with post-incident reviews and lessons learned.

Billing, Invoicing & Reporting

Pricing is per user per month. Bundled call packages are available to control costs. International bundles can be added by agreement; any out-of-bundle traffic is billed at standard rates. Consolidated invoicing and detailed reporting (including unbilled usage, cost centres, and exports) are available via the service portal. DDI-level billing is supported.

Exit & Termination

- Standard notice periods align to G-Cloud call-off terms unless otherwise agreed.
- At service end, any numbers still assigned to users or services will revert to a rolling 30-day contract, unless otherwise agreed.

- Voxaro will support orderly transition, including configuration export and documentation handover.

Roles & Responsibilities

- Voxaro: service wrap, consultancy, onboarding, support, and governance.
- Gamma (provider): core Operator Connect/Direct Routing platform and carrier network.
- Customer: Microsoft 365 tenant administration, user adoption, device management, and internet access (unless provided).

Glossary

- Operator Connect – A Microsoft programme allowing certified operators to provide PSTN calling directly in Teams with native administration.
- Direct Routing – PSTN connectivity using certified Session Border Controllers connected to Teams.
- SBC – Session Border Controller, a device/application that controls signalling and media streams.
- PSTN – Public Switched Telephone Network.
- MAPS – Microsoft Azure Peering Service used for private interconnects.

Notes: This document is Voxaro-branded. The underlying Operator Connect and Direct Routing platform is provided by Gamma. Service levels, certifications and technical architecture are subject to supplier updates and contract.