

Call2Teams - Service Description

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1 Call2Teams Service Description

This document describes the Call2Teams service (“the Service”) offered by Dstny.

The Service enables Service Provider’s End Customers to connect their existing PBX and SIP trunk telephony solutions to Microsoft Teams in their Microsoft 365 tenants.

The Service provides Direct Routing as a Service (DRaaS) into Microsoft Teams. It sits between Service Provider’s PBX or SIP trunk and Microsoft Teams.

It provides an integrated experience for the End User, enabling them to make and receive calls using their existing phone system natively within Microsoft Teams.

Dstny maintains ownership of the Service software, licenses and infrastructure.

Dstny provides and maintains the Service Provider portal and API endpoints.

Service Provider must provide their own PBX, SIP trunks, and/or PSTN connectivity.

SIP device and phone service provider credentials are also owned and maintained by Service Provider.

Service Provider’s End Users also require the relevant licenses to use calling in Microsoft Teams.

1.1 **Definitions**

Term	**Definition**
DET	Dynamic Emergency Trunk
ERS/ERSP	Emergency Routing Service / Provider
PBX	Private Branch Exchange
PSTN	Public Switched Telephone Network
SBC	Session Border Controller
SIP	Session Initiation Protocol
Teams	Microsoft Teams unified communications platform
VoIP	Voice over Internet Protocol

1.2 Service Overview

1.2.1 **Commercial**

The Service operates on a pay-as-you-go monthly subscription model. Pricing is per user, per month and pro-rated for initial set up.

The Service offers subscription ordering and management in multiple currencies with multiple price offers, including partner-aggregated tiered discounts, and an audit trail of all commercial changes. It offers invoices in multiple currencies, creation of detailed reconciliation statements, collections using direct debit as appropriate per country.

1.2.2 Client Portal

The client portal is browser-based and enables users to configure and manage their account. There is no software or hardware to install.

Service Provider administrators have visibility of all levels of their end users on the Service.

1.2.2.1 Portal Functions

- Manage PBX/Trunks templates
- Manage calling policies
- User registration
- View call logs, with structured logging data
- Raise support tickets
- Synchronise data between services
- Manage branding assets – see below for more details

1.2.3 Branding

The product allows for thorough white labelling of The Service, consisting of the following elements:

- Bespoke PBX/Trunks Templates
- Hide parent templates (option)
- Portal logo (the end customer's logo)
- Support / Store links
- The end customer's own portal URL
- Microsoft Consent (The end customer's logo, name, terms)
- Custom domain

This section describes the three branding levels available:

1.2.3.1 Call2Teams As Standard

This is the standard offering, shown across the whole product.

Partners have two self-serve customisation options; Brand Essentials and Brand Complete:

1.2.3.2 Brand Essentials

This option is charged monthly.

Partners can activate and manage this from within the Service portal.

Customisation options:

- Main portal logo (Header logo)
- Favicon (Portal logo)
- Store and support links
- PBX and Trunk Templates.

1.2.3.3 **Brand Complete**

This option is charged monthly.

The option includes all the Brand Essentials features, plus a bespoke portal URL, a custom domain, and Microsoft consent.

Branding Level Feature Comparison Table

Feature	Call2Teams	Brand Essentials	Brand Complete
Bespoke PBX/Trunks Templates	Excluded	Included	✓
Hide parent templates (option)	✗	✓	✓
Portal logo (the end customer's logo)	✗	✓	✓
Support / Store links	✗	✓	✓
The end customer's own portal URL	✗	✗	✓
Microsoft Consent (end customer's logo, name, terms)	✗	✗	✓
Custom domain for both Portal and SIP domain	✗	✗	✓

1.2.3.4 **Additional Features**

The Service offers the following additional features:

- Teams True Transfer
- Large Tenant Mode
- Bulk Import
- Service API

Please see the **Add On Features** page of this document for details.

1.3 Service Architecture

The Service connects with Microsoft 365 via the Azure Server infrastructure. The Service operates in Microsoft's Azure cloud, served globally.

The Service uses Azure-based architecture, and Microsoft Direct Routing approved session border controllers.

No additional hardware or software is required by the Service Provider.

The Service is provisioned for high availability and elasticity**;** service is provisioned on at least two nodes to provide high availability.

1.3.1 Requirements and Setup

Service Providers should be familiar with Microsoft PowerShell and have appropriate administrative permissions for their systems, including their PBX/Trunk and Microsoft Teams accounts.

There may be some changes required to the Service Provider's PBX or network to create a successful connection.

Call2Teams is hosted within Microsoft datacenters, so calls between **Call2Teams** and Microsoft 365 stays within the Microsoft Cloud infrastructure.

Call2Teams allows Microsoft 365 Teams users to connect to the Service Provider's phone systems like an existing desk phone or softphone. Service Providers do not need to alter their existing phone system configuration and only need give the Teams capability to users that need it. **Call2Teams** requires no client-side software installation.

No additional hardware or software is required, **Call2Teams** is a true multi-tenant Cloud service, used on a per-user subscription.

Call2Teams is a Software-as-a-Service (SaaS) solution to provide voice calling to and from Microsoft Teams users to their PBX/Trunk PSTN connection. For this reason, it does not offer video calling.

1.3.1.1 Solutions

Call2Teams is a fully cloud-native solution that sits between any Teams Phone, PBX or SIP Trunk and Microsoft Teams. The Service is built to be carrier grade using high-availability resilient software architecture, with round the clock and the global monitoring, encrypted voice channels, and Azure single-sign-on.

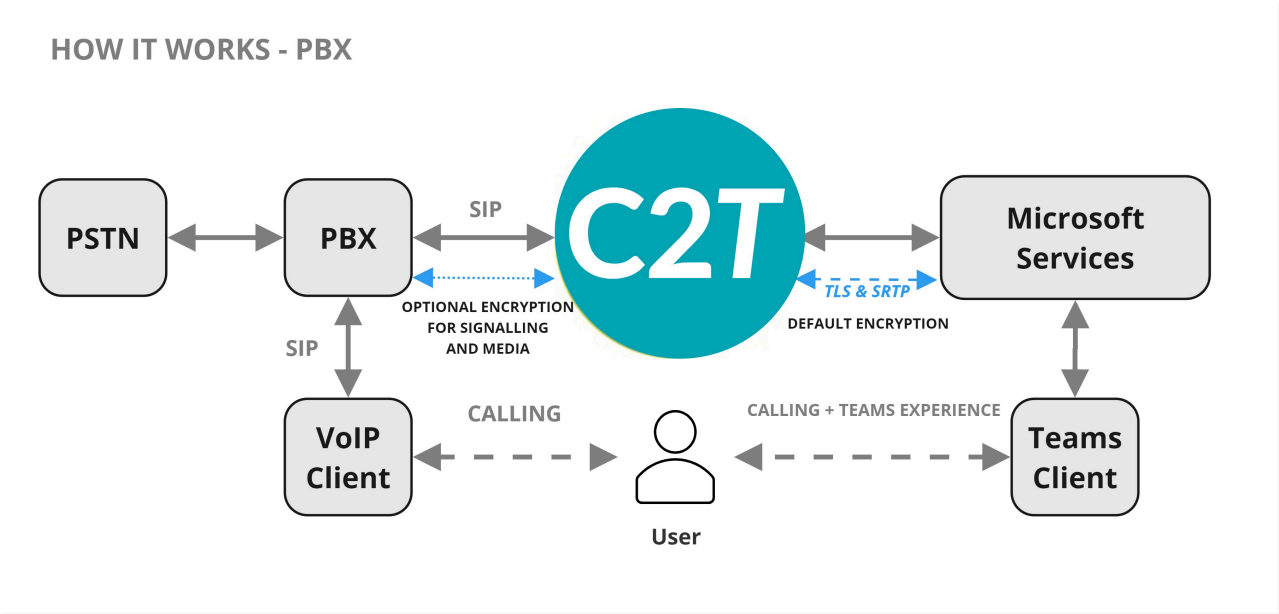
Call2Teams uses a per-user subscription (starting from one user) and provides the full interface between the Service Provider's PBX or phone service provider and Microsoft 365.

The **Call2Teams** Global SBC network connects the Service Provider's existing PBX to Microsoft Teams, offering two direct routing solutions:

- for PBX
- for trunks.

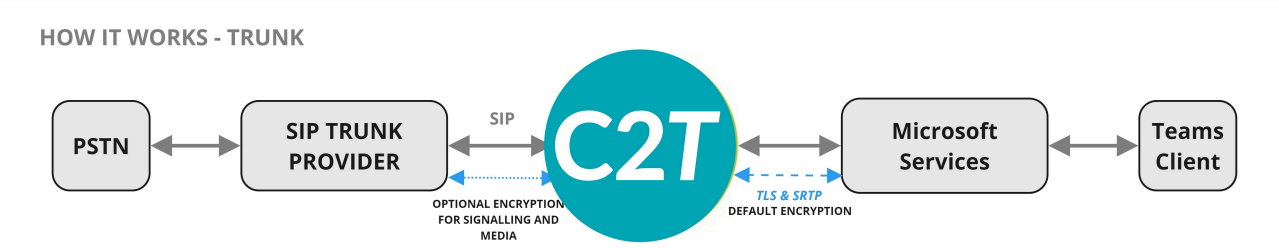
The **Call2Teams** service functions as a connector, not a PBX or carrier - it links existing Service Provider owned PSTN telephony solutions to the Microsoft Teams Unified Communications platform, rather than replacing them outright.

Solution for PBX



The **Call2Teams** service supports Service Providers who have multiple PBXs, allowing them to combine the features of Microsoft Teams with the functionality of their current PBXs and phone services. This includes extensive functionality beyond standard Teams Direct Routing, ensuring call control works as expected.

Solution for trunks



Service Providers can make use of both Microsoft Teams Phone capability and BYOC (Bring Your Own Carrier) - they can incorporate their existing phone service provider(s), numbers, and minutes.

The end user's Teams experience is seamless, allowing them to make calls out beyond the Microsoft network from within the Teams application. The Service is hosted outside of the Service Provider's organization, so no additional hardware is required, meaning there is no requirement for additional IT administration or ongoing maintenance.

1.4 Service Roles

1.4.1 **Service Roles**

1.4.1.1 Dstny

The provider of the Service to Service Provider.

Relation: The Provider.

Responsibility: Responsible for maintaining and running the Service.

Supporting Service Provider as per the contractual agreement with them.

Updating and developing the Service as per the contractual agreement with them.

1.4.1.2 Service Provider

The entity who resells the Service. Owns the end customer communication and relationship, and if applicable communication and relationship with resellers connected to Service Provider.

Relation: Customer to Dstny.

Responsibility: All communication, support and sales related work with resellers, end customers, and end customer users.

1.4.1.3 Reseller

The reseller of services from the Service Provider (this entity has no business relation with Dstny).

Relation: Customer to Service Provider.

Responsibility: Depends on contract between Service Provider and Reseller.

1.4.1.4 End Customer

Any business consuming the features and functions of the Service, as provided by Service Provider.

Relation: Customer to Service Provider or Reseller.

1.4.1.5 End User

Any entity or application that consumes the Service.

Relation: End user of the End Customer who has a relationship as customer to Service Provider or Reseller.

1.5 User Experience

1.5.1 **Experience**

1.5.1.1 **Service Provider Experience**

- All Service functions can be managed from the Service portal.
- Dependent on the level of branding purchased, customisation can be applied to the Service portal.
- Any existing compliance and reporting features on the existing PBX or phone service stay in place and remain unchanged.
- Service support is accessed from within the Service portal.
- If Go is purchased, Service Provider can manage and deploy the application from within the Service portal.
- If Go is purchased with branding, Service Provider can customise the labelling of the application.

1.5.1.2 **End Customer Experience**

- End Customers can manage Service functions and users via the Customer portal.
- Service support can be accessed from within the Customer portal.

1.5.1.3 **End User Experience**

- End Users can make and receive phone calls from/to their PBX or trunk through their Microsoft Teams services.
- Voice enablement through direct routing is managed like any other call.
- The Service works in any device that supports Microsoft Teams.
- If Call2Teams Go is purchased, End Users can use the application natively within Microsoft Teams.

1.6 Service Level Objectives

1.6.1 Service Level Objectives

Dstny has the objective that the voice element of the Service should have a monthly availability percentage (MAP) of at least 99.99% (unless otherwise specified).

Dstny has the objective that the Call2Teams Go service (if purchased) should have a monthly availability percentage of 99.9% (unless otherwise specified).

The MAP shall be calculated as the total minutes in the month ('T') minus the outage minutes in the month ('O') divided by the total minutes in the month expressed as a percentage ((T-O/T)%). Outage means a period measured in minutes where the voice service is totally unavailable and such unavailability is not caused by an exclusion as defined below.

Exclusions for Availability

Dstny is not responsible for any unavailability of the Service which are related to planned activities or circumstances outside of its control including but not limited to the following examples, which would all therefore not be included as outages in the calculation of MAP.

(a) Maintenance activities as defined in frame agreement,

(b) Outage due to work performed at the request of Service Provider,

(c) Outage caused by third party products or services not managed by Dstny, or

(d) Unavailability caused by Service Provider's use of the Services in conflict with the Agreement.

1.7 Security and Privacy features related to data privacy and regulatory compliance

1.7.1 **Security**

1.7.1.1 **Administrative access**

The Service portal is controlled via Azure/Microsoft 365 single sign-on.

No user credentials are stored by the Service.

Access policy for the Service service is directly managed by the Service Provider's organisation.

Two-factor authentication (2FA) for access is supported.

Service Provider can control the Service's access to their Microsoft 365 Teams tenant via the presence of the custom domain the Service adds to their tenant.

SIP device and phone service provider credentials are owned and maintained by Service Provider.

1.7.1.2 **Encryption**

The Service encourages the use of encryption for the call leg between the customer's equipment and the Service as this traverses the public internet.

The Service supports the use of TLS and media encryption within the End Customer's service template to facilitate this security measure.

Encryption of both signalling and media is enforced for the leg of the call between the Service infrastructure and Microsoft 365.

This is achieved using TLS and SRTP.

1.8 Add On Features

1.8.1 **Add-On Features**

These are additional chargeable product offerings to complement the Service:

- Go
- Dynamic Emergency Trunk

1.8.1.1 **Go**

Go is an add-on product for the Service.

It enables end users to have native voice experience in Microsoft Teams, without needing to purchase additional Phone System licenses.

Features

- Completely native integration: All end user actions occur within Teams
- Make and receive calls as End Users normally would in Teams
- Place calls on and off hold, and transfer active calls out to PSTN
- View call history, filter by call state and search for contacts or numbers
- Add, edit, and remove contacts, and place calls directly from user contact lists
- Calls are native Teams calls so users can make use of Teams voicemail, call recording and transcription
- The ability to invite additional users to a call and elevate it to a Teams call
- Transfer calls to other Teams enabled devices
- Full and partial branding is available

This add-on has a Service Level Agreement with an availability of 99.9%

1.8.1.2 Dynamic Emergency Trunk (DET)

Dynamic Emergency Trunk is a solution for routing emergency calls from Microsoft Teams to an ERSP (Emergency Routing Service Provider).

DET removes the need for Service Provider/End User to set up and manage a direct Emergency Routing Service capability.

1.8.1.3 Teams True Transfer (TTT)

Teams True Transfer solves for the issue of transferring a call via Microsoft Teams to the PBX, ensuring the call and user states are correctly handled and updated.

Features

- Provides correct off-hook busy representation of both users after a transfer.
- Enhances the attended transfer experience for users, especially where transferring to a call queue agent - meaning users are free to take the next call following transfer.
- Integration, reporting and recording is applied to the correct agent.
- The user's SIP phone and PBX Voicemail will ring or activate following a Teams-to-Teams transfer.

1.8.1.4 Large Tenant Mode

Large Tenant Mode provides a mechanism to synchronise large amounts of users into the Service portal.

Large Tenant Mode is intended for user management above 1000 users.

Important Note:
The Sync Now function does not perform the same license checks and validation when in **Large Tenant Mode.** Use of **Large Tenant Mode** assumes the groups being synchronized are properly licensed with the **Phone System** license and **do not** have a calling plan.
If this is not the case, then users will be unable to make/receive calls and existing calling plans can be disrupted.

Features

- Basic security groups are supported with Large Tenant Mode
- All members of the groups chosen will be be present in the Add User list or available to be matched by the bulk import function.
- The group select option supports transitive membership, so the group can contain other groups and The Service gets all of the implied users of the sub-groups.

1.8.1.5 Bulk Import

This feature allows Service Providers to add or amend users in bulk.

- For a PBX Service, Service Providers can add *or* update users.
- For a Trunk Service, Service Providers can only update users.
    - This feature is primarily to update email addresses for synchronizing, to match the number to the user.

Requirements:

- Telephone numbers to import must be in full E.164 format without special characters or spaces.

1.8.1.6 **Service API**

The Service provides a REST based API (Application Programming Interface) for the purposes of integrating with Service Provider's products and offerings.

Access is granted through self-service via the Service Admin portal; authorised users may obtain an access key. This is required for all API interactions.

The API is owned and maintained by Dstny and is subject to fair use:

- API users must only use the available endpoints as described in the Service API document.
- There is a ratelimit of **300 requests per minute** on both Production and UAT environments;
    - The ratelimit applies to each instance, that is to say, to each client IP. Partners can use multiple instances and each will have its own separate count towards the rate limit.
    - When the limit is hit, a status 429 is returned to notify the API user of this, and this status is only used for ratelimit notifications.
    - **Every** request is logged and will count towards the limit - whether it's a failure or success.
- The API service is monitored with alerts to ensure quality of service for the prevention of DOS attacks and similar abuses.
- Misuse of the API may result in the feature being withdrawn.
- The API is provided as-is in line with the rest of the Service's Service Level Objectives.

Uses for the API include but are not limited to:

- Creating accounts,
- Ordering licenses,
- Managing user invites,
- Adding services,
- Retrieving diagnostic logging data.

1.9 Support

1.9.1 **Support**

Support is provided as per the Service Agreement.

Dstny will, as part of the Services and at no additional cost to the Service Provider, provide the Service Provider with Dstny's standard support services in accordance with schedule 4 (the "Support Services"); the terms of schedule 4 will be treated as forming part of the Service Description applying under the Service Agreement, to the extent that the provision of the Support Services is included under this Service Agreement.



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