

Operator Connect and Teams Direct Routing

1. Any references to Operator Connect and Teams Direct Routing in this document refer to the Customer's PSTN breakout for their Microsoft Teams Telephony.
2. All charges in relation to the Services not listed in the Product Agreement will be charged as per our current tariff as published from time to time. For the purposes of this clause 2 the following peak/off peak times will apply:

Peak = Monday to Friday 08:00 to 18:00

Off Peak = Monday to Friday 18:00 to 08:00, Weekend = Saturday 00:00 to Sunday 23:59
3. All calls are charged per second with a 1p minimum call charges apart from some non-geographic numbers, directory enquiry services and ISDN services.
4. Free mobile calls will only apply to agreements on a minimum 36-month term.
5. A call set up fee may apply to certain non-geographic or directory enquiry services.
 - a. The total number of calls per Operator Connect or Teams Direct Routing user/channel from an endpoint shall not exceed 2,000 minutes per month to 01/02/03 terminations. Any Operator Connect or Teams Direct Routing endpoints that exceed this aggregate amount will be subject to a per minute price for the total volume of calls generated from that endpoint according to the standard Arrow rate card. In addition, calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel.
 - b. The total number of mobile calls per Direct Routing user/channel from an endpoint shall not exceed 2,000 minutes per month to UK mobile destinations. The eligible mobile networks are Vodafone, O2, EE and Three. Any endpoints that exceed this aggregate amount will be subject to a per minute price for the total volume of calls generated from that endpoint according to the standard Arrow rate card.
 - c. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one-minute increments thereafter, in addition to the service charge cost of the call.
6. The Customer is responsible for the configuration and ongoing support of their Microsoft 365 tenant, any connectivity and network infrastructure unless some or all these elements are supplied by Arrow. In the case of a fault, the Customer must liaise with the relevant provider of the associated service.

Operator Connect only

Operator Connect is a service that enables customers to partner with Arrow for purposes of enabling PSTN voice calling within Microsoft Teams. Gamma acts as the carrier in the 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 Gamma's network. These SBCs serve as the SIP interface between the Microsoft 365 network on the public side, and the core Gamma network infrastructure on the internal side. The Microsoft-certified SBCs deployed on the edge of Gamma's network, together with Gamma's Internet Gateways, represent the physical point of demarcation between the two networks involved in the Operator Connect service model: the Gamma network and the Microsoft 365 / Azure network. Arrow can assume no responsibility for the assets that form part of the Customer's Operator Connect service and that are not supplied by Arrow, or under Arrow's control, either directly or indirectly. Similarly, Arrow 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.