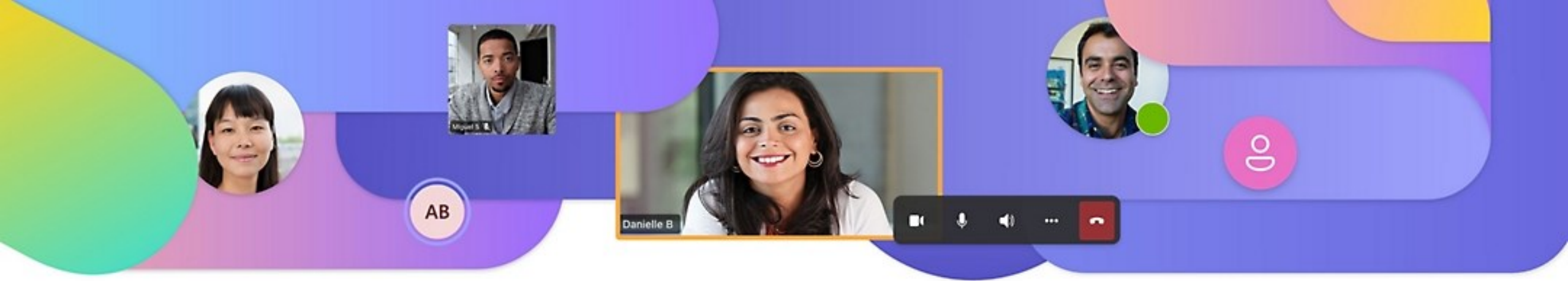




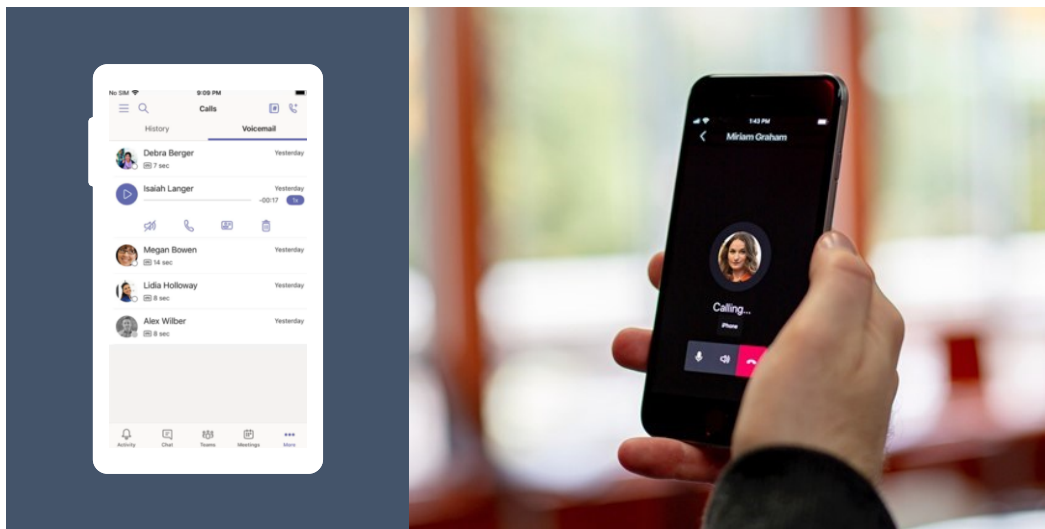
COSMOTE

Teams calling aaS

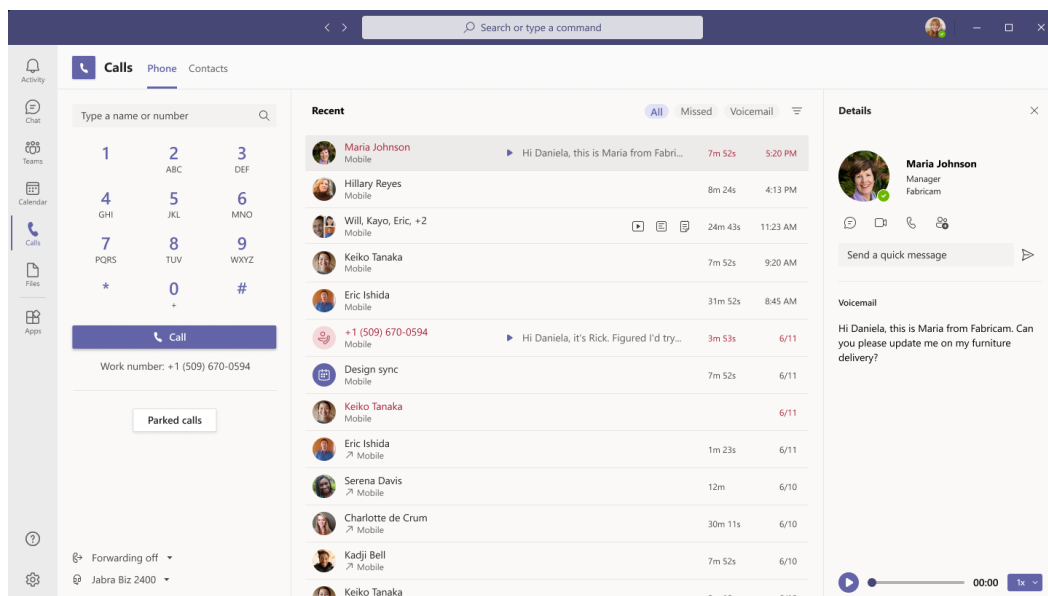


Microsoft Teams Phone Overview

An enterprise-grade cloud communication service
built for all the ways you work.



Simplified communication and collaboration through a single app



Provide a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool

Quickly start a call from chat, contact card, Outlook, or the Calls app

Collaborate in Microsoft 365 apps directly from calls and meetings

Leverage full suite of calling features from any device or location

Enterprise-grade communication features

Optimize the customer experience with cloud calling features—including consultative transfers, music on hold, call park, and voicemail transcription

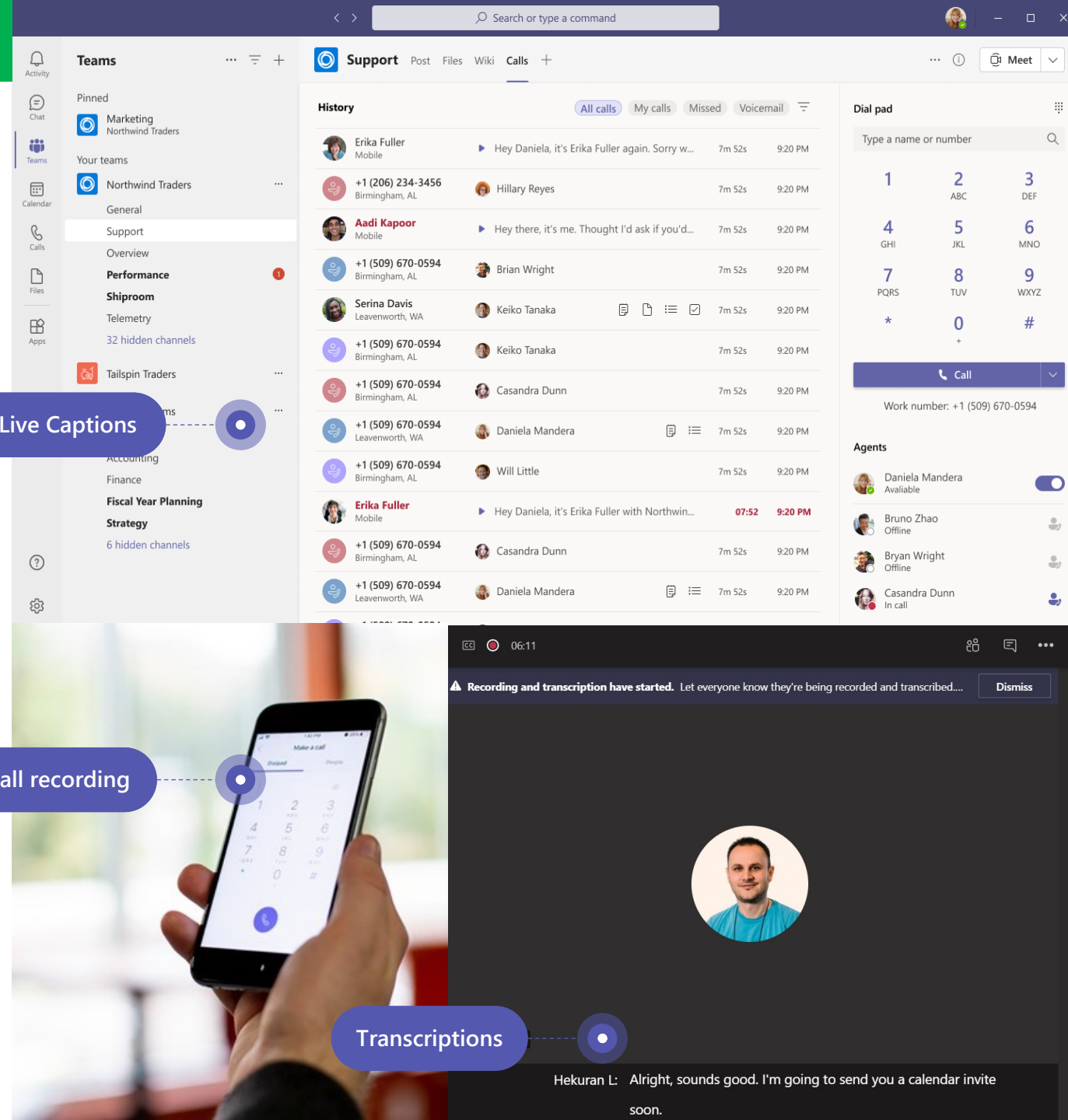
Empower employees with group call pickup, delegation, and shared line appearance

Streamline operations with built-in auto attendants and call queues, or easily connect to your favorite contact center software

Live Captions

Call recording

Transcriptions





Phone numbers - Microsoft Teams

https://admin.teams.microsoft.com/phone-numbers

Contoso Electronics Microsoft Teams admin center

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. [Learn more](#)

Numbers Order history

+ Add ↓ Port ✎ Edit 📞 Release 🔍 ⚙

| Phone number | Location | Number type | Status |
|-------------------|--------------------------|-------------|------------|
| +1 619 816 4305 | San Diego, United States | Users | Assigned |
| +1 619 816 4806 | San Diego, United States | Users | Assigned |
| +1 619 816 4824 | San Diego, United States | Users | Unassigned |
| ✓ +1 619 878 3855 | San Diego, United States | Users | Unassigned |
| +1 619 878 3856 | San Diego, United States | Users | Unassigned |

Give feedback

Optimize IT resources with streamlined setup and management

Easily add phone numbers and manage your entire phone system through the Teams Admin Center


Monitor and resolve issues with Call Analytics and the Call Quality Dashboard

Enhance reliability for critical calls with capabilities like Survivable Branch Appliance



COSMOTE Teams Calling as a Service

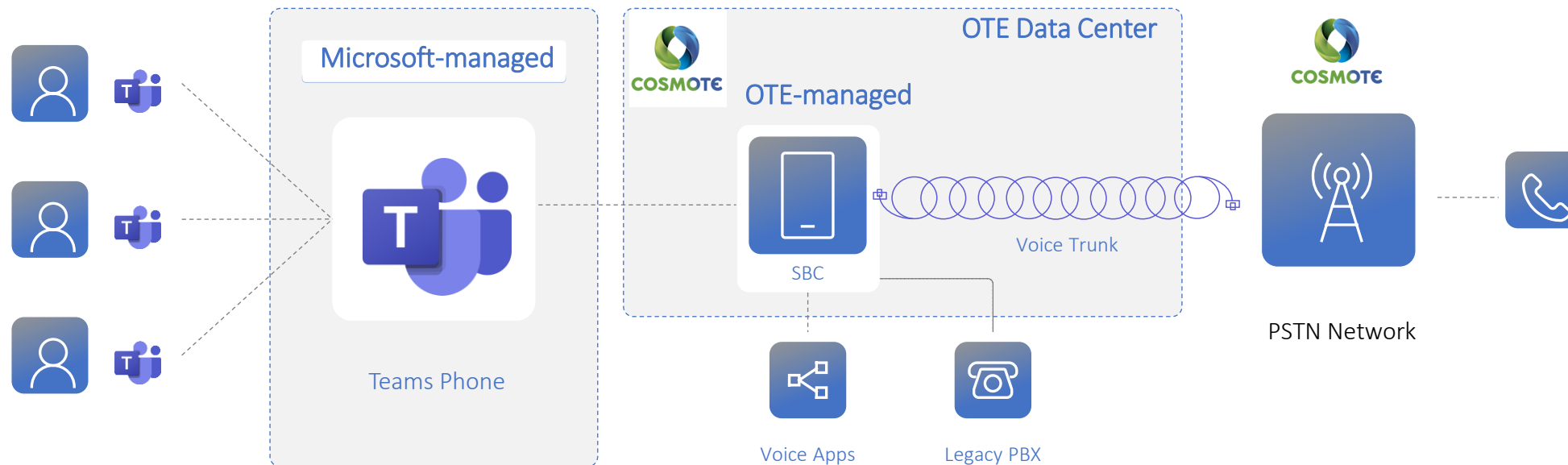
Enabling reliable zero-footprint migration
to Microsoft Teams Phone System



Direct Routing as a Service (DRaaS) Hosted Model

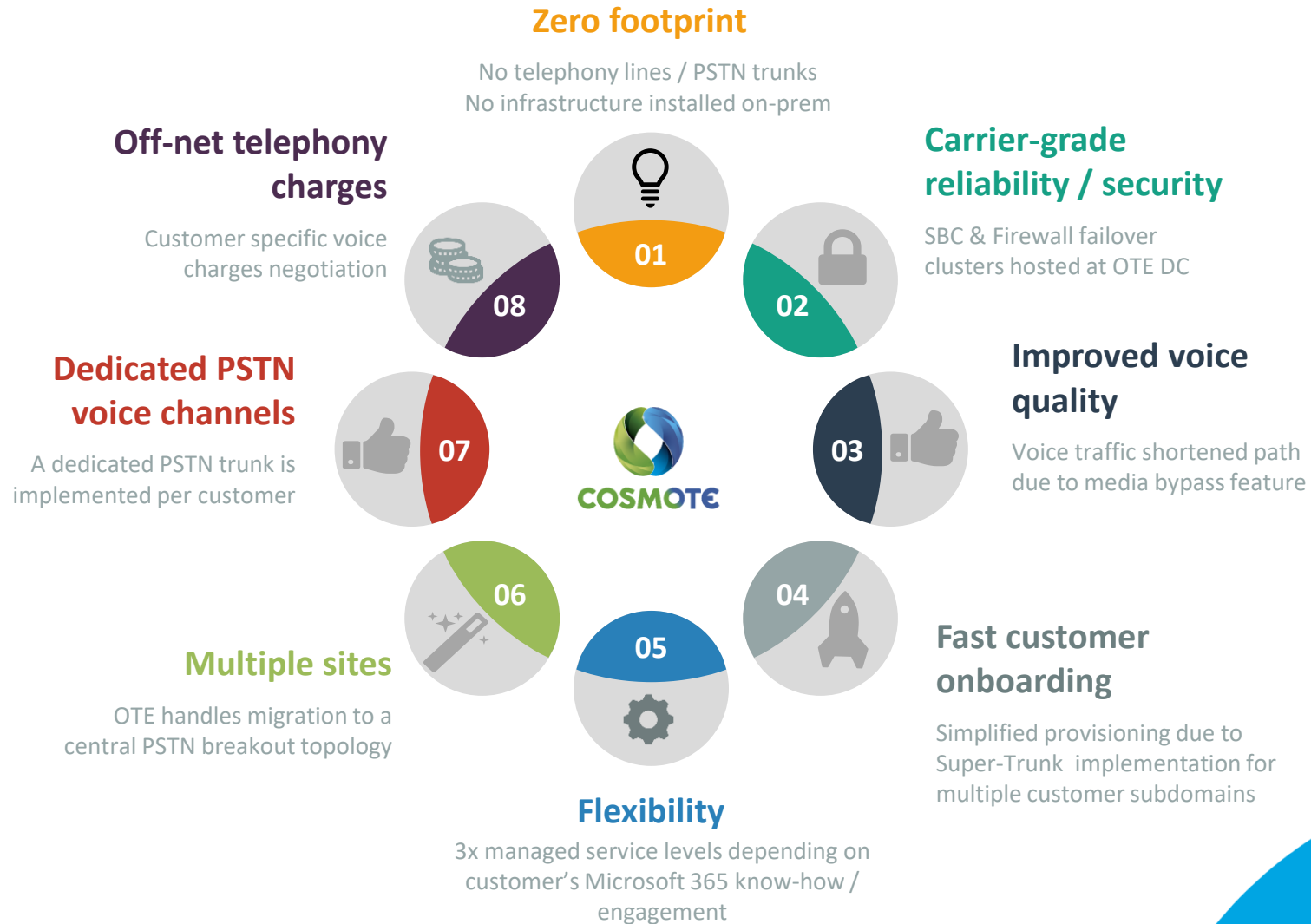


OTE-hosted Direct Routing: A flexible deployment model which enables business customers to have zero footprint connectivity with PSTN & Microsoft Teams Phone System.



Tip: Integration with any on-premises telephony infrastructure (e.g. legacy PBXs, analog gateways, call recording) are handled as special projects

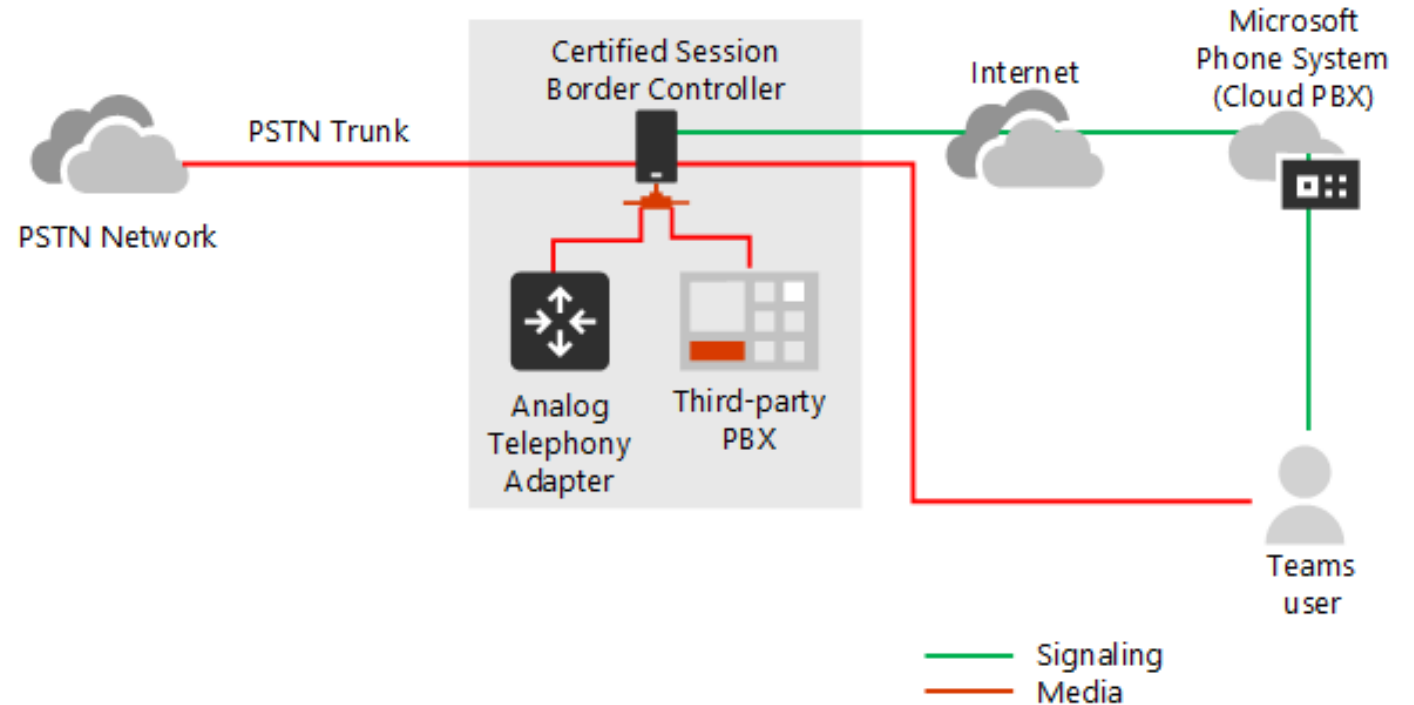
COSMOTE Teams Calling As a Service Overview



Optimizing media in Direct Routing with Media bypass

Media bypass enables you to shorten the path of media traffic and reduce the number of hops in transit for better performance.

With media bypass, media is kept between the Session Border Controller (SBC) and the client instead of sending it via the Microsoft Teams Phone.



Teams Phones/Devices

(handled per project and charged separately)

Touch phones



Audiocodes C455 HD



Audiocodes C470 HD



Yealink MP 54

Non-Touch phones



AudioCodes C435



Yealink MP 52



Audiocodes RX10
Speakerphone

SIP endpoints



ATA: AudioCodes MP-20x



Intercom



Visual Alserter



Speaker

*Provisioning & management for devices such as IP Phones, headsets, smartphones, tablets, Teams-enabled phones and meeting room video end-points are handled per project and charged separately

**IP phones certified for Microsoft Teams: <https://learn.microsoft.com/en-us/microsoftteams/devices/teams-ip-phones>

Managed Service Levels

| Services | Essentials | Essentials+ | Pro |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|-----|
| ONE-TIME SERVICES | | | |
| Planning and Design | Yes | Yes | Yes |
| SBC implementation for Direct Routing & PSTN connectivity | Yes | Yes | Yes |
| MS-Teams Voice Implementation (end-customer Teams tenant) | - | Yes | Yes |
| ONGOING OPERATIONAL SERVICES | | | |
| 24x7 Maintenance | Yes | Yes | Yes |
| Online SBC-based call analytics (QoE) | Yes | Yes | Yes |
| Online end-to-end call analytics (QoE) reporting, including Teams call quality | - | - | Yes |
| Advanced reporting (customized and scheduled reports) | - | - | Yes |
| SBC Configuration & Change Management (CCM) | Yes | Yes | Yes |
| Self-service Tenant Onboarding Portal | Yes | Yes | Yes |
| Self-service DID management tool for straightforward phone number assignment | - | Yes | Yes |
| Self-service tool for full Teams User Lifecycle Management (User MACD/changes, calling policies, phone number inventory and assignment) | - | - | Yes |



Calling for Microsoft Teams Advanced Specialisation

OTE holds the Calling for Microsoft Teams advanced specialization which demonstrates our commitment, expertise and proven customer success in MS Teams projects

