



China

Teams Phone Service Direct Routing

Version 1.1

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1st March 2025

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1. Introduction

Setera Communications Oy is a telecom operator headquartered in Espoo Finland, with branch offices in Madrid, Milan, Rome, and London. Our network is available in Europe, North America and Asia (including China).

SIP trunking provides customers with efficient, scalable access to a worldwide voice network via one or more redundant interconnects. By connecting directly to the Company's infrastructure, customers can extend their reach to over 40 countries, eliminating the need for multiple regional provider interconnects, thus reducing operational complexity.

Whether migrating from legacy PSTN systems or integrating with Unified Communications platforms such as **Microsoft Teams**, **Cisco Webex** and **Zoom**, our solution offers efficiency, cost-effectiveness, and performance benefits ensuring secure and seamless communication.

1.1. Microsoft Teams Phone Service in China

Partnering with **China Telecom** to serve multinational global organisations, Setera is providing the possibility to use Teams Phone service in most cities in China. integration of Microsoft direct routing with the global Teams platform.

This service includes offering local phone numbers and local calling services through China Telecom to Teams users, presenting a distinctive and compliant solution for enterprises, who are aiming to incorporate China into their global Teams Phone service.

Setera's Direct Routing service connects Chinese phone numbers to your Teams tenant, which provides your Teams Cloud PBX with external calling capabilities.

1.2. Customers

- Multinational enterprises using Teams as a communication platform

1.3. Services:

Full ISDN replacement

- Local geographical DIDs
- Calls to fixed and mobile numbers
- Calls to short numbers
- Calls to emergency numbers
- Calls to international numbers
- Real CLI to all destinations
- Call routing to Teams

2. Connectivity

2.1. Provision

To ensure quality of service without interruptions ("the great firewall of China"), Setera provides direct connection to Teams via fibre provided by China Telecom.

2.2. Phone numbers

Setera provides geographical numbers all across China mainland. China is not supporting portability. Only new numbers are available

- a. Number Order management
Setera is the single point of contact in ordering phone numbers in all of China
- b. Number Delivery:
Delivery time is 2-6 weeks
- c. Documentation:
China Telecom number agreement and Chinese customer documentation required

3. Security & Reliability

3.1. Redundancy

- Setera's SIP Trunks are always delivered with minimum two active Setera SIP endpoints
- Redundant SBC network

3.2. High Availability

- Setera's network endpoints are always geo-separated in two independent data centres
- Setera's SBCs are operating in China Telecom's E-cloud virtual cloud

3.3. Support Services

Setera's support service ensures seamless operation of your communication infrastructure from setup to ongoing daily operations

- a. Integration Support:
Technical assistance for SIP Trunk configuration and integration
- b. 24/7 Emergency Support:
Immediate assistance during disruptions
- c. Business Hour Support:
Available for service-related inquiries
- d. Continuous Service Improvements:
Regular updates maintain operational excellence

3.4. Service Level Agreements & Monitoring

Setera provides 24/7 network monitoring and robust service-level agreements to ensure service reliability. Disruptions are managed by a dedicated engineering team with immediate response times to critical issues.

4. Billing and Traffic Reporting

- a. A-number -based billing:
Billing is based on subscriber numbers
- b. CDR Reporting:
CDR delivery per A-number

6. Consultancy Services and Regulatory Support

Setera offers regulatory support and consultancy services to navigate compliance challenges with local laws and telecom regulations. We offer support in all administrative issues related to the required customer documentation.

7. Summary with Benefits

Setera's Teams direct routing service offers a comprehensive solution for global enterprises to connect Chinese companies to Teams voice service. It provides security, flexibility, and reliability in communications in China. Our platform is designed to evolve with your business, ensuring connectivity and compliance. The Benefits include:

Single provider in China

- Eliminate the need for multiple regional provider interconnects, thus reducing operational complexity

China connected to global Teams organisation

- Offers full PSTN replacement services, including local DIDs, calling to emergency services - short numbers and international numbers

High-Quality, Reliable Connectivity

- Redundant Architecture: Geo-redundant data centres ensure low-latency, high-availability connections
- Optimised Call Quality: Efficient traffic routing minimises latency and enhances call performance