



# **An integrated voice calling solution: Microsoft Operator Connect with Telstra.**

Part of Telstra's Adaptive  
Collaboration product suite

# The best of calling and collaboration, brought together in one place.

Microsoft Operator Connect with Telstra enables cloud-based calling from Microsoft Teams and is delivered through the Adaptive Collaboration self-service management portal.



## UNIFIED USER EXPERIENCE

Empower users to collaborate more seamlessly with a unified calling experience.



## SIMPLIFIED CLOUD CALLING

Optimise cloud-based calling with a mix of individual and shared lined subscriptions tailored to your needs.



## SELF-SERVICE CAPABILITIES

Gain more control and become more agile with self-service capabilities.



# Unify the calling and collaboration experience for users.

Unlock the best of Telstra's cloud-calling via Microsoft Teams and empower your employees to communicate seamlessly with an integrated calling and collaboration service, all in one place.



## Enhance the user experience

Simplify and enhance the user experience by offering calling through Teams via a single collaboration platform.



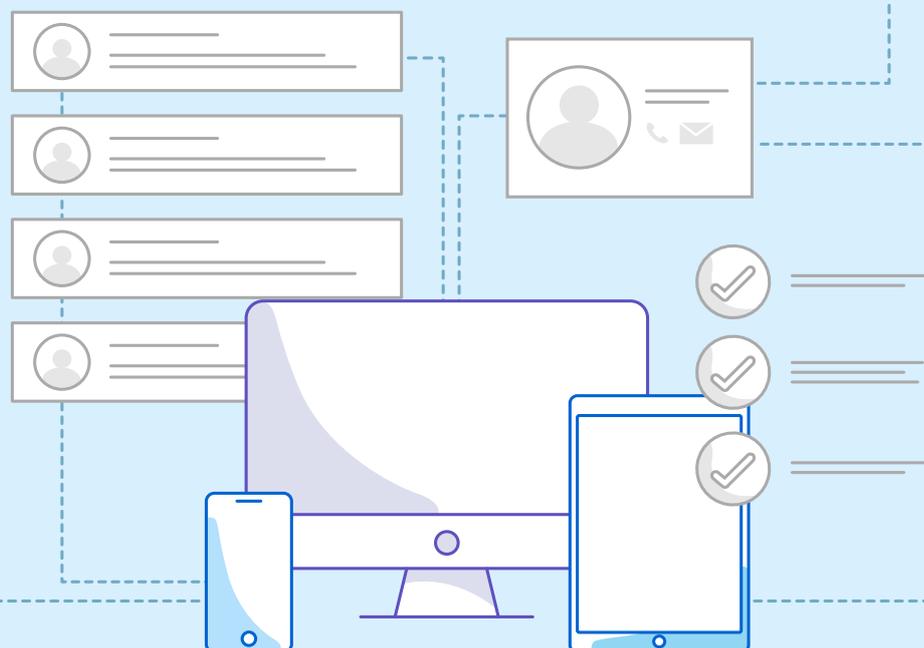
## Offer a full range of functions

Unlock the full range of Microsoft Teams phone system functions including hold, transfer, forwarding and voicemail.



## Support more flexible working

Offer workplace flexibility by allowing users to communicate whenever there is an internet connection available.





# Simplify cloud-based calling with configurations to meet your needs.

Optimise your calling with individual line subscriptions, shared line subscriptions or a mixture of both, to suit your specific needs that are designed to be configured and scaled as required.



## Simplify calling costs

A month-to-month premium calling plan, inclusive of calls to local, national and mobiles numbers charged at a fixed fee that helps you easily predict your monthly calling charges.



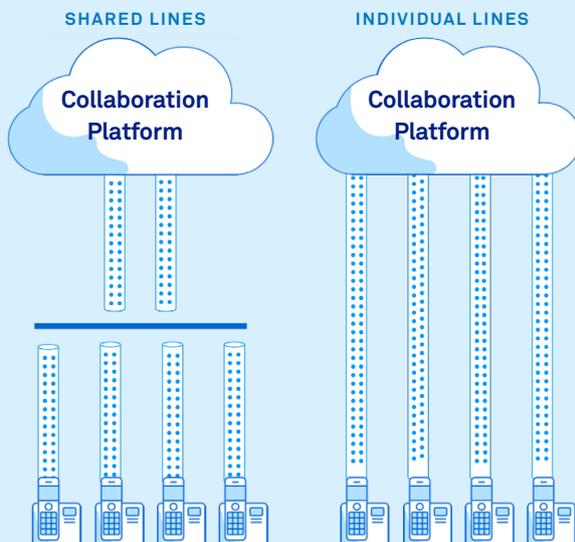
## Choose the right line capacity to meet your needs

Choose individual lines where each user gets a calling line, or shared lines, where you match the concurrent calls across your organisation.



## Support legacy and non-Teams calling requirements all in one place

Support both your Teams calling requirements and non-Teams requirements (e.g. SIP handsets, analogue devices and faxing) via our easy to use self-services Adaptive Collaboration portal.



### Shared vs individual lines

Shared lines, share line capacity across the userbase.

When all the shared lines are used, inbound callers get an engage signal. Outbound callers get a busy tone.



# Gain more oversight and control of users, numbers and services.

Gain greater control and agility using the Adaptive Collaboration portal by allowing an administrator from your organisation to manage and transfer phone numbers to Microsoft Teams quickly, without relying on outside support.



## Centralise the control of your services

Consolidate users and numbers and manage and move phone numbers across Telstra services.



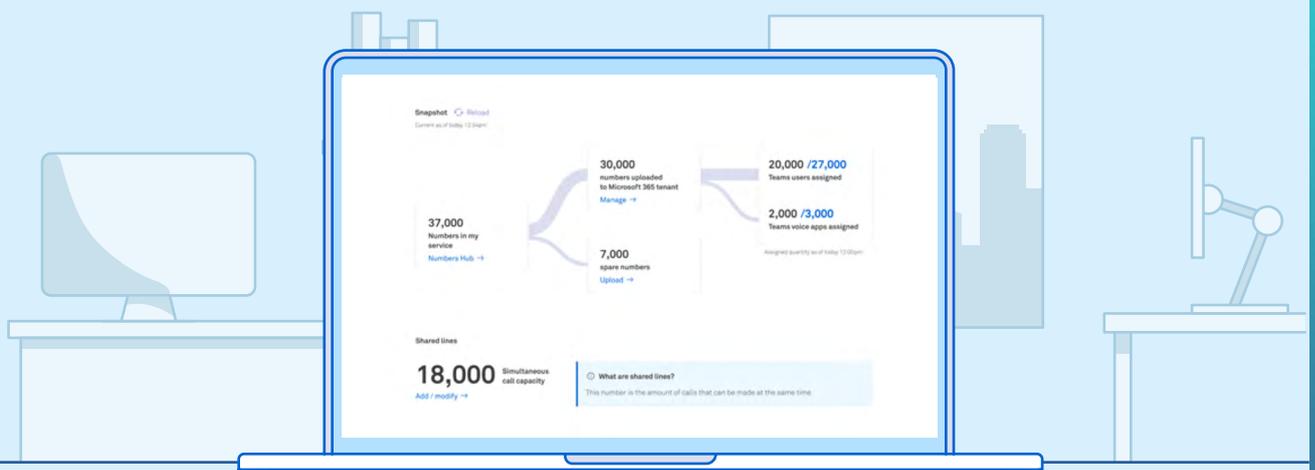
## Migrate and rollback with ease

Migrate from old services when it suits you, with the ability to roll back within seven days if necessary.



## Become more resilient to outages

Ensure there is an alternative destination phone number if incoming calls fail.



# Additional services to make your solution even more effective.

Complete your solution and help ensure its success with optional hardware, as well as services from trusted experts who can support you every step of the way.

## **Hardware, headsets and devices**

Enhance the experience for your users with optional Microsoft Teams certified handsets, devices, and hardware accessories.

## **Plan a successful move to Microsoft Operator Connect**

We have a range of pre-determined services packages that can help you plan, deploy, deliver and run your solution as you continue your journey to the cloud through MS Operator Connect.



# How does it work?

The Adaptive Collaboration portal supports the management of Microsoft Operator Connect and Telstra Cloud Calling. It allows you to designate an administrator to take immediate action, so you can provide a better response and experience for your users.

## Control

Manage new numbers and transition legacy numbers when it suits you, without outside help.

## Agility

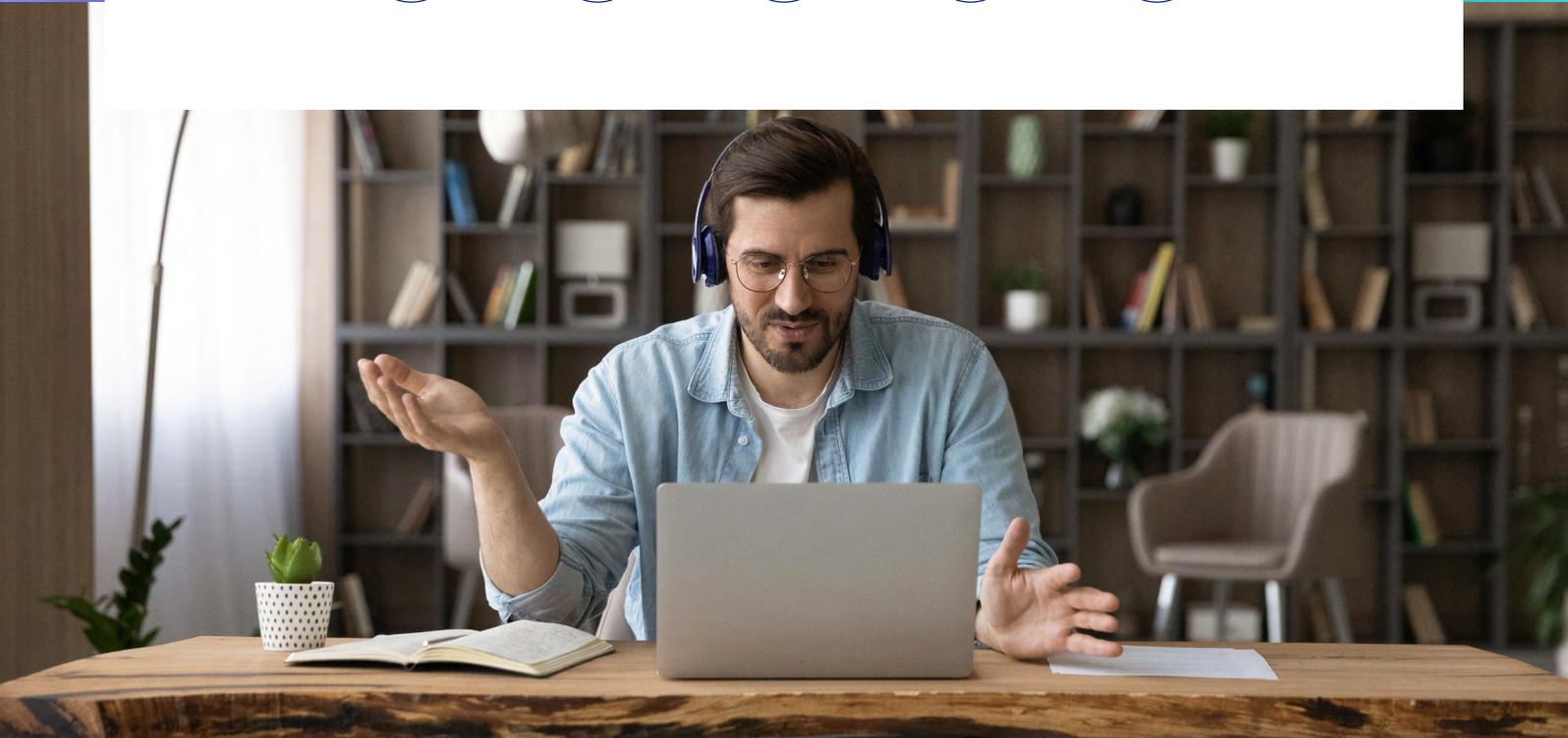
Integrate numbers directly into your Teams tenancy and manage shared lines.

## Resiliency

Keep your organisation protected and ensure business continuity.

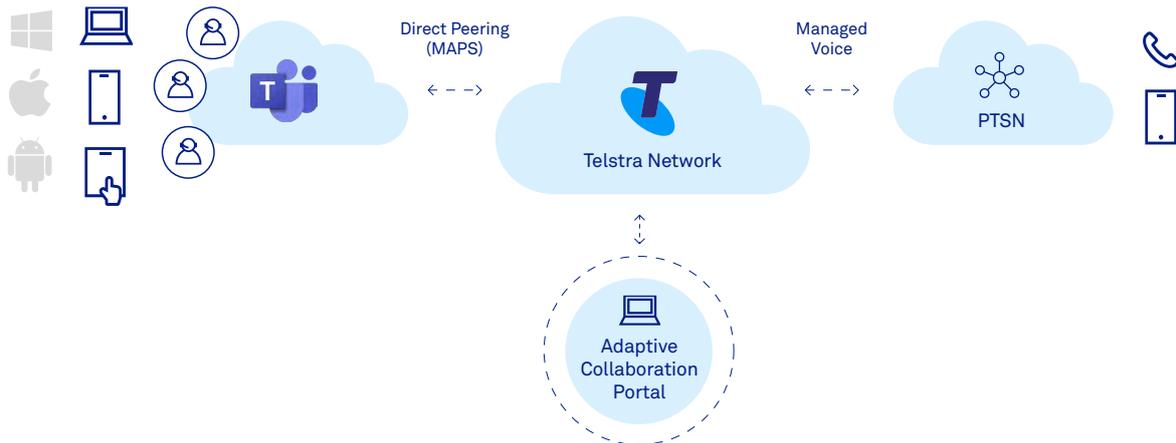
## Simplicity

Simple set-up and configuration with reliable support on-hand.



# High-level architecture

Microsoft Operator Connect from Telstra is designed to take the complexity out of managing a dedicated access network for voice calling services to the PSTN. The connectivity to the PSTN is provided by Telstra directly into Microsoft 365 and is provided with a fully redundant and managed architecture. Telstra and Microsoft will peer physically in Australia via redundant locations. There are no PSTN interconnect infrastructure considerations for customers to support or manage.



## Why Telstra?

Our unique capabilities, Microsoft relationship and status as Australia's largest network provider. Why look anywhere else for the best calling and collaboration solutions?



### Unique Microsoft relationship

Working together on Teams calling solutions for many years, our close knowledge sharing, technology alignment and shared focus on ongoing co-innovation for clients ensures you're getting the most out of Operator Connect now, and into the future.



### Proven solutions and experience

We bring expertise and learning from thousands of satisfied Telstra Calling customers into Operator Connect.



### Trusted, local end-to-end capabilities

We've long been recognised as Australia's trusted sovereign calling partner with end-to-end capabilities.



### Flexible calling options

We offer the flexibility to mix and match individual and shared calling plans and provide support for analogue and SIP devices.

# What you need to know about your Microsoft Operator Connect via Adaptive Collaboration service from Telstra

## Eligibility.

- You need to have broadband access service from the provider of your choice prior to purchasing Microsoft Operator Connect from Telstra. Broadband service data incurred through the use of the Microsoft Operator Connect service is separate from and in addition to the charges of the Microsoft Operator Connect service.

## Voice quality considerations.

- Microsoft Operator Connect via Adaptive Collaboration does not come with any guarantee in relation to voice quality. We recommend that the broadband service (separately purchased) provides enough uncontended bandwidth per voice line in each direction to ensure service voice quality. If operating in Shared Lines mode, the obligation to purchase enough Share Lines to meet your needs sits with you. Telstra can advise on bandwidth and Shared Line requirements for your needs via a Network Assessment engagement

## Device considerations.

- Microsoft Operator Connect via Adaptive Collaboration provides a calling service in Microsoft Teams. To get an overview of Microsoft Teams certified equipment please visit Microsoft's website. You can purchase a full range of Telstra supported and Microsoft certified equipment by contacting your Telstra account representative.

## Service Limitations.

- During a power failure, you won't be able to use the Microsoft Operator Connect service for calls including Emergency '000' services or alarm services.
- As an IP Telephony service, the quality of voice calls may be impacted by the end-to-end connectivity.
- Microsoft Operator Connect is not compatible with Priority Assist or silent line (unlisted number) features.
- Capacity for concurrent calls at each site using the Operator Connect service is impacted by the available data bandwidth at each site.

## Billing considerations.

- You may add and remove calling plans and price items during the month, but we will charge you for the highest number of each service configured on your subscription during that month for the whole month. The baseline to calculate the number services for the next month is the number configured at the start of the billing cycle, not the highest number from the previous month.
- You will receive a new digital invoice for all charges associated with your Microsoft Operator Connect service. You may receive a separate invoice for other products provided by Telstra.
- There is a month-to-month subscription for this service.

## We're here to help

For any questions about your offer, technical support, service or connection, you can visit [Telstra Connect](#), or call us on 1800 370 430. Assurance and fault calls are answered 24 hours / 7 days, all other calls are answered Monday to Friday, 9am to 5pm Eastern Standard Time (except national public holidays).

## Get in contact.

To find out how Microsoft Operator Connect with Telstra can transform your calling and collaboration capabilities, contact your Telstra account representative.