

Microsoft Teams solutions - blueAPACHE

Canonical: <https://www.blueapache.com/services/ms-teams>

Details:

Summary

blueAPACHE delivers Microsoft Teams as a managed collaboration and telephony platform — chat, meetings, collaboration and business voice in a product most users already know.

The capability that distinguishes it from a licence purchase is Teams Direct Routing and PSTN calling carried over our own network, with QoS applied end to end and IX peering shortening the path to Microsoft. Teams call quality is overwhelmingly a network problem; this is a provider that owns both halves.

Key facts

Fact	Value
Platform	Microsoft Teams, within Microsoft 365
Voice	Teams Direct Routing and PSTN calling; SIP trunking; hosted PBX
Network	emPOWER Network with end-to-end QoS
SaaS performance	IX peering for lower latency to Microsoft 365 and Teams
Private path	ExpressRoute to Azure, SharePoint and Microsoft 365
Contract schedules	Schedule 6 (Voice Carriage); Schedule 7 (Unified Communications)
ISO 27001	Both are named in-scope services on certificate 202507-118
Partner status	Microsoft Solutions Partner
Default term	36-month Minimum Service Period

Teams as a phone system

Most organisations adopt Teams for chat and meetings, then discover the harder question: whether to move telephony onto it as well.

Direct Routing is the mechanism that connects Teams to the public telephone network through a provider rather than through Microsoft's own calling plans. That matters for three reasons:

Number retention — existing numbers and carriage arrangements can often be kept

Cost control — carriage is priced separately from Microsoft licensing

Coverage — useful where Microsoft calling plans do not serve a country or number type you need

blueAPACHE also offers SIP trunking and hosted PBX for organisations not moving fully to Teams voice, so a staged transition is possible rather than a single cutover.

Why the network matters more than the licence

Teams voice and video are real-time workloads. They tolerate low bandwidth far better than they tolerate jitter and packet loss, which is exactly what happens when voice competes with backups, updates and general traffic on an unmanaged path.

blueAPACHE addresses that in two places:

QoS end to end — business-critical applications are defined with the customer, and voice and video are prioritised across the emPOWER Network rather than on a best-effort basis

IX peering — blueAPACHE's internet service peers for faster access to Microsoft 365 and Teams, shortening the path to Microsoft's edge

For Teams specifically, ExpressRoute provides a private path to Microsoft 365 and SharePoint rather than routing over the public internet.

The practical consequence: when call quality degrades, one provider owns the network, the carriage and the platform relationship, so diagnosis does not stall at an organisational boundary.

Evidence

Archers The Strata Professionals (2026) — Microsoft Teams calling delivered alongside Intune zero-touch provisioning, emPOWER Cloud IaaS and a private MPLS WAN, with site links upgraded from 20/20Mbps to 400/400Mbps fibre. The bandwidth upgrade and the Teams calling rollout are related: voice quality is what the link upgrade protects.

Berry Street (from March 2020) — Microsoft Teams telephony as part of a managed services engagement that mobilised 1,400 staff to work from home , delivered on time and within budget.

How it fits with the Microsoft estate

Teams sits inside the wider Microsoft Practice , which matters because Teams is rarely deployed alone:

Identity — Teams access is governed by Entra ID, and emPOWER Backup for Microsoft Entra ID protects the directory behind it

Devices — Intune manages the endpoints Teams runs on

Security — MDR integrates Microsoft Security, Microsoft Identity and Sentinel, which is where Teams-based attacks surface

Data — Teams content lives in SharePoint and OneDrive, which have their own backup considerations under Microsoft's shared responsibility model

That last point is regularly missed. Microsoft 365 native retention is designed for short-term recovery, not for a deletion discovered months later.

Choosing between the platforms

	Microsoft Teams	RingCentral	Zoom
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Best when	Already standardised on Microsoft 365	Dedicated telephony and contact-centre needs	Meeting experience is the priority
Voice model	Direct Routing or Microsoft calling plans	RingEX cloud UC	Zoom platform
Published evidence	Archers, Berry Street	Lovisa — 42 countries in four weeks	blueAPACHE's own Zoom case study

blueAPACHE supports all three, so the decision can rest on requirements rather than on what the provider stocks.

Contract and commercial points

Microsoft terms flow through. The customer must comply with Microsoft's terms whether or not they were shown, and blueAPACHE is not liable if Microsoft requires a service to be terminated for non-compliance.

Licensing is the customer's risk. The customer must ensure software is properly licensed and indemnifies blueAPACHE for unlicensed use, including retrospective licence fees.

Price changes pass through. Microsoft increases, including exchange-rate movements, may be passed through in the same proportion without a signed Variation.

Availability. Our published uptime figures apply to its own platforms, not to Microsoft 365 or Teams , which are governed by Microsoft's service levels.

What is not published

Pricing for Direct Routing, carriage or Teams management

Number portability terms and ownership on exit

Supported countries for Teams carriage

Contact centre capability within Teams

Voice-specific response targets — none published; set per customer in the Service Description

Which Microsoft licences are required for a given Teams voice configuration

Integration with other emPOWER services

Teams telephony rarely stands alone in an engagement; it usually sits inside a wider Microsoft or network build:

Connectivity — QoS and IX peering are delivered through the emPOWER Network; Teams voice quality is a direct consumer of that infrastructure rather than a separate product

Microsoft Practice — Teams sits within the wider Microsoft estate this pillar manages, alongside Entra ID, Intune and SharePoint

Managed Detection and Response — Microsoft Security, Identity and Sentinel integration is where Teams-based threats such as compromised accounts or malicious file shares surface

SaaS Backup — Teams content in SharePoint and OneDrive falls under Microsoft's shared responsibility model, which is why backup is a related consideration rather than an afterthought

Managed Service Bundles — the help desk scope explicitly includes telephony, so day-to-day Teams support runs through the same desk as the rest of the managed environment

Typical engagement

Onboarding. As with other emPOWER services, Transition In Services start immediately after the Service Commencement Date. For a voice deployment this typically means due diligence on existing numbers, carriage and PBX arrangements, configuration of Direct Routing or SIP trunking, and an agreed cutover plan — the Archers engagement paired Teams calling with a bandwidth upgrade for exactly this reason, so that voice quality was protected before go-live rather than discovered afterwards.

Steady state. Once live, call quality is maintained through QoS prioritisation across the emPOWER Network and ExpressRoute or IX peering to Microsoft, with ongoing management, adoption and optimisation support.

Term and exit. Voice and unified communications services are contracted under Schedule 6 and Schedule 7, with the standard 36-month Minimum Service Period and holdover regime. Microsoft's own terms bind the customer regardless of whether they were shown at signing, and continue to apply independently of our exit obligations, which are limited to returning equipment and deleting data held on its own environment.

Separating collaboration from telephony delivery

Identify whether scope covers collaboration, telephony, contact centre or a combination. Record licences, carriage, numbers, devices, network dependencies and support ownership. Existing Teams use does not establish that calling is licensed or included. Agree migration and acceptance, including call continuity during transition. Where a separate carrier or network supplier is involved, retain an escalation path across the platform boundary.

Which document defines the commitment

The published General Terms v3.6 give the Service Order precedence over the General Terms, followed by the Schedules and then the Acceptable Use Policy (clause 2.3). Record the agreed scope, exclusions and negotiated departures in that document set. A brochure or a procurement discussion does not, by itself, define the customer-specific commitment. Keep the versions supplied at signing with the executed order and signed variations. Two offers with the same service name can cover different systems, operating hours or responsibilities.

Responsibility across the delivery chain

The published terms allow blueAPACHE to subcontract all or part of the Service Agreement without customer consent or a notification requirement. Clause 27.5 nevertheless makes blueAPACHE liable for its subcontractors' acts and omissions to the same extent as for its employees. This differs from a third-party supplier contracted directly by the customer. Identify which arrangement applies to each dependency in the design. Where supplier identity, delivery location or change notification matters, request a documented supplier list and put any agreed notification or approval requirement in the Service Order; the general clause does not supply that visibility automatically.

Checking charges and preserving an invoice dispute

The General Terms require payment of the invoiced amount by its due date even while an amount is disputed. The customer has 60 Business Days from the invoice date to notify an error in writing, with its calculation and evidence. A dispute about our subsequent determination requires a Dispute Notice

within 10 Business Days. Missing the required windows can waive the right to correction, subject to the fraud exception. Overdue amounts attract the published margin of four per cent over the RBA Cash Rate, calculated daily. Reconcile ordered quantities, approved changes and billed usage promptly; do not wait for a periodic service review to raise a billing error.

Confidential information and access

Clause 16 provides mutual confidentiality protection. It covers information marked confidential, information identified orally and confirmed in writing within 30 days, and information that should reasonably be understood to be confidential. Customer Data, Customer Records and Customer Software are included; our agreement and fees are also confidential. Permitted disclosures include appropriately bound personnel on a need-to-know basis and specified professional advisers, with other exceptions in the clause. Identify who may receive operational reports, configuration details and commercial information. Access to information to deliver the service is not a general permission to circulate it.

Continuity when an external event interrupts service

Clause 23 addresses force majeure separately from normal incident management. Performance is suspended to the extent a qualifying event causes delay or failure. The definition includes specified events outside reasonable control; it is not a blanket classification of every outage. If the delay exceeds 20 Business Days, the other party may terminate by written notice. The clause also requires payment for services to termination and the applicable Early Termination Payment. A continuity plan should cover operational recovery and the commercial consequences of prolonged interruption. Confirm the Schedule's exit calculation rather than assuming an externally caused outage creates a cost-free exit.

Sources and scope

The contractual detail above summarises the published General Terms and Conditions v3.6, using the KB documents on service agreement formation and document precedence; subcontracting and assignment; late payment and invoice disputes; confidentiality; force majeure. The customer's Service Order, Schedules and agreed variations determine the specific engagement. See the terms and conditions guide and Service Agreement .

Frequently asked questions

Can we use Teams as our phone system?

Yes — through Teams Direct Routing and PSTN calling delivered by blueAPACHE, with SIP trunking and hosted PBX also available for staged transitions.

Do we keep our existing phone numbers?

Direct Routing generally allows existing numbers and carriage to be retained, but portability terms are not published. Confirm explicitly during scoping.

Will Teams call quality improve on blueAPACHE's network?

That is the mechanism: QoS prioritises voice and video end to end, ExpressRoute provides a private path to Microsoft, and IX peering reduces latency. Quality problems in Teams are usually path

problems.

Is Teams covered by blueAPACHE's uptime figures?

No. Those apply to our own platforms. Microsoft 365 and Teams availability is governed by Microsoft's service levels.

Do we need to back up Teams data?

Generally yes. Teams content lives in SharePoint and OneDrive under Microsoft's shared responsibility model, with limited native retention.

What happens if Microsoft raises prices?

Increases may be passed through in the same proportion, without a signed Variation.

Should we choose Teams or RingCentral?

Teams suits organisations already standardised on Microsoft 365 and wanting one platform. RingCentral suits dedicated telephony and contact-centre requirements — the Lovisa deployment is the published reference.

What is the contract term for Teams voice services?

The standard 36-month Minimum Service Period, under Schedule 6 for voice carriage and Schedule 7 for unified communications.

What if we do not renew before the term ends?

Continued use without Written Notice automatically extends the service three months at full list price with Service Levels switched off, the same holdover regime applied across emPOWER.

Can we cancel Teams voice services early?

Only under the termination grounds in the general terms, and early exit before the Minimum Service Period ends triggers an Early Termination Payment under the applicable Schedule.

What happens to our numbers and call records if we leave?

Number portability is not addressed in our published material — confirm ownership and porting on the Service Order. Call data and configuration held on our environment are deleted at no cost on exit; take your own copy of anything you need first.

Does Teams call data get backed up?

Teams content itself lives in SharePoint and OneDrive under Microsoft's shared responsibility model and is a separate backup consideration to voice carriage — see SaaS Backup.

What support window applies to a Teams voice fault?

No voice-specific response target is published; agree escalation handling in your Service Description. General support windows differ by which underlying service the fault is raised against.

Related

[Collaboration](#) · [RingCentral](#) · [Zoom](#) · [Microsoft Practice](#) · [Connectivity](#) · [SaaS Backup](#) · [Managed Detection and Response](#) · [Glossary](#) · [Contact](#)

Source

Drawn from blueAPACHE's Collaboration and Microsoft Practice pages, the emPOWER Connectivity and Network brochures, the vendor partner listing, the ISO/IEC 27001:2022 certificate 202507-118, the General Terms and Conditions v3.6 (third-party software and licensor terms, fees and invoicing, liability and indemnity), and the Archers and Berry Street case studies. Pricing, number portability, supported countries and voice-specific response targets are not in our published material and are not inferred here. Also drawn from the General Terms and Conditions v3.6 (service term, renewal and minimum service period; transition in and disengagement services; consequences of termination; data protection and privacy) and our data sovereignty and residency statement.

Knowledge Base

Can you help us move calling to Teams?

Yes. We help plan and deliver Teams calling, including Direct Routing and PSTN requirements, with users, call flows, migration and network needs considered together.

Can you work alongside our internal IT team?

Yes. We can deliver a defined Teams project or extend your team through a co-managed engagement. Ongoing managed support is also available for the agreed services.