

Zoom collaboration and contact centre - blueAPACHE

Canonical: <https://www.blueapache.com/services/zoom>

Details:

Summary

Zoom is one of the three collaboration platforms we deliver, alongside Microsoft Teams and RingCentral . It supports secure video meetings and hybrid teamwork as part of a connected business communications environment.

As with the other platforms, the value we add is not the licence — it is the network beneath it. Video is the most bandwidth-hungry and jitter-sensitive workload most organisations run, and QoS across a managed core with IX peering to major SaaS platforms is what keeps quality predictable.

Zoom is also the platform we run our own service desk on, which makes it the one collaboration product on this site with a fully documented reference deployment.

Key facts

Fact	Value
Platform	Zoom, for video meetings and hybrid teamwork; Zoom CX for contact centre
Position	One of three supported collaboration platforms within emPOWER Collaboration
Network	emPOWER Network with end-to-end QoS prioritising voice and video
SaaS performance	IX peering, which blueAPACHE states reduces latency to major SaaS platforms including Zoom
Contract schedule	Schedule 7, emPOWER Unified Communications
ISO 27001	emPOWER Unified Communications is a named in-scope service on certificate 202507-118
Default term	36-month Minimum Service Period
Reference deployment	blueAPACHE's own service desk and network operations, published August 2026

Why the network matters for video

Video degrades differently from most workloads. It tolerates modest bandwidth reasonably well but is highly sensitive to jitter and packet loss — which is precisely what happens when video shares an unmanaged path with backups, patching traffic and general internet use.

We address this at two points:

Quality of Service, end to end. We work with the customer to define business-critical applications and prioritise voice and video across the emPOWER Network, rather than leaving them to compete on a best-effort basis.

IX peering. Our internet service is part of the IX peering network, which we state delivers faster access and reduced latency to major SaaS applications including Zoom , Microsoft 365, Teams and Salesforce.

The practical result is that a meeting quality problem has one owner. Where the platform, the internet service and the WAN come from different providers, diagnosing a poor call becomes an exercise in arbitration.

What blueAPACHE provides around the platform

From the Collaboration service scope:

- Secure meetings, messaging and collaboration platforms
- Migration from legacy telephony and communication systems
- Ongoing support, management and optimisation
- Governance, adoption and user experience support

Adoption support is the part organisations most often skip and most often regret. A platform rollout that achieves licences-deployed but not behaviour-changed leaves you paying for two systems while people keep using the old one.

Choosing between the platforms

	Zoom	Microsoft Teams	RingCentral
Best when	Meeting and video experience is the priority, or contact centre is in scope	Already standardised on Microsoft 365	Dedicated telephony and multi-country carriage needs
Strength	Video quality, simplicity for external participants, Zoom CX contact centre	Single platform with the rest of the Microsoft estate	Global carriage and call management
Published evidence	blueAPACHE's own service desk, in detail	Archers, Berry Street	Lovisa — 42 countries in four weeks

We support all three, so platform choice can be made on requirements rather than on provider preference. Many organisations run more than one — Teams for internal collaboration, Zoom for external meetings — which is a legitimate design rather than a failure to standardise.

Evidence: blueAPACHE runs its own service desk on Zoom

This is the strongest evidence available for any platform in the collaboration portfolio, because we are the customer.

We rebuilt our own service desk and network operations around Zoom CX — contact centre, quality management and workforce management — integrated natively with ServiceNow . The published account (August 2026) describes:

More than 120 inbound routes , with most customers on dedicated 1300 numbers, which previously meant callers frequently reached the wrong team

Caller recognition routing that now sends a customer to the correct team at first contact regardless of which number they dialled

Workforce management using historical and predicted data to staff teams to experience objectives, replacing manual resourcing

AI sentiment analysis giving visibility across 100 per cent of calls in real time , replacing a sampling-based quality review

Native ServiceNow integration that creates an interaction automatically, so a technician has the customer's context without searching for it

We state that native integration was the deciding factor: other platforms could only be integrated with significant development effort and ongoing difficulty.

Why this matters if you are our customer rather than a Zoom buyer. This is the platform your support calls land on. The routing, staffing and quality mechanisms described above are the ones that determine whether your call reaches the right team and whether a problem in how it was handled is noticed. The full account is on the Zoom case study .

What it does not establish. No response-time, resolution-time or satisfaction figures are published, and we publish no default response or resolution targets — the priority and escalation matrix is agreed per customer. The revenue-mix and awards statements in that case study are quotations from our CEO, not independently verified figures.

Contract and commercial points

Zoom is a third-party SaaS platform delivered through us, which makes the third-party terms provisions of the General Terms unusually relevant. They are worth reading before signature rather than after an incident.

Third-party terms bind you whether or not you have seen them

This is the single most important commercial point on this page. Under clause 3.23 , the customer must comply with third-party contractor or licensor terms and conditions "whether or not they have been brought to the attention of Customer" at the time the agreement is entered into or when the third party's technology is first used.

We use best efforts to provide a copy of third-party terms when the Service Agreement is entered into — but best efforts is not a guarantee of delivery, and the obligation to comply does not depend on receipt. If you want to know what Zoom's terms commit you to, ask for them; do not assume silence means they do not apply.

If you fail to comply, Zoom may require us to terminate that part of the service , and we are not liable for any loss, damage or expense you incur as a result.

Licensing evidence on five business days' notice

Where you install, import, download or otherwise copy software onto equipment we operate or control, you must hold the right to do so, comply strictly with the licensor agreement, and provide us with a copy of that third-party agreement within 5 Business Days of written request , along with any other documentation reasonably needed to show proper licensing. Worth knowing before the request arrives.

Cost pass-through

Zoom price increases — including changes to methodology, charge amounts, taxes, or the exchange rates the third party uses — may be passed through in the same proportion, effective from the date the third party changed its charges. This does not require a signed Variation.

When blueAPACHE can suspend the service

Two regimes, and the difference matters because only one of them stops the bill.

Suspension for breach (clause 24.2). We may immediately terminate or suspend part or all of the agreement if you fail to pay when due and do not remedy within 5 Business Days of written notice; or breach certain specified clauses and do not remedy within 20 Business Days; or cease to carry on business, become insolvent, or undergo a change of control (acquisition of 50% or more of voting shares, equity or assets, or a change in board majority). Fees remain payable throughout a suspension for breach.

Suspension without breach (clause 3.26). We may suspend or cancel without you incurring fees for the suspended services where an upstream provider suspends or cancels, including where a service reaches end of life or is replaced by newer technology; where we determine provision is no longer practical for legal or regulatory reasons; or on reasonable suspicion that continuing would compromise security — hacking attempts, denial of service, or a discovered vulnerability. We must give as much notice as reasonably possible, and both parties must use best efforts to limit the duration or effect.

Acceptable Use Policy

The Acceptable Use Policy is incorporated into every Service Agreement by clause 2.1, and breaching it is prohibited by clause 6 — which is one of the clauses that triggers the 20-Business-Day cure period and possible termination under clause 24.2. Note the asymmetry recorded elsewhere on this site: we may update the Acceptable Use Policy unilaterally by posting a new version, with no notice period and no objection right. The policy itself is a separate document; obtain the current version to see the specific prohibitions.

Availability, term and exit

Availability. Our published uptime figures apply to our own platforms, not to Zoom, which is governed by Zoom's service levels.

Term. 36-month Minimum Service Period by default, with the standard holdover regime if notice is not given.

Early Termination Payment. Triggered where you terminate before the end of the Minimum Service Period and a right to do so exists — and also where the agreement is terminated early under the force majeure provisions in clause 23. The amount is set by the relevant Schedule, not by the General Terms, so the General Terms alone will not tell you your exit cost. Obtain Schedule 7 to establish it.

What is not published

Pricing, and which Zoom editions or licence tiers are offered

Whether Zoom Phone carriage is delivered to customers, as distinct from meetings

Response targets specific to collaboration faults

Partner or reseller status with Zoom, as distinct from RingCentral's named global strategic partner position

The contents of Schedule 7 , emPOWER Unified Communications — which is where the Early Termination Payment calculation and any service-specific commitments live

Two of those are worth dwelling on. We explicitly name RingCentral as a global strategic partner within emPOWER Voice; no equivalent statement is published for Zoom , despite Zoom being the platform we run our own service desk on. And because Schedule 7's contents are not published, the exit cost of a Zoom engagement cannot be determined from anything on this site.

Integration with other emPOWER services

Zoom's value in our portfolio comes from the network and platform context around it rather than the licence alone:

Connectivity — QoS end to end and IX peering across the emPOWER Network are the mechanism behind consistent meeting quality

emPOWER Core Network and Data Centre Interconnect — the MPLS core carrying video traffic between sites and to the internet edge

Microsoft Teams and RingCentral — many organisations run Zoom for external meetings alongside Teams for internal collaboration or RingCentral for telephony, a combination we explicitly support rather than treating as a single-platform decision

Managed Services — collaboration platform support and administration is handled through the same help desk as the rest of a managed environment, and that desk itself runs on Zoom CX

Typical engagement

Onboarding. As with other emPOWER services, deployment follows Transition In Services: due diligence on the existing meeting and collaboration tools in scope, migration from any legacy platform, and an agreed support and reporting schedule. Our stated scope includes governance, adoption and user experience support alongside the technical rollout — the part most likely to determine whether a platform migration actually changes behaviour rather than just adding a second tool.

Steady state. Meeting quality is maintained through QoS prioritisation of video across the emPOWER Network and IX peering, which we state reduces latency to Zoom specifically, alongside ongoing support, management and optimisation.

Term and exit. Zoom is contracted under Schedule 7, emPOWER Unified Communications, with the standard 36-month Minimum Service Period and holdover regime. Zoom's own terms bind the customer independently of our exit obligations, which are limited to removing our own equipment and deleting customer data held on our environment — Zoom account and recording ownership on exit are governed by Zoom's own terms, not our published material.

Defining the Zoom operating arrangement

Separate meetings, phone and contact-centre requirements. Record users, locations, licences, carriage and network and device ownership. Our service-desk case does not establish a standard configuration or response target for every customer. Agree incident ownership across those components. Treat recording, retention and integration requirements as explicit scope decisions for the deployment.

Responsibility across the delivery chain

The published terms allow us to subcontract all or part of the Service Agreement without customer consent or a notification requirement. Clause 27.5 nevertheless makes us liable for our subcontractors' acts and omissions to the same extent as for our 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.

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.

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.

How liability differs from service performance

Clause 19 separates performance obligations from financial liability. The general cap per claim is the greater of the fees paid in the preceding three months or \$25,000, with exclusions and specific categories governed separately. Confidentiality, information security, privacy and the IP indemnity have a \$1 million per-event and \$2 million aggregate cap. Data-loss liability depends on whether we had, and breached, a contracted backup or disaster recovery obligation; the relevant measure is restoration cost to the applicable recovery point, not the value of every business consequence. Read these provisions alongside the negotiated Service Order and Schedule; an availability statement does not describe the liability regime.

Escalating a contractual dispute

A support escalation and a formal contractual dispute are different processes. Clause 26 begins with a Dispute Notice giving adequate particulars. Representatives meet within three Business Days; unresolved matters then move through the clause's senior-representative referral and meeting stages before court proceedings. Urgent equitable relief and disputes over whether the agreement was validly terminated are exceptions. Keep incident records, service measurements, approvals and correspondence together so the disputed obligation and requested outcome can be identified. Raising a ticket does not necessarily satisfy a formal notice requirement; use the agreement's notice process for contractual disputes.

Sources and scope

The contractual detail above summarises the published General Terms and Conditions v3.6, using the KB documents on subcontracting and assignment; confidentiality; late payment and invoice disputes; liability and indemnity; dispute resolution. 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

Does blueAPACHE support Zoom as well as Teams?

Yes — Zoom, Microsoft Teams and RingCentral are all supported within emPOWER Collaboration, and organisations commonly run more than one.

Does blueAPACHE use Zoom itself?

Yes, and it is the best-documented deployment on this site. We run our own service desk and network operations on Zoom CX integrated with ServiceNow, with caller recognition routing across more than 120 inbound routes and AI sentiment analysis across 100 per cent of calls. See the Zoom case study .

Will Zoom quality improve on blueAPACHE's network?

The mechanism is QoS prioritising video end to end across the managed core, plus IX peering which we state reduces latency to major SaaS platforms including Zoom.

Am I bound by Zoom's own terms?

Yes. Under clause 3.23 you must comply with third-party licensor terms whether or not they were brought to your attention. We use best efforts to give you a copy at signing, but the obligation to comply does not depend on you having received one. Ask for them.

What happens if I breach Zoom's terms?

Zoom may require us to terminate that part of the service, and we are not liable for any loss, damage or expense you incur as a result.

Can blueAPACHE ask me to prove my licensing?

Yes. Where you put software onto equipment we operate or control, you must supply a copy of the third-party agreement within 5 Business Days of a written request, plus any other documentation reasonably needed to show proper licensing.

Can my Zoom fees rise without me signing anything?

Yes. Third-party cost increases — including exchange-rate movements used in the third party's own calculations — may be passed through in the same proportion, effective from the date the third party changed its charges, without a signed Variation.

On what grounds can the service be suspended?

Two separate regimes. For breach (clause 24.2): non-payment unremedied after 5 Business Days, breach of specified clauses unremedied after 20 Business Days, ceasing business, insolvency, or a change of control of 50% or more — and fees stay payable during suspension. Without breach (clause 3.26): upstream cancellation or end-of-life, legal or regulatory impracticality, or reasonable suspicion of a security compromise — and no fees apply for the suspended services.

Does a change of ownership of my company affect the contract?

It can. Acquisition of 50% or more of voting shares, equity interest or assets, or a change in board majority, is listed among the grounds on which we may terminate or suspend under clause 24.2.

Is Zoom covered by blueAPACHE's uptime figures?

No. Those apply to our own platforms; Zoom availability is governed by Zoom's service levels.

What would it cost to leave early?

Not determinable from published material. An Early Termination Payment applies if you terminate before the Minimum Service Period ends where a right to do so exists, and also where the agreement ends early under the force majeure provisions — but the amount is set by Schedule 7, which we do not publish. Obtain the Schedule.

What does it cost?

Not published. Pricing and available editions should be confirmed directly.

Can we run Zoom and Teams together?

Yes, and many organisations do — typically Teams internally and Zoom for external meetings. We support both.

Does blueAPACHE provide Zoom Phone carriage?

Not stated in our published material for customer deployments. Voice carriage is documented for Teams Direct Routing and RingCentral — confirm Zoom Phone separately if you need it.

What happens if we do not renew before the term ends?

The service automatically extends three months at full list price with Service Levels switched off, the same holdover regime applied across emPOWER.

What happens to our meeting recordings and data if we leave?

Zoom's own terms govern account content such as recordings; our exit obligations are limited to deleting any customer data held on our own environment at no cost. Confirm Zoom-side data export separately.

Where does our Zoom data live?

Zoom is a third-party SaaS platform governed by Zoom's own terms and infrastructure, not our Australian data centres. Any configuration or usage data we hold on our own environment follows our Australian data residency position.

What support window applies to Zoom?

Not published specifically for collaboration faults. We provide ongoing support, management and optimisation as part of the service; agree a specific support window in your Service Description if you need one.

Related

Zoom case study — our own Zoom CX deployment, in detail

Collaboration — the pillar Zoom sits in

Microsoft Teams — the Microsoft-centred alternative

RingCentral — the telephony-led alternative

Lovisa case study — the multi-country voice deployment

Connectivity — QoS and IX peering

emPOWER Core Network — the MPLS core

Managed Services — the help desk that supports it, which runs on Zoom CX

Support — how to reach that desk

Terms and conditions guide — clauses 3.23, 24.2 and 3.26 in context

Service agreement — the four documents and their precedence

Support and service levels — what is committed, and what is not

Data sovereignty and privacy — where data sits

Contact — to ask for Schedule 7

Source

Drawn from blueAPACHE's Collaboration page, the published Zoom case study (August 2026), the emPOWER Connectivity and Network brochures, the vendor partner listing, the ISO/IEC 27001:2022 certificate 202507-118, and the General Terms and Conditions v3.6 — clauses 2.1, 3.20–3.26, 6, 13.6–13.9, 23 and 24.2 (third-party terms, suspension, acceptable use, force majeure and termination), together with service term, renewal and minimum service period, transition in and disengagement, consequences of termination, and data protection and privacy; and our data sovereignty and residency statement. No Zoom partner status, pricing, edition or customer-facing carriage capability is inferred. blueAPACHE does not publish the contents of Schedule 7, so no schedule-level inclusions or Early Termination Payment calculation are stated.

Knowledge Base

What do you deliver with Zoom?

We help plan, deploy, integrate and support Zoom collaboration and contact-centre solutions. We connect the platform with your workflows, service systems and network.

Do you use Zoom in your own operations?

Yes. We use Zoom Contact Centre within our service desk and network operations, integrated with ServiceNow. We bring that operating experience to customer engagements.

Can you help our internal team implement Zoom?

Yes. Our technology services support a defined implementation or integration project. We can also discuss ongoing support through a managed or co-managed engagement.

Can you help us choose between Zoom, Teams and RingCentral?

Yes. We deliver all three platforms and help you assess them against your communication needs, existing systems, integrations and support model.