

**Microsoft Teams**

# Direct Routing vs. Operator Connect

Compare plans and pick what's best for your business



Microsoft Teams Direct Routing	Operator Connect Comparison
Bring your own carrier	Choose from approved carriers
On-premises or cloud managed SBC	Cloud only
Session border controllers must be approved	Operators must be verified by Microsoft
Managed, indirect connection between carrier & Microsoft	Direct connection between carrier network & Microsoft
Numbers managed on third-party software	Numbers managed in Teams Admin Center
Different interface per SBC	Same interface if you have multiple carriers
Available wherever your SBC is	Not available in all countries
Third-party SBC SLA	Microsoft SLA
Support for legacy PBX functionality via SBC	Legacy PBX functionality not supported
Supports all PBX integrations	Supports Microsoft 365 approved integrations
Supports hybrid deployments	No support for hybrid deployments
Configurable voice routing	Standard voice routing only