



# Operator Connect

for Microsoft Teams

Purple is popular.



## What is Operator Connect?

A Microsoft platform designed for authorized third-party providers to facilitate Public Switched Telephone Network (PSTN) calling via Microsoft Teams Phone.



### Certified

Fully compliant partner in Operator Connect Program



### Native Teams

Simple usability for your users - local and international calls from within the Teams application



### Optimize Costs

Consolidate communications vendors, equipment and tools into a single source



### Uptime Reliability

SLA requirements including exceeding 99.999% and fully geo-redundant interconnections for unparalleled reliability

# Is Operator Connect for Microsoft Teams right for you?

If you need full telephony control, want to keep some on-prem equipment, and have coding skills, Direct Routing is ideal. For ease of use and avoiding in-house SBC management, try Operator Connect.



**Don't have powershell knowledge**



**Have a global, distributed workforce**



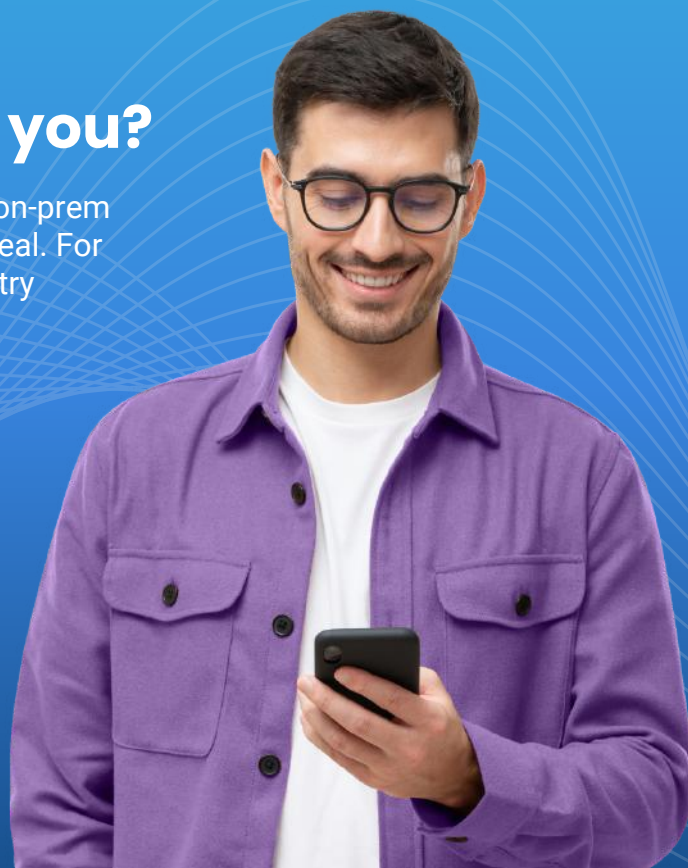
**Want to fully migrate to the cloud**



**Need a direct-to-carrier relationship**



**Prefer number self-servicing**



## The differences between operator connect and direct routing as a service

### Microsoft Teams Direct Routing

- Bring your own carrier
- On-premises or cloud managed SBC
- Session border controllers must be approved
- Managed, indirect connection between carrier & Microsoft
- Numbers managed on third-party software
- Different interface per SBC
- Available wherever your SBC is
- Third-party SBC SLA
- Support for legacy PBX functionality via SBC
- Supports all PBX integrations
- Supports hybrid deployments
- Configurable voice routing

### Operator Connect Comparison

- Choose from approved carriers
- Cloud only
- Operators must be verified by Microsoft
- Direct connection between carrier network & Microsoft
- Numbers managed in Teams Admin Center
- Same interface if you have multiple carriers
- Not available in all countries
- Microsoft SLA
- Legacy PBX functionality not supported
- Supports Microsoft 365 approved integrations
- No support for hybrid deployments
- Standard voice routing only