

Which Microsoft Teams Phone PSTN calling solution may be right for you?

See the directional guidance below that aligns with the characteristics of your organization. Your Microsoft account team can help you create a calling strategy including one or more of these solutions.

Current Operator and Deployment

If you...	1 st Party	3 rd Party		
	Teams Calling Plans	Operator Connect	Teams Phone Mobile*	Direct Routing
> Have an existing relationship with an operator you wish to maintain		✓	✓	✓
> Wish to maintain your existing PSTN connections		✓		✓
> Need to maintain an on-premises deployment				✓
> Need to integrate with legacy on-premises systems				✓

Speed to Deploy and Internal Telephony Expertise

If you...	Teams Calling Plans	Operator Connect	Teams Phone Mobile*	Direct Routing
> Require a quick deployment	✓	✓	✓	
> Need a 3 rd party to manage PSTN connectivity	✓	✓	✓	

Regional and Workforce Characteristics

If you...	Teams Calling Plans	Operator Connect	Teams Phone Mobile*	Direct Routing
> Are in a region where Teams Calling Plans are not yet available		✓	✓	✓
> Operate in a region that has unique regulatory requirements around telephony				✓
> Have a multi-national footprint and wish to simplify calling deployment and management	✓			
> Support mobile workers			✓	

To learn more

- [PSTN connectivity options](#)
- [Blog on PSTN Options](#)
- [Download the Gartner MQ report](#)

- [Microsoft Teams keeps 12M PSTN users connected](#)
- [Read the Forrester Total Economic Impact of Teams Phone](#)

* Based on market availability



PSTN Connectivity Options for Teams Phone

Teams Phone provides complete Private Branch Exchange (PBX) capabilities, allowing VoIP calls between Microsoft Teams users, regardless of geographical area.

However, to enable users to make calls outside your organization, you need to connect Phone System to the Public Switched Telephone Network (PSTN). Thankfully, Teams makes this easy with first and third-party options designed for different needs and technical requirements.

Evaluate the following PSTN connectivity models and select the model (or models) that work best for you.

Operator Connect

Choose from participating operators to manage the services and hardware to bring PSTN connectivity to Teams.

A great option for:

- Quick deployment
- Organizations with existing service agreements with participating operators
- Third-party management of SBCs and other hardware
- Multi-nationals with locations outside Teams Calling Plan markets

Requirements:

- Teams Phone license
- Service provided by a participating [Operator Connect partner](#)

[Learn more >](#)

Teams Phone Mobile

A single business-provided mobile number can also be your Teams Phone number, enabling seamless calling and voice services across networks and devices.

A great option for:

- Quick deployment
- Enabling a secure, compliant, and simplified calling solution for mobile and hybrid workers
- Saving costs associated with fixed lines, devices, and hardware

Requirements:

- Teams Phone license
- Service and phone number provided by a participating [Team Phone Mobile operator partner](#)

[Learn more >](#)

Direct Routing

Highly customizable deployment, allowing you to maintain existing service provider agreements and on-premises hardware. Available globally through partners.

A great option for:

- Organizations with existing PSTN infrastructure (SBC or voice trunks) and ongoing operator agreements
- PBX co-existence scenarios
- Regulatory requirements around telephony
- PSTN survivability needs
- Organizations with a large number analog devices

Requirements:

- Teams Phone license
- [Meet specific infrastructure requirements](#) for the supported SBCs, domains, and other network connectivity

[Learn more >](#)

Teams Calling Plans

A fast and simple way to set up PSTN calling, with Microsoft as your operator.

A great option for:

- Quick deployment
- Simplicity that comes with all-in-one solution from a single provider
- When there isn't on-premises PSTN infrastructure
- Flexibility with Domestic, International and Pay-As-You-Go Calling Plans
- Organizations within any of the [Teams Calling Plans markets](#)
- Multinational organizations looking to simplify deployment and management

Requirements:

- Teams Phone license
- Teams Calling Plan

[Learn more >](#)