

Microsoft Voice Solutions

Choose an all-in-the-cloud solution or bring your own voice solution carrier to Microsoft 365

Private Branch Exchange (PBX)

Phone System

Microsoft 365

Phone System is Microsoft's technology for enabling call control and Private Branch Exchange (PBX) capabilities in the Microsoft 365 cloud with Microsoft Teams. Phone System works with Teams clients and certified devices. Phone System allows you to replace your existing PBX system with a set of features directly delivered from Microsoft 365 and tightly integrated into the company's cloud productivity experience. To connect Phone System to the Public Switched Telephone Network (PSTN), you can choose Microsoft's Calling Plan, Operator Connect or your own voice carrier.

How to begin

Microsoft supports several options as you begin your journey to Teams in the Microsoft cloud. Decide which Microsoft voice solution is right for users in your organization, and decide how to connect to the Public Switched Telephone Network (PSTN) by answering some questions. Let's get started!

Consider these questions

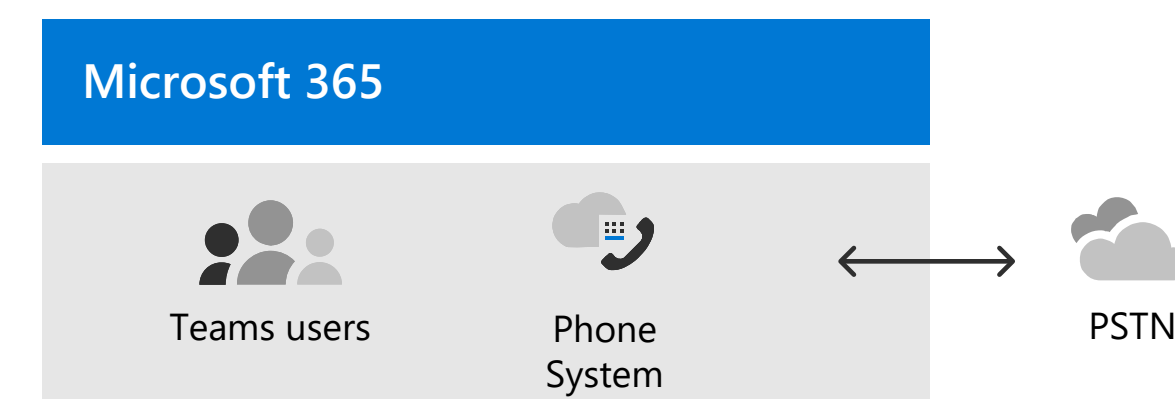
- Do you want to move on-premises users to the cloud?
- Is Microsoft's PSTN Calling Plan available in your region?
- Is your preferred operator a participant in the Microsoft Operator Connect Program?
- Do you want or need to keep your current voice carrier? For example, do you need to keep your current carrier because of an existing contract?
- Do you have an existing on-premises legacy PBX that you want or need to keep?
- Does your current legacy PBX offer unique features that are critical to your business?
- Do any or all of your users require features not currently offered in Phone System?

Choose your solution

Option 1

Phone System with Calling Plan

All in the cloud for Teams users



- Microsoft Phone System with added Domestic or International Calling Plans that enables calling to phones around the world (depending on the level of service being licensed).
- Because PSTN Calling Plan operates out of Microsoft 365, this option does not require deployment or maintenance of any on-premises deployment.
- Customers can connect a **supported** SBC via Direct Routing for interoperability with 3rd party PBX, analog devices, and other 3rd party voice solution equipment supported by the SBC.
- Assign phone numbers directly from Teams Admin Center.

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365	Yes
Available worldwide*	No
Requires deploying and maintaining a supported Session Border Controller (SBC)	No
Requires contract with 3 rd party carrier	No

*List of countries where Calling Plans available aka.ms/callingplans

Works for

Microsoft Teams users



Is this the right solution for you?

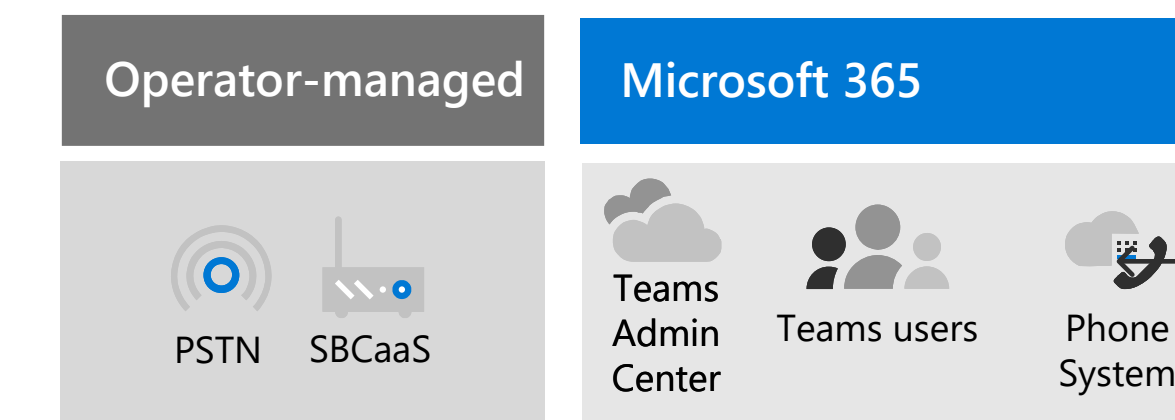
Yes, if the following are true:

- Calling Plan is available in your region.
- You do not need to retain your current PSTN carrier.
- You want to use Microsoft-managed access to the Public Switched Telephone Network (PSTN).
- You do not want to manage Session Border Controllers on your own.
- Teams has all the features that your organization requires.

Option 2

Phone System with own carrier via Operator Connect

Phone System in the cloud; connectivity to on-premises voice network for Teams users



- Leverage existing contracts, or find a new operator from a selection of participating operators.
- Operator-managed infrastructure, your operator manages PSTN calling services and SBC.
- Faster, easier deployment, quickly connect to your operator and assign phone numbers, directly from Teams Admin Center.
- Enhanced support and reliability, operators provide technical support and shared service level agreements.
- Customers can connect a **supported** SBC via Direct Routing for interoperability with 3rd party PBX, analog devices and other 3rd party voice solution equipment supported by SBC.

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365	Yes
Available worldwide*	No
Requires deploying and maintaining a supported Session Border Controller (SBC)	No
Requires contract with 3 rd party carrier*	Yes

*List of countries where Operator Connect is available aka.ms/operatorconnect

Works for

Microsoft Teams users



Is this the right solution for you?

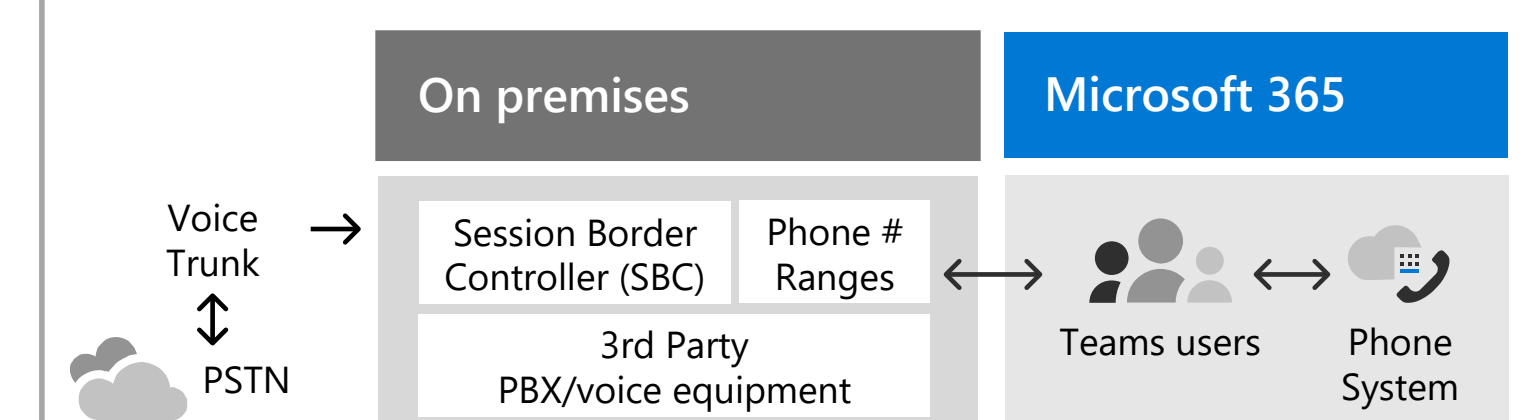
Yes, if the following are true:

- Calling Plan isn't available in your geographic location.
- Your preferred operator is a participant in the Microsoft Operator Connect Program.
- You want to find a new operator to enable calling in Teams.

Option 3

Phone System with own carrier via Direct Routing

Phone System in the cloud; connectivity to on-premises voice network for Teams users



- Connect your own **supported** SBC to Microsoft Phone System directly without need of additional on-premises software.
- Use virtually any voice solution carrier with Microsoft Phone System.
- Can be configured and managed by customers or by your carrier or partner (ask if your carrier or partner provides this option).
- Configure interoperability between your voice solution equipment—such as a third-party PBX and analog devices—and Microsoft Phone System.
- Assign Phone numbers directly from Teams Admin Center.

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365	Yes
Available worldwide	Yes
Requires deploying and maintaining a supported Session Border Controller (SBC)	Yes
Requires contract with 3 rd party carrier*	Yes

*Unless deployed as an option to provide connection to 3rd party PBX, analog devices, or other voice equipment for users who are on Phone System with Calling Plans.

Works for

Microsoft Teams users



Is this the right solution for you?

Yes, if the following are true:

- You want to use Teams with Phone System.
- You need to retain your current PSTN carrier.
- You want to mix routing, some calls are going via Calling Plans, some via your carrier.
- You need to interoperate with 3rd party PBXs and/or equipment such as overhead pagers, analog devices.
- Teams has all the features that your organization requires.

Connection to Public Switched Telephone Network (PSTN)

Calling Plan

Microsoft 365

This option connects the Microsoft 365 Phone System to the Public Switched Telephone Network (PSTN) to enable calls to landlines and mobile phones around the world. With Calling Plan, Microsoft is your PSTN carrier.

Connect your own voice carrier

Microsoft 365 and your own voice carrier

This option connects Phone System in Microsoft 365 to your voice solutions network through Operator Connect or Direct Routing.

Which solution is right for you?

All-in-the-cloud, connect your own carrier, or a mix between all-in-the-cloud and third-party carriers? The solution you choose depends on your current and future needs, such as:

- Whether you want—or are required—to retain functionality provided by your on-premises deployment.
- Whether you want to keep your existing operator contract
- What is your plan to manage the PSTN calling services and Session Border Controllers (SBCs)
- Your need to interoperate with 3rd party PBXs and other voice solution equipment.
- Availability of Calling Plans in your country.

For more information about Microsoft voice solutions, see the accompanying article: [Plan your voice solution.](#)



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Note: All three options can co-exist with each other in case you need to design a solution for complex environment or managing multi-step migration.