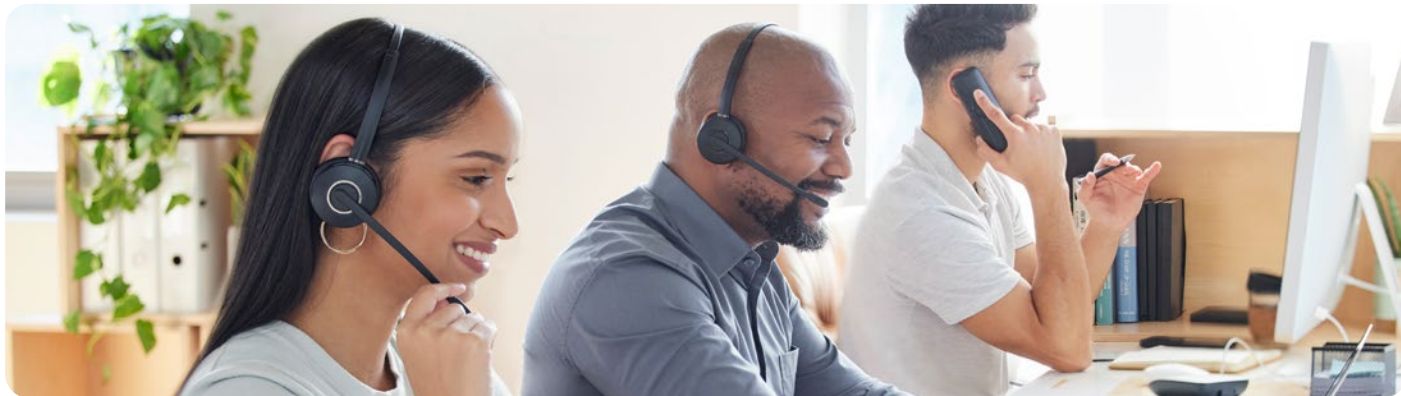


# Make high-quality voice calls through Microsoft Teams

## Bell Operator Connect and Direct Routing



With today's hybrid workforce and constant need for collaboration, you want it to be as easy as possible to connect employees, partners and clients from anywhere and on any device.<sup>1</sup>

With Bell, you can make and receive public switched telephone network (PSTN) phone calls directly through Microsoft Teams. Seamlessly integrate the capabilities of Microsoft Teams with the reliability and reach of our SIP Trunking network, one of the largest in Canada, enabling high-quality nationwide voice calling backed by support from our certified Microsoft experts.

### Benefits of Bell Operator Connect and Direct Routing for Microsoft Teams



#### A network that delivers high-quality voice calls

Get the speed, performance and reliability your business needs. Voice calls are delivered over Bell's geo-redundant, high-availability SIP Trunking network, interconnected across four geographically-dispersed data centres.



#### A resilient architecture to help minimize downtime

To help prevent outages and keep your teams connected in the event of service disruption, our geo-redundant infrastructure features built-in failover and overflow rerouting capabilities.



#### Expert support for all your Microsoft solutions

Bell's professional services experts can provide integrated support across your entire Microsoft ecosystem, including Microsoft 365® and Microsoft® Azure. Our Microsoft-certified team can help design, deliver and maintain your solutions, while also providing training to your end users.



#### Cost efficiency

Making voice calls through Microsoft Teams reduces the need for desk phones and other hardware, as well as the associated costs and maintenance. Our solution also includes unlimited voice calling and usage within Bell's SIPT network.

## Bell voice solutions for Microsoft Teams

We offer the following as-a-service and on-premises options (or a combination of both) to meet your specific business needs:

### Operator Connect

Add Bell's high quality voice network to Microsoft Teams – without additional equipment or upfront investment. You can leverage Bell's integration with Microsoft Teams to make provisioning and assigning numbers simple and efficient. Our integrated Help Desk means we coordinate the handling, troubleshooting and resolution of the ticket across both Bell and Microsoft.

### Direct Routing as a service

This cloud-based option connects your Microsoft Teams platform to the PSTN via our own virtual session border controllers (vSBCs). Direct connections to Microsoft 365 enable reliable connectivity between Microsoft Teams and the PSTN to support voice calling. With Remote Call Forward, calls will still be redirected in the unlikely event of a Microsoft Teams outage.

### Direct Routing on-premises

This option allows more control over how your communications infrastructure is managed and more flexibility in configuring call routing options. The connection between Microsoft Teams and the PSTN takes place through a session border control (SBC) that you own and operate. A broad range of SBCs are certified for Microsoft Teams, including those you might already have from other providers. With our professional and managed services available as optional add-ons, Bell can also provide support for your solution if needed.

## Why choose Bell Operator Connect and Direct Routing for Microsoft Teams



#### World-class network

The Bell network provides the reliability, speed and low latency to run Microsoft applications anywhere, on any device.<sup>1</sup>



#### Reliable voice performance

With geo-redundant points of presence across Canada, the Bell network delivers excellent voice quality backed by strong service-level agreements.



#### An experienced Microsoft partner

Bell is a designated Microsoft Solution Partner for Modern Work and Azure Digital and App Innovation.



#### Wide reach

Connect to the PSTN from virtually anywhere through one of the country's largest SIP trunking networks, reaching 95% of the population and about 98% of all business.

To learn more about Operator Connect and Direct Routing for Microsoft Teams, contact your Bell representative or visit [bell.ca/microsoftteamsvoicesolutions](https://bell.ca/microsoftteamsvoicesolutions)