



Teams Operator Connect  
Teams Phone Mobile

# Teams Operator Connect Guided Pilot by Telia

The Guided Pilot offers you as a customer to try, test and evaluate the product for a better understanding before a decision to buy or a larger scaled deployment. Telia will dedicate experts during a 60 days trial period for the pilot, where Telia and the customer together configure, test, and evaluate it with up to 30 users.

A Pilot (also called Proof-of Concept) is an efficient way to learn and understand if the product fits your need of a telephony solution with Teams. The pilot can be run as part of your Office365 tenant and depending on the situation with your existing phone numbers. This enables your administrators and users to test it as part of their existing IT environment. If the pilot was a success, you it can then easily be scaled for a full deployment.

## Telia & Teams Operator Connect

Telia's Operator Connect enables business customers to use Teams Phone System as a telephony solution for their users. Fixed phone numbers and mobile subscription can then be direct integrated between Telia's network and your Microsoft Teams environment.

## Why a pilot?

- Secure that the solution is right for you as a customer
- Get user feedback to iron out any issues
- Ensure all details before a larger roll-out project
- Input for a strategy decision for a future solution

## Why a Guided Pilot by Telia

- Telia has long expertise in telephony and Teams
- Dedicated specialists will guide the customer
- An evaluation for the next best step

## Facts about the pilot

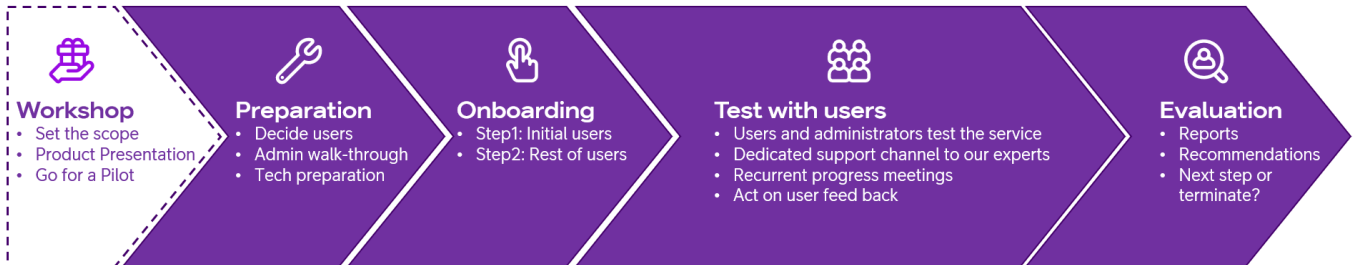
- **Test period for 60 days**  
After the initial preparation we run a 60 days test period for users
- **10 - 30 users**  
A mix of Operator Connect Fixed Numbers Users, Mobile Users and Service Numbers
- **Support through the period**  
Telia's pilot leader will run recurrent progress meetings and a Teams channel will be setup to access Telia's dedicated specialist for the pilot.
- **Evaluation**  
After the test, the customer can continue with a 1-, 2- or 3-years agreement or terminate the service



# Teams Operator Connect – Guided Pilot by Telia

The Pilot can be divided in 5 steps, where you as a customer will work tight with the dedicated persons from Telia.

After the initial workshop, we do the preparation with your technical skilled persons and then onboard the users. During the test phase we will run recurrent progress meetings and a Teams channel will be available for you to give feedback, report incidents or ask questions. We start with weekly meetings that change to biweekly later in the test period. After the pilot we run an



## Participants from Telia

Telia will dedicate a pilot leader that will plan the pilot and act as the main contact. A dedicated technical specialist will also be available at technical workshops, progress meetings and be able to answer any questions and concerns in the Teams channel for the Pilot.

After the Evaluation workshop, the pilot is ended, and the dedicated persons from Telia will no longer be available for the customer. If the customer wants to continue, it will be handled by Telia's ordinary channels for sales and support.

## Prerequisites for Office365 and Teams licenses

The customer is responsible for purchase of necessary Microsoft licenses in their Office365 tenant from their license partner.

Either Enterprise E5, or E3 with Teams Phone Standard. The "free of charge" Operator Connect Mobile licenses are also needed in the Office365 tenant for all Teams Phone Mobile users.

All users need to be in Teams Only Mode, which means that the users cannot use Skype for Business anymore.

## Phone numbers & call charges

All OC Mobile Users (Teams Phone Mobile) needs a Telia Mobile Subscription, either new ones or existing ones.

All OC Fixed Number Users and Service Numbers needs fixed phone numbers, either we setup a new temporary series for the Pilot, or the customer hands over a reserved one that can be used.

## Pilot charges

The pilot will be charged as a fixed one-time-fee including the work as described above. Note that if the customer wants to use existing numbers, the pilot does not include any work in existing UC system, for example release any phone numbers or remove any users.

Operator Connect, phone numbers, mobile subscriptions and corresponding call charges will be billed separately with a minimum of 3 months according to the regular price list. The customer needs to terminate these subscriptions at the Evaluation Workshop to not get any further bills for it.

## Not included...

If nothing else is agreed, the Pilot has following disclaimers

- No agreed SLA levels during the Pilot period. Support is via Telia's dedicated persons for the Pilot.
- 3<sup>rd</sup> party Teams applications are not included, like Contact Centers or Recording solutions
- Phone devices are not included, like HW-telephones and headsets
- Users & [phone](#) numbers in one customer Teams tenant

## Next Step

If you are interested, please contact your Telia representative, and we will setup a first workshop meeting - completely free of charge - where we present the product, the Pilot concept and the way forward.

For more information about the service and how to contact Telia:  
[Operator Connect \(telia.com/OperatorConnect\)](https://telia.com/OperatorConnect)