



CALLTOWER + MICROSOFT TEAMS

Elevating Your Business Communications Experience

CallTower is a Top-Tier Microsoft Operator Connect Partner Globally

Trusted to deliver enterprise voice, seamless deployments, and differentiated value beyond dial tone.

By the Numbers

15+ years in Microsoft voice

1.1M+ end users supported

First U.S./Canada Direct Routing provider (2017)

Global Operator Connect leader

Built for Teams from the Start

Fewer Risks • Faster Migrations • Proven Execution

CallTower didn't arrive late to Teams, we helped **build the journey.**



More Than Dial Tone

Higher Call Quality • Better Adoption • Long-Term Success

Most Operator Connect providers stop at connectivity. CallTower delivers a complete Teams voice ecosystem:

- + SMS/MMS texting
- + Fax services
- + Paging / door buzzers / credit card machines
- + Compliance call recording
- + eSim
- + Analytics (queue depth reporting & insights)
- + Contact center solutions
- + Third-party SIP device support (where applicable)

White-Glove Deployment

Fewer escalations • Faster go-lives • Higher customer satisfaction

Voice success depends on implementation. CallTower removes friction:

- Admin and end-user training
- Phone number assignment and porting
- Auto Attendants, Call Queues, and Call Flows built in Teams Admin Center
- E911 documentation & compliance guidance
- Dedicated project manager

Resiliency Built In

Business continuity • Disaster readiness • Protected revenue

CallTower engineers' redundancy so customers aren't reliant on Microsoft uptime alone:

- Auto Attendant Call Queue failover
- User DID failover to mobile, alternate apps, or SIP endpoints