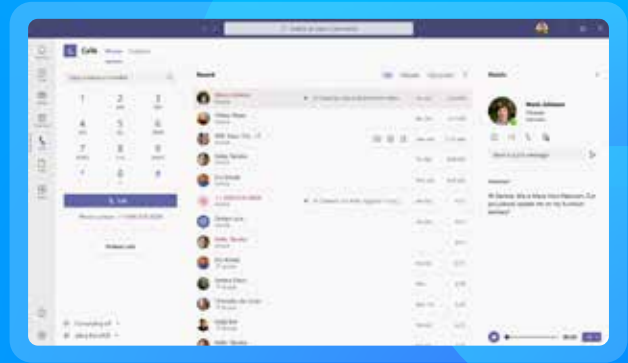


Shared Calling for Microsoft Teams Premium



Transform Your Calling Experience and Unlock Seamless Connections



What is Shared Calling?

Microsoft Teams Shared Calling, part of the Team Premium package, allows your organization to **place and receive calls using shared phone numbers**. Instead of assigning individual Public Switched Telephone Network (PSTN) numbers to every single user, you can share centralized resources.

This model works exceptionally well for role-based environments like reception desks, customer service teams, help desks, and collaborative workspaces. You can significantly reduce administrative overhead while giving your team a flexible, reliable calling experience.

Key Features

Seamless Connectivity

Make and receive internal and external calls using centrally managed resources.

Auto Attendants

Simplify inbound call routing by linking shared resource accounts to automated attendants.

Emergency Calling Support

Keep your team safe with robust, enterprise-grade emergency calling capabilities.

Streamlined Compliance

Maintain strict regulatory adherence with centrally managed voice routing policies.

Important Notes

- You can reuse resource accounts across multiple Shared Calling policies to maximize efficiency.
- You must configure emergency numbers and locations properly to ensure full compliance and safety.
- Microsoft does not support Shared Calling in certain countries, including Romania, Singapore, and Japan.
- If you use Calling Plan toll-free numbers, you will need additional subscriber numbers to support emergency callbacks.

Emergency Calling Configuration



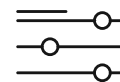
Callback Numbers

You must ensure that emergency services can return calls to a valid, reachable phone number.



Dynamic Locations

Microsoft Teams dynamically determines user locations during emergency calls when supported by your network infrastructure.



Routing Policies

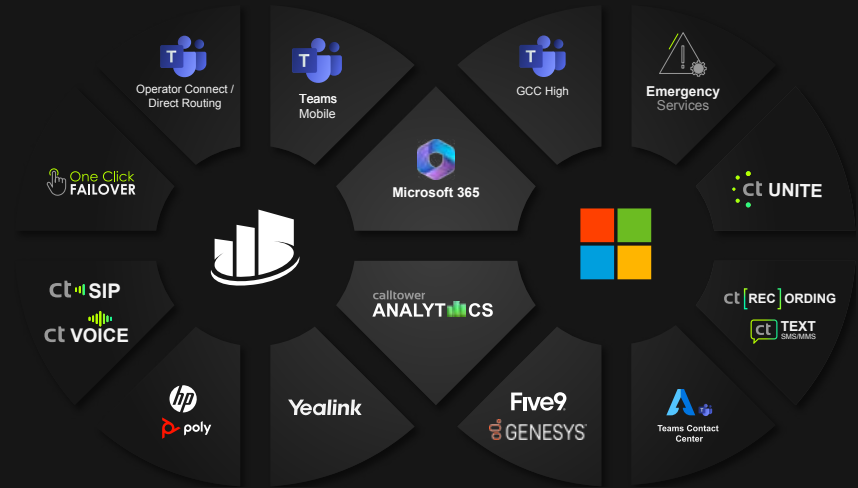
Your emergency routing behavior depends heavily on your specific service number type and underlying calling configuration.

Why CallTower?

We bring deep voice expertise directly to your Microsoft Teams environment.

As a Microsoft Solutions Partner, Modern Work Designation, we deliver cloud-native solutions that integrate perfectly into your existing ecosystem.

When you choose CallTower, you get enterprise-grade emergency calling, simplified number management, and a dedicated team of experts ready to support your organization. Please note that you must have a Microsoft Teams Premium license to unlock these powerful capabilities.



Ready to Learn More?

Let's Connect