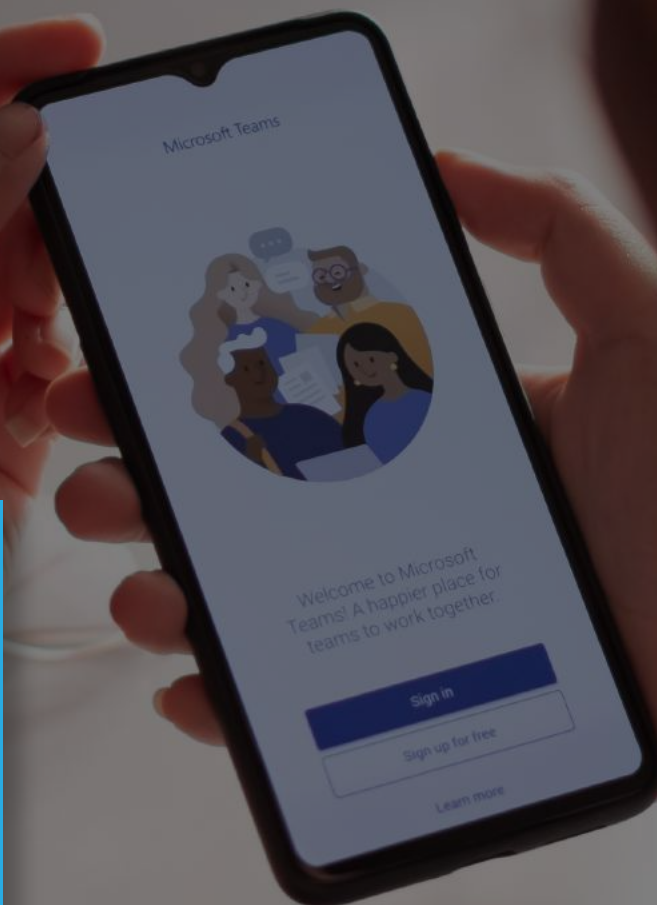# MICROSOFT TEAMS DIRECT ROUTING OVERVIEW

CallTower was the first solution provider to deliver an integrated Office 365 Native Microsoft Teams experience with global calling plans, empowered by a 24/7/365 client services team and ensuring a personalized implementation, adoption, training and support strategy. As a Microsoft Gold Partner, CallTower's monitoring and management services provide the highest quality user experience.

The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Direct Routing. Direct Routing ensures the ability to leverage CallTower's preferred rates and unlocks the full potential of a Microsoft Teams Phone System. CallTower delivers key Microsoft Teams UCaaS features and functionality which are unavailable through other providers. Customers using CallTower's Teams Direct Routing offering can also easily redirect calls to an alternate number in case of a Microsoft outage and stay connected.

MICROSOFT TEAMS AND CALLTOWER GLOBAL PSTN CLOUD INFRASTRUCTURE

Highlights:

- Integrated with Microsoft Teams Cloud (Direct Routing)
- No customer premise SBC required
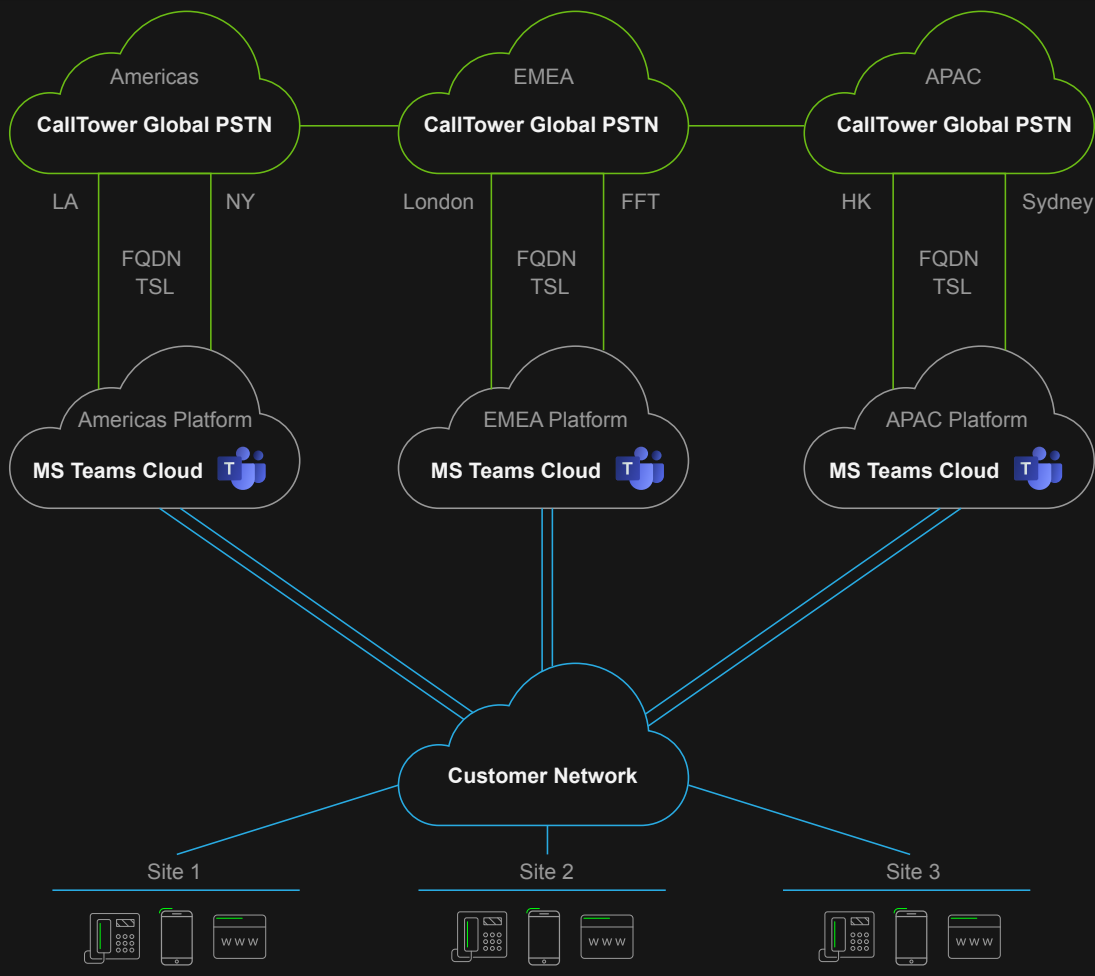- Microsoft certified SBCs (Sansay)
- Redundant, geo-distributed Core
- Fully meshed global DCs for 100% uptime
- Regional SIP Release for high quality
- QoS-based secure networking using TLS and FQDN
- Multi-Platform Integration (on-net, coordinated dialing for all platforms)

Americas
CallTower Global PSTN
LA   NY
FQDN TSL

EMEA
CallTower Global PSTN
London   FFT
FQDN TSL

APAC
CallTower Global PSTN
HK   Sydney
FQDN TSL

Americas Platform
MS Teams Cloud

EMEA Platform
MS Teams Cloud

APAC Platform
MS Teams Cloud

Customer Network

Site 1   Site 2   Site 3

Migration Strategies | **Crawl - Walk - Run:**

Consolidate PSTN – migrate all DID/DDI and TF services to CallTower.
- Reduce Operating Expense
- Streamline Management

Deploy CallTower Microsoft Teams PSTN (Direct Routing) where applicable

Integrate CallTower SIP Trunking with any legacy premise-based systems (Microsoft Teams, Avaya, Cisco, etc.)

Integrate TDM-based systems with CallTower SIP and TDM handoffs (PRI, E1, copper)

Global PSTN Coverage

Available in Americas, EMEA and APAC

Currently covers over 100+ countries for local PSTN services:

New DID/DDI

Porting of DID/DDI

Toll Free Services

Emergency Services

Coordinated Dial Plans

Global On-Net No charge Calling

CallTower International Coverage and Capabilities

Country	New DID	Portability (LNP)**	Local in-country calling	PRI/PRA Integration with local telco	International Toll Free (ITFS)	Emergency Services (E-911)
Argentina	YES	NO	YES	YES	YES	Telco Line
Australia	YES	YES	YES	YES	YES	Telco Line
Austria	YES	YES	YES	YES	YES	Telco Line
Bahrain	YES	NO	NO	YES	YES	Telco Line
Belgium	YES	YES	YES	YES	YES	YES
Brazil	YES	YES	YES	YES	YES	Telco Line
Bulgaria	YES	NO	YES	YES	YES	Telco Line
Canada	YES	YES	YES	YES	YES	YES
Chile	YES	YES	YES	YES	YES	Telco Line
China	NO	NO	NO	YES	YES	Telco Line
Colombia	YES	NO	YES	YES	YES	Telco Line
Costa Rica	YES	NO	YES	YES	YES	Telco Line
Croatia	YES	YES	YES	YES	YES	YES
Cyprus	YES	YES	YES	YES	YES	Telco Line
Czech Republic	YES	YES	YES	YES	YES	YES
Denmark	YES	YES	YES	YES	YES	YES
Dominicana	YES	NO	NO	YES	YES	Telco Line
El Salvador	YES	NO	NO	YES	YES	Telco Line
Ecuador	NO	NO	NO	YES	YES	Telco Line
Estonia	YES	NO	NO	YES	YES	Telco Line
Finland	YES	YES	YES	YES	YES	YES
France	YES	YES	YES	YES	YES	YES
Georgia	YES	NO	NO	YES	YTFS	Telco Line
Germany	YES	YES	YES	YES	YES	YES
Greece	YES	YES	YES	YES	YES	Telco Line
Guatemala	YES	NO	NO	YES	YES	Telco Line
Honduras	NO	NO	NO	YES	YES	Telco Line
Hong Kong	YES	NO	YES	YES	YES	Telco Line
Hungary	YES	YES	YES	YES	YES	YES
India	NO	NO	NO	YES	YES	Telco Line
Indonesia	NO	NO	NO	YES	YES	Telco Line
Ireland	YES	YES	YES	YES	YES	YES
Israel	YES	YES	YES	YES	YES	Telco Line
Italy	YES	YES	YES	YES	YES	YES

CallTower Cloud-Connected PSTN Partner (CCPP)

Country	New DID	Portability (LNP)**	Local in-country calling	International Toll Free (ITFS)	Emergency Services (E-911)
Japan	YES	YES	YES	YES	Telco Line
Latvia	YES	YES	YES	YES	Telco Line
Lithuania	YES	YES	YES	YES	Telco Line
Luxembourg	YES	YES	YES	YES	YES
Malaysia	YES	NO	YES	YES	Telco Line
Malta	YES	NO	YES	YES	Telco Line
Mexico	YES	YES	YES	YES	Telco Line
Netherlands	YES	YES	YES	YES	YES
New Zealand	YES	YES	YES	YES	Telco Line
Norway	YES	YES	YES	YES	YES
Panama	YES	YES	YES	YES	Telco Line
Paraguay	NO	NO	NO	YES	Telco Line
Peru	YES	NO	YES	YES	Telco Line
Philippines	NO	NO	NO	YES	Telco Line
Poland	YES	YES	YES	YES	YES
Portugal	YES	YES	YES	YES	Telco Line
Puerto Rico	YES	YES	YES	YES	YES
Romania	YES	YES	YES	YES	YES
Russian Federation	YES*	NO	NO	YES	Telco Line
Singapore	YES	YES	YES	YES	Telco Line
Slovakia	YES	YES	YES	YES	Telco Line
Slovenia	YES	YES	YES	YES	Telco Line
South Africa	YES	YES	YES	YES	Telco Line
South Korea	YES	NO	NO	YES	Telco Line
Spain	YES	YES	YES	YES	YES
Sweden	YES	YES	YES	YES	Telco Line
Switzerland	YES	YES	YES	YES	YES
Thailand	YES*	NO	NO	YES	Telco Line
Turkey	YES	YES	YES	YES	Telco Line
Ukraine	YES*	NO	NO	YES	Telco Line
United Kingdom	YES	YES	YES	YES	YES
United States	YES	YES	YES	YES	YES
Uruguay	NO	NO	NO	YES	Telco Line
Venezuela	YES	NO	YES	YES	Telco Line
Vietnam	YES	NO	NO	YES	Telco Line
Virgin Islands	NO	NO	NO	YES	Telco Line

SERVICE DELIVERY OVERIEW

CallTower will dedicate an Implementation Team that is led by an Industry veteran with over 25 years of experience in Sales Engineering, Project Management and large enterprise deployments.
Our assigned Team Leader will report directly to the Executive staff of CallTower to facilitate instant assistance to mitigate roadblocks or to acquire augmentation to staffing or for any other assistance to assure a smooth successful global deployment. Typical roles and quantities based on implementation schedule

Senior Project Manager (1)

Implementation Engineers (2)

Network Engineers (2)

LNP Coordinators (2)

Executive Sponsorship (1)

Billing Integrity Specialist (1)

Platform Integration Engineer (1)

CallTower's Global Service Delivery model is extensive. A Global Service Delivery Manager will be assigned who will have the support of project managers. The project will be managed within Microsoft Project.

GLOBAL BILLING SYSTEM OVERVIEW

GLOBAL BILLING SYSTEM

Parent-child billing structure including:

- Corporate/Business unit summary
- Individual site services/costs/taxes/surcharges
- Usage and usage billing detail per site
- Bill in local currency, if required

GLOBAL CUSTOMER PORTAL & MANAGEMENT SYSTEM

Secure portal including:

- Invoice History
- Charges summary and trending graphs
- CDR access for secure download
- Payments on-line
- Quality monitoring tool with real-time visibility of per call performance and quality scoring
- Drill-down ability to research specific calls

LET'S CONNECT