



Microsoft Teams  
Operator Connect



calltower

# OPERATOR CONNECT FOR MICROSOFT TEAMS.

Operator Connect delivers PSTN access to Microsoft Teams users, to deliver an enhanced customer experience.

Microsoft Operator Connect allows Microsoft Teams administrators to open the “Operators” tab in the Teams admin center to connect calling services, acquire phone numbers, and assign users. Operators, such as CallTower, will provide technical support and manage the voice network and infrastructure. Operators can also enable PSTN voice services in regions currently unavailable through Microsoft Calling Plans. Implementation of voice services can be online in a matter of hours.



## CALLTOWER OPERATOR CONNECT FOR MICROSOFT TEAMS ANNOUNCEMENT

As one of Microsoft's paramount partners, CallTower is proud to be chosen in the rollout of Operator Connect

[Read the Press Release](#)

## OPERATOR CONNECT **BENEFITS** -

### LEVERAGE EXISTING CONTRACTS OR FIND A NEW OPERATOR

You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs.

### ENHANCED SUPPORT AND RELIABILITY

Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.

### FASTER, EASIER DEPLOYMENT

You can quickly connect to your operator and assign phone numbers to users — all from the Teams Admin Center.

### OPERATOR-MANAGED INFRASTRUCTURE

Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.

# THE CALLTOWER ADVANTAGE -

Full digital journey in the Microsoft Teams Admin Center for simple and quick deployment.

E911 Emergency Services

Provision through Connect in minutes and assign phone numbers to your users

Smooth transition from your existing telephony to Teams Phone System

Key add-ons like Operator Console and Call Recording

Carrier-class 24/7/365 technical support and shared service level agreement with Microsoft

No equipment is required on site, including SBC's saving capital expense

Direct Connectivity to Microsoft

Replace multiple local telco contacts to consolidate voice services

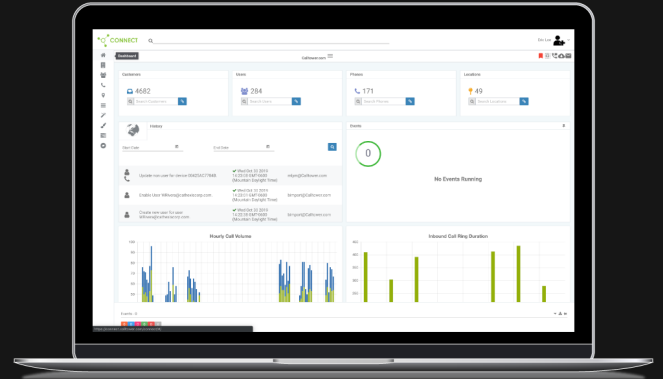
Central or local billing for Operator Connect service

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

CallTower Connect - as a self-provisioning portal with Analytics calling



CallTower Connect simplifies the set-up and management of CallTower services like Microsoft Teams - facilitated within one easy to use Online or mobile app. The provisioning application is launched by an end-user or company administrator to add or manage CallTower hosted services.



The workload of administrators decreases as users gain access to a simplified panel where changes to Microsoft Teams can be made without a call to support. [Learn More](#)



CallTower's feature rich Microsoft Teams solutions provide options that can fit your business needs along with a wide range of Poly, Yealink and other Microsoft integrated devices. [View Supported Devices](#)

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