Microsoft Teams Phone Migration Phases

Microsoft Teams deployment without Teams Phone or Teams Calling Plans

Chat, P2P, or federated calling and collaboration only

Primary telephony service

PBX contracts remain

Service provider contracts remain

Existing abilities

Adding Microsoft Teams Phone licensing

Adding Microsoft Teams Calling Plans and/or Operator Connect to Teams

Equivalent voice abilities

Users, groups, or sites can be moved

May port telephone numbers

Separate systems able to communicate via PSTN network only

Legacy telephony service during migration

Extension dialing to resources remaining on PBX

Analog stations

Local PSTN services are made available for Microsoft Teams Phone

Digital and analog integrations into legacy systems

Legacy integrations unable to migrate

Digital and analog stations during migration to Microsoft Teams

Primary telephony service

PSTN calling

Local Extension dialing

Contact centers

Analog devices

Integrated solutions



Teams

Phase 1

PBX

Teams only mode without calling features

Phase 2

Microsoft Teams Phone with Teams Calling Plans and/or Operator Connect

Phase 3

Microsoft Teams Phone with Teams Calling Plans, Operator Connect and/or Direct Routing

Phase 4

Microsoft Teams Phone with Calling Plans and/or Operator Connect