

Operator Connect

External Calling for Microsoft Teams



Version 1.0, 26th November 2021

Faster. Smarter. More

Pure IP
Just voice.

Pure IP is an approved provider for Operator Connect, meaning you can add external calling to Microsoft Teams directly from within the 365 Admin Center using Pure IP's secure and resilient global voice network.

ADD EXTERNAL CALLING TO TEAMS

Operator Connect is one of the three options available to organisations for enabling external calling with Microsoft Teams and allowing you to use Teams as your enterprise telephony platform. The other two options are Calling Plans and Direct Routing, the latter also being a service available from Pure IP.

By combining a choice of voice service providers with the ability to manage services directly within your own 365 Admin Center, Operator Connect simplifies the process of adding voice to Microsoft Teams, eliminating the need for extensive powershell and configuration.

The service utilizes a trusted secure cross connect between Pure IP and the Microsoft Teams platform, using Microsoft Azure Peering Service (MAPS), providing additional security and resilience.

As a Pure IP Operator Connect customer, you will enjoy all the benefits of our fully managed voice network with 24/7 follow-the-sun technical-led support and access to our customer portal to monitor and track your services. You will also enjoy the benefits of our unrivalled fully compliant PSTN replacement services, available in more countries than any other provider.

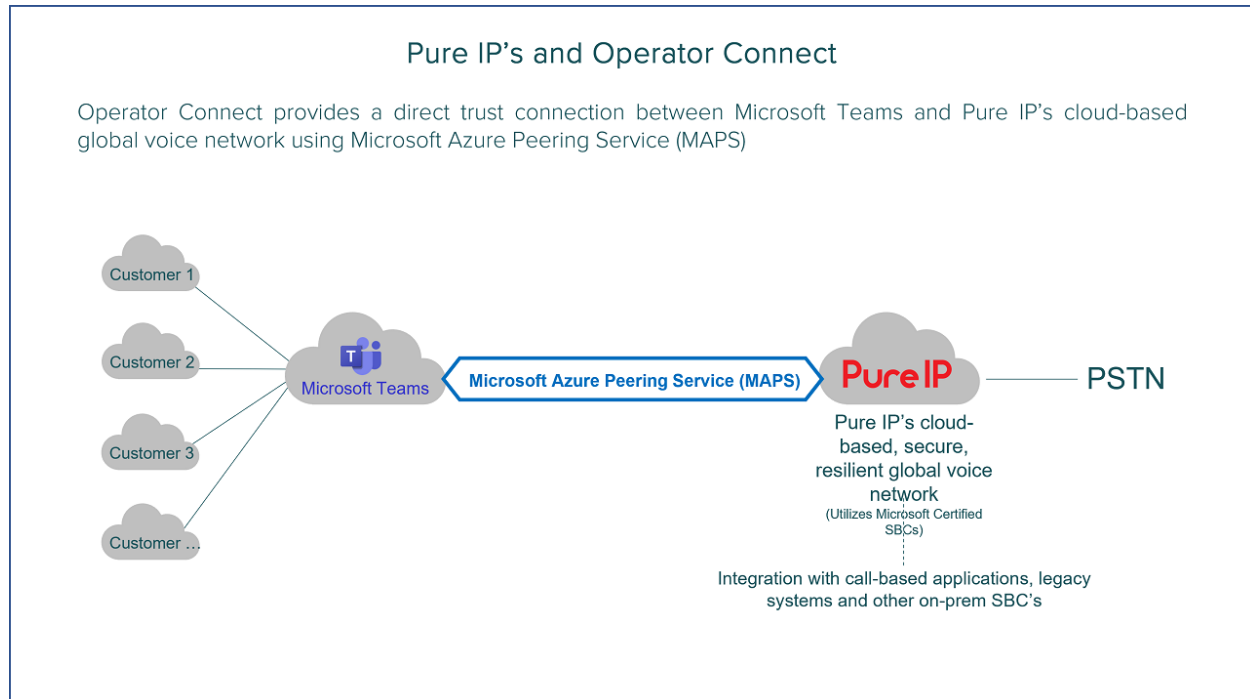
Utilising Pure IP's global voice network negates the need for any on-site hardware and capital expenditure. Our system is also designed to be flexible and scalable, allowing you to easily integrate capabilities with legacy infrastructure, applications and other platforms. You can also utilise Operator Connect in combination with Direct Routing where required.

Service Benefits

- ◆ **Quick and seamless**
Effortlessly enable calling in Teams using Pure IP's voice services quickly and seamlessly, facilitated by Pure IP automation.
- ◆ **Simplified provisioning and management**
Establish the connection, provision users, and assign phone numbers directly from the Teams Admin Center

- ◆ **Save on infrastructure purchase and management**
Manage call controls in the cloud with Microsoft's Phone System, eliminating the need to purchase and maintain your own equipment
- ◆ **Feel confident with enterprise-grade reliability**
Direct peering through Microsoft Azure Peering Service (MAPS) creates a 1:1 trusted network connection that enhances resilience and Quality of Service (QoS)
- ◆ **The assurance and power of combined support**
Enjoy the benefits of back-to-back technical-led support from the combined resources of Pure IP and Microsoft.

HOW IT WORKS



Associated Services

- ◆ Pure IP's Direct Routing Managed Service
- ◆ Pure IP's Cloud Enablement Services
- ◆ Pure IP's SBC Managed Service for connectivity in non-PSTN replacement countries
- ◆ Pure IP's SIP Connect for connecting legacy infrastructure such as fax devices, door entry systems and other communications related infrastructure

About Pure IP

At Pure IP, we connect the old with the new, integrating voice across platforms, systems and applications to provide a single connected communications service to enable business to collaborate effectively in more locations than other providers.

We offer a suite of services built around our own secure, reliable and adaptable global voice network, which is supported by a team of experienced voice engineers. With geo-redundancy and resilience built-in, our flexible voice network has been designed to keep adapting to customer requirements as they evolve.

This is why we are trusted by millions daily to power their business communications.