



Teams Operator Connect
Teams Phone Mobile

Teams Operator Connect

Guided Pilot by Telia

The Guided Pilot allows customers to try, test, and assess the product for a deeper understanding prior to purchasing or a large-scale rollout. Telia will assign some experts to work with you during a 60-day trial period, where we will jointly configure, test, and evaluate it for up to 30 users.

A Pilot, also known as a Proof-of-Concept, is an effective method for assessing whether the product meets your telephony needs with Teams. This trial can be conducted within your Office365 tenant and may depend on the status of your current phone numbers. It allows your administrators and users to evaluate it within their existing IT environment. If the pilot proves successful, it can seamlessly be expanded for comprehensive deployment.

Telia & Teams Operator Connect

Telia's Operator Connect enables business customers to use Teams Phone System for their telephony needs. Fixed phone numbers and mobile subscription can then be direct integrated between Telia's network and your Microsoft Teams environment.

Why a pilot?

- Secure that the solution is right for you as a customer
- Get user feedback to iron out any issues
- Verify all details before a larger roll-out project
- Provide input for a strategy for a future solution

Why a Guided Pilot by Telia

- Telia has long expertise in telephony and Teams
- Dedicated experts will guide the customer
- An evaluation for the next best step

Facts about the pilot

- **Test period for 60 days**
After the initial preparation we run a 60 days test period for users
- **10 - 30 users**
A mix of Operator Connect Fixed Numbers Users, Mobile Users and Service Numbers
- **Support through the period**
Telia's pilot leader will hold recurrent progress meetings and a Teams channel will be established to connect to Telia's dedicated specialist for the pilot.
- **Evaluation**
After the trial, the customer can choose to enter a 1-, 2-, or 3-year contract or end the service.



Teams Operator Connect – Guided Pilot by Telia

The Pilot consists of 5 steps, where you'll closely collaborate with Telia's dedicated team.

After the initial workshop, we'll prepare with your technical experts before onboarding users. During testing, we'll hold regular progress meetings and provide a Teams channel for feedback, incident reporting, or questions. Initially, meetings are weekly but become biweekly later on. After the pilot, we'll conduct an Evaluation Workshop to review if the solution met your business criteria.



Participants from customer

The customer needs to identify 1-3 key individuals with admin permissions in Office365 who can liaise between users and Telia's dedicated team during the pilot. It's beneficial if decision-makers or IT managers join the initial workshop and evaluation.

Participants from Telia

Telia will assign a pilot leader who will organize the pilot and serve as the primary contact. Additionally, a dedicated technical specialist will participate in technical workshops and progress meetings, and respond to any inquiries and concerns in the Pilot Teams channel.

Once the Evaluation workshop is concluded, the pilot ends, and the dedicated Telia personnel will no longer be available to the customer. If the customer wishes to proceed further, it will be managed through Telia's regular sales and support channels.

Prerequisites for Office365 and Teams licenses

The customer must acquire the required Microsoft licenses for their Office365 tenant through their licensing partner. Each user must have either an Enterprise E5 license or an E3 license with a Teams Phone Standard add-on. Additionally, all users must operate in Teams Only Mode, meaning they can no longer use Skype for Business.

Phone numbers & call charges

All Teams Phone Mobile users require a Telia Mobile Subscription, either new or existing.

For Fixed Number Users and Service Numbers, fixed phone numbers are necessary. We can either set up a temporary series for the Pilot or use a reserved number provided by the customer.

Pilot charges

The pilot will be billed as a one-time fee, covering the work previously mentioned. Please note that if the customer wishes to use existing numbers, the pilot does not include any work related to the current UC system, such as releasing phone numbers or removing users.

Operator Connect, Teams Phone Mobile, phone numbers, mobile subscriptions, and associated call charges will be invoiced separately with a minimum duration of 3 months according to the standard pricing list. The customer must cancel these subscriptions at the Evaluation Workshop to avoid additional charges.

Not included...

Unless otherwise specified, the Pilot includes the following disclaimers:

- There are no agreed SLA levels during the Pilot. Support is provided by Telia's dedicated Pilot team.
- 3rd party Teams apps, such as Contact Centers or Recording solutions, are excluded.
- Hardware like phones and headsets are not included.
- Users and numbers must be registered under a single customer Teams tenant.

Next Step

If you are interested, please contact your Telia representative, and we will setup a first workshop meeting - completely free of charge - where we present the product, the Pilot concept and the way forward.

For more information about the service and how to contact Telia:
[Operator Connect \(operatorconnect.teliacompany.com\)](https://operatorconnect.teliacompany.com)