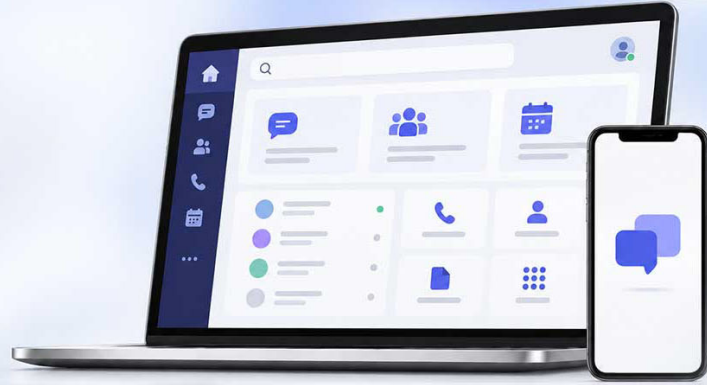


Microsoft Teams Calling:

Direct Routing vs. Operator Connect

Two ways to bring TouchTone voice into Microsoft Teams.
One familiar calling experience.

TouchTone Business offers two Microsoft Teams calling options. Both deliver native PSTN calling within the familiar Teams experience across desktop, mobile and Teams-enabled devices. The difference is how the connection is delivered and managed.



Feature	Direct Routing	Operator Connect
How It Connects	TouchTone voice connects to Microsoft Teams through a Microsoft-certified Session Border Controller (SBC) and SIP infrastructure.	TouchTone connects directly to Microsoft through the Operator Connect as the carrier/provider using Microsoft APIs and Azure peering.
Best Suited For	More flexibility and control. Ideal for more complex voice environments, custom routing and existing telephony integrations.	More streamlined and Teams-native. Ideal for organizations looking for a simpler way to connect TouchTone PSTN service directly to Microsoft Teams.
SBC Requirement	Yes — but TouchTone manages it. No customer-premises SBC or hardware installation is required with TouchTone's managed solution.	No customer SBC required. TouchTone manages the PSTN connection as the Operator Connect provider.
Deployment & Administration	More configurable. Voice routes and policies can be tailored to the organization's requirements.	Streamlined provisioning and administration through TouchTone and the Teams Admin Center.
Phone Number Management	Numbers are provided by TouchTone and configured for Direct Routing within the Teams environment.	Order/port numbers through TouchTone; numbers are automatically uploaded to the customer's Microsoft tenant for assignment in Teams.
Routing Flexibility	Highly flexible. Supports advanced routing scenarios, existing PBXs, analog integrations and hybrid environments.	Designed primarily for straightforward Teams-native PSTN calling and simplified management.
Existing Numbers	Keep and port existing business numbers.	Keep and port existing business numbers.
Microsoft Licensing	Microsoft Teams + Teams Phone licensing required.	Microsoft Teams + Teams Phone licensing required.
Teams User Experience	Native Teams dial pad, desktop, mobile and supported Teams devices.	Native Teams dial pad, desktop, mobile and supported Teams devices.
TouchTone Support	TouchTone manages and supports the PSTN voice network and Direct Routing infrastructure.	TouchTone manages and supports the PSTN voice service and Operator Connect infrastructure.

Both options include:



Native PSTN calling
in Teams



Keep existing
numbers



E911
support



24/7 in-house,
U.S.-based support



Optional: SMS, faxing, call
recording, queues & IVRs