



Operator Connect

Provided by NTT

Operator Connect is Microsoft's latest offer allowing you to integrate our Calling Plans and Audio Conferencing services directly into Microsoft Teams. NTT are one of a limited number of global providers who have been selected by Microsoft to provide PSTN directly to your Teams environment.

With NTT and Microsoft Operator Connect it's simple to add voice to Teams and unlocks several important, instant benefits:

- Leverage our global coverage and support, while enabling a modern calling experience in Teams.
- Simple and quick to deploy: It can take just minutes to connect to your operator and assign phone numbers to users – all from the Teams Admin Center. You do not need to be an expert in voice to deploy calling to Teams and you can be ready to go within a week of selection, from the administration portal.
- Operator-managed infrastructure: PSTN calling services and Session Border Controllers (SBCs) are fully managed, saving on hardware purchase and natively managed.
- Enhanced support and reliability: we provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.

NTT Support Services

We provide different levels of support to meet your requirements. Complementing your own internal teams with our Support Services or delivering a full Managed Collaboration Services, allowing you to fully outsource your environment.

We provide full management and proactive monitoring of the application.

SLA-driven resolution ensures your teams remain connected and productive.

Delivering more than Integrated Voice

We deliver end-to-end solutions for your Teams deployment, allowing you to get the maximum benefits from the application. Our Microsoft Teams expertise includes:

- Room Systems.
- Video interoperability.
- Compliance Recording.
- Emergency calls (where applicable).

Our Cloud Deployment Framework enables us to understand your business reality before transitioning users, as well as ensuring that your supporting functions are ready for the change to realize the full potential of Teams.

Jointly with Microsoft, we are offering qualifying organizations an Operator Connect Workshop. Lead by our Professional Services Team, this will enable you to ensure you're fully prepared for the integration, including both the technology and the people aspects of the change.

Support Services:

- We supplement and support internal IT staff knowledge and capabilities.
- We provide a single point of contact, including access to our connected Microsoft support.
- We manage and monitor your calling and meetings environment.

Instant benefits

- Get carrier-grade telephony and access from a single provider.
- Easily access and administer these services directly from the Teams Administration Portal.
- Leverage NTT's global high quality Voice services and footprint.
- End-to-end "on-net" service if Client is NTT GN-enabled.
- Advanced call quality and service availability metrics from NTT embedded in M365 portal.
- Enhance your experience by leveraging the Managed Collaboration Services, provided by NTT.



2019 Partner of the Year
Intelligent Communications

📶 Interconnection

- NTT is connected to direct peering through Microsoft Azure Peering services, providing a dedicated secure and resilient voice connection.
- Carrier-grade connectivity with high availability and full redundancy per region.

⚙️ Number Provisioning

- NTT provides direct Telephone and Service numbers to organizations MS365 Tenant.
- Administrators can assign phone numbers/DID's within the Teams Admin Center.

👤 Management

- Organizations can clearly identify NTT Telephone and Service numbers.
- Access is provided to the NTT portal to manage telephone number inventory, calling plans, requests and download copy invoices.

📊 Reporting

- Enhanced call metrics are captured with NTT Calling and usage.

👥 Availability

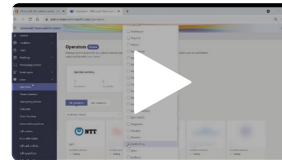
- NTT provide extensive, global Call Coverage.

🎧 Support

- Microsoft and NTT support organizations are connected. This allows us to react and provide proactive business critical SLA's for your voice services.

Selecting NTT will deliver instant voice integration and support that will provide you with the reliability and confidence you need for business continuity. NTT's Operator Connect will deliver:

- Telephony access into Teams.
- Audio Conferencing access in 140+ countries.
- User phone numbers in 39 countries.
- Geographic Toll numbers in 90+ countries.
- Toll-Free access in 100+ countries.
- Access to the Teams Administration portal for user management.
- Bring your own carrier capabilities to extend standard calling plan availability.



Operator Connect; ease of deployment by NTT

[Watch the video](#)

[Contact us](#) to find out if you qualify for a complimentary Teams assessment through your existing Microsoft licensing agreement.

AMERICAS

- Brazil
- Canada
- Mexico
- Puerto Rico
- USA

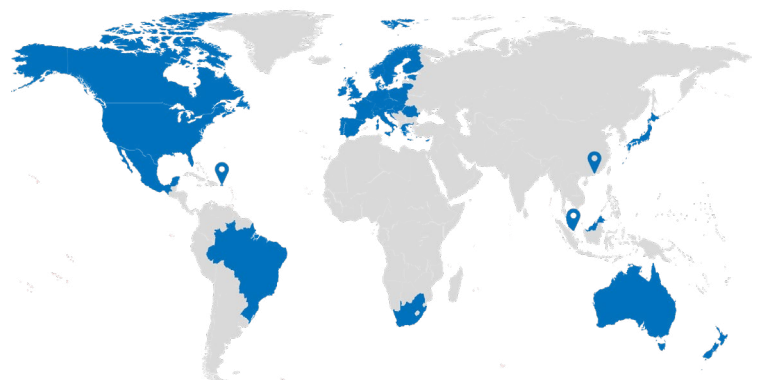
APAC

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- Japan
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- New Zealand
- Singapore

EMEA

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- Denmark
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NTT Telephony Services



Visit us at services.global.ntt/operator-connect