

Operator Connect

Provided by NTT

Operator Connect is Microsoft's latest offer allowing you to integrate NTT 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 unlock 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 shared service level agreements and telephony incident management, while direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.

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.

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)
- Jointly with Microsoft, we are offering qualifying organizations an Operator Connect Workshop. Led 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.

Cover your full environment

We understand our clients have different needs and require various Managed Service levels depending on their stage of digital workplace transition. To meet this, we offer additional tiered service models tailored to meet your business needs. From offloading tasks to full estate management, we provide complete lifecycle support across your collaboration and communications environment.

Managed Employee Experience

Essentials: Partner with NTT Cloud Specialists who work alongside your IT team. NTT's trusted advisors share their extensive experience, certified expertise, and provide established escalation paths with our technology partners for your UCaaS estate.

Premium: Offload the management and operation of business-critical workloads. Focus on your company's core competencies while NTT supports you with ours: SLA-driven operations, certified engineers, proactive monitoring and full-service management of your cloud, on-premises and hybrid collaboration, communications and productivity solutions.



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 provides 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.

NTT Telephony Services



AMERICAS

- Brazil
- Canada
- Mexico
- Puerto Rico
- US

APAC

- Australia
- Hong Kong
- Japan
- Malaysia
- New Zealand
- Singapore

EMEA

- Austria
- Belgium
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Italy
- Ireland

- Lithuania
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- UK

Contact us

to find out if you qualify for a complimentary Teams assessment through your existing Microsoft licensing agreement.

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

