



Microsoft Teams External Voice

Enabling Microsoft Teams to work for you anywhere, calling whomever.

MetTel is a named partner for Operator Connect for Microsoft Teams, an operator-managed service. Microsoft Teams is one of the fastest growing business applications on the market, with 145 MM active daily users. Organizations with Microsoft Office 365 plans no longer have to pay for costly prem-based solutions. Instead, utilize the service you already pay for and choose one of two MetTel external calling options to operate your MS Teams as a full UCaaS softphone. Enhance inbound and outbound calling and pair it with on demand collaboration such as whiteboard, conferencing, video, recording, transcription and file sharing.



Make external calls with Teams mobile app, desktop app and/or desktop phone

Microsoft Teams External Voice from MetTel allows you to replace your PBX and make Microsoft Teams your primary source for inbound and outbound calling to Public Switched Telephone Network (PSTN) lines.

MetTel provides feature-rich solutions with simplified voice management and a unified user experience. Customers receive service reliability, fast, automated provisioning with direct support and technical expertise.

Features

- Make and receive external calls natively from Microsoft Teams
- Microsoft Teams desk phones are available for common areas, conference rooms, knowledge workers and executives
- International calling available and roadmap to include SMS
- Nomadic E-911 Benefits
- Simplified provisioning and deployment
- Streamlined management
- Trunk and user-based options

Benefits

- Reliable, crystal clear PSTN calling
- Cloud-based infrastructure and predictable costs allow enterprises to get away from heavy equipment investments
- MetTel manages calling services, saving IT teams the hassle of purchasing and managing
- An easy user experience; no more switching between collaboration tools and personal devices (plus, users keep their current phone numbers)
- Easy onboarding and compatibility with future Teams releases and premium customer support

Calling plan Options with MetTel: Direct Routing or Operator Connect

FEATURES	DIRECT ROUTING	OPERATOR CONNECT
Number porting	✓	✓
PSTN Calling (Domestic/International)	✓	✓
Microsoft Approved Service/Certified Solution	MetTel Approved Service using Microsoft's Program	MetTel Certified Solution by Microsoft
Session Border Controller (SBC)	MetTel Managed & Hosted	Microsoft Managed & Hosted
Service Provisioning & Admin Center	Service Provisioning & Numbers are Uploaded Manually using Shell Scripts	Admin Center
Call Plan Type	Trunk-based	User-based
Minutes	Measured or Unlimited	3,000 min/user
Who Opens Service Tickets with Microsoft?	Customer	MetTel with Enhanced Support from Microsoft
Pricing Structure	Trunk-based	Per User Plan

What about your traditional telephone lines?

You're considering moving voice lines to Microsoft Teams. What are you doing about your specialty lines such as fax, alarms (burglar and fire), vending and ATM machine, POS terminals that utilize your existing PBX plain old telephone service (POTS) lines to operate? Your solving for one, but not the other.

MetTel's POTS Transformation replaces all POTS so you can eliminate copper lines completely, taking advantage of immediate and continual cost savings and more reliable quality of service. Include speciality lines as part of your digital transformation journey.

POTS Transformation Overview

- Device connects to the MetTel backbone via broadband, Wi-Fi and/or Dual SIM 4G LTE
- Supports 2 SIM cards, low cost LTE and IoT monthly plans from MetTel
- Reliable cellular connectivity and available external MiMo antenna
- Device and 4G module certified to operate on the AT&T, Verizon and T-Mobile networks
- Supports up to 8 lines per device
- Backup battery for true-failover and business continuity
- Fully managed: deployment, install, over-the-air firmware updates, device break, emergency replacement.

Voice and data services that traditionally required an analog dial tone.



Fax



Security Alarms



Fire Alarms



Elevators



POS Terminals



Vending Machines



ATM Machines

