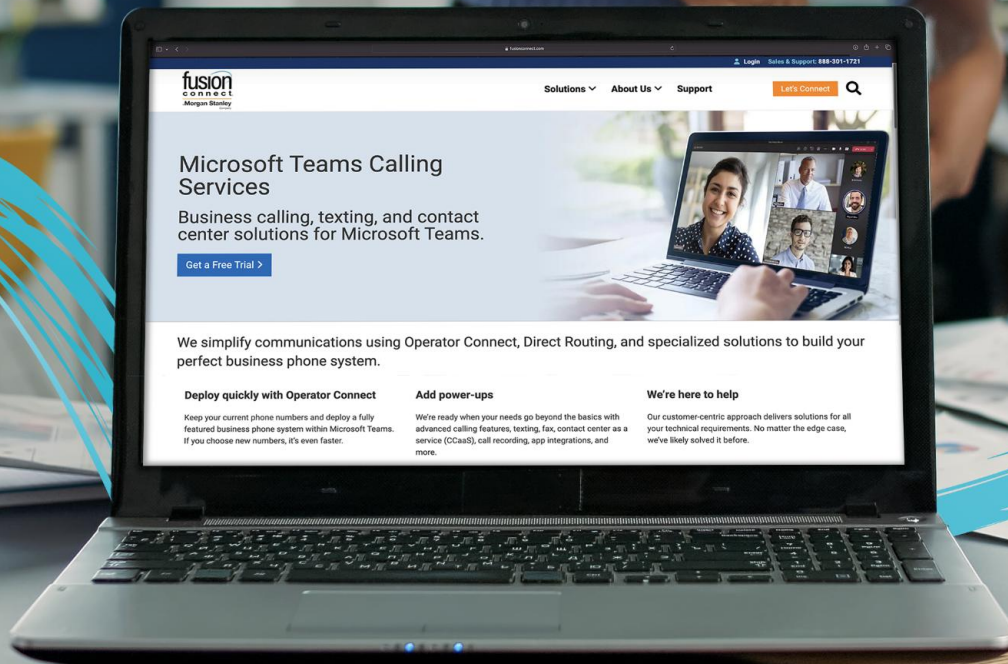




# Streamline Communications **With Microsoft Teams Calling Solutions**

# Business calling, texting, and contact center solutions for **Microsoft Teams**.



**We simplify communications using Operator Connect, Direct Routing, and specialized solutions to build your perfect business phone system.**

## **Deploy quickly with Operator Connect**

Keep your current phone numbers and deploy a fully featured business phone system within Microsoft Teams. If you choose new numbers, it's even faster.

## **Add power-ups**

We're ready when your needs go beyond the basics with advanced calling features, SMS/MMS, texting, fax, contact center as a service (CCaaS), call recording, app integrations, and more.



**Microsoft Teams**

# Why Choose **Fusion Connect**



## **Make calls from any device**

Make and receive traditional phone calls on any device—PCs, smartphones, tablets, Teams-enabled desk phones, and conference room solutions.



## **Global phone numbers**

Fusion Connect can provide phone numbers in over 30 countries across Europe, Asia, Africa, Oceania, the Americas, and the Caribbean. Plus, dial-in audio conferencing numbers in over 130 countries.



## **Easy to administrate**

The Fusion Connect provisioning and management portal makes setting up new phone numbers easy. And you can keep an inventory of unused DIDs. Say "goodbye" to PowerShell scripts!



## **Resilient failover**

Ensure you can reach your customers, patients, students, and family, and they can reach you—even when Microsoft Teams is unavailable. DID failover keeps your business up and running.

## **Using Operator Connect today?**

Looking for a new Operator Connect partner?  
Contact us to learn about what Fusion Connect can do for you.

# The calling features your business needs inside your Teams app

## ESSENTIAL EXTRAS FOR YOUR BUSINESS

### Add-on Features

Audio conferencing dial-in numbers  
SMS/MMS Registered Messaging  
(10DLC compliance)  
Receptionist/ Attendant Console  
Call Recording for compliance  
Business continuity  
(DID failover if Microsoft Teams is down)  
DNC & TCPA compliance monitoring  
(Do Not Call and Telephone Consumer Protection Act)

## FEATURE-RICH COMMUNICATIONS INFRASTRUCTURE

### Microsoft Teams Business Phone

Easy call transferring  
Automated attendants  
Customized call routing and queueing  
Simultaneous ringing  
Voicemail and call history  
SPAM filter  
E911

## BUILD YOUR BUSINESS COMMUNICATIONS

### Specialized Solutions

Contact Center as a Service (CCaaS)  
Microsoft Licensing  
Microsoft Copilot integration  
Teams-capable desk phones and  
conference room systems

## Full Feature List

- ✓ Busy on Busy
- ✓ Call answer/initiate  
(by name and number)
- ✓ Call blocking
- ✓ Call forwarding options  
and simultaneous ring
- ✓ Call park and retrieve
- ✓ Call phone number from search
- ✓ Caller ID
- ✓ Cloud auto attendants
- ✓ Cloud call queues
- ✓ Cloud voicemail
- ✓ Cloud voicemail  
user settings
- ✓ Common area phones
- ✓ Device switching
- ✓ Distinctive ring alerts
- ✓ E911
- ✓ Federated calling
- ✓ Group call pickup and  
forward to group
- ✓ Integrated dial pad
- ✓ Make and receive video calls
- ✓ Media bypass support
- ✓ Music on hold
- ✓ Presence-based call routing
- ✓ Secondary ringer
- ✓ SPAM Filter
- ✓ Transfer a call and  
consultative transfer
- ✓ Transfer to voicemail mid-call





# Cost effective, global calling and conferencing for your business

## Audio conferencing

Add audio conferencing dial-in numbers for Microsoft Teams in over 130 countries. We can often save you money versus buying from Microsoft, and there are no communication credits to purchase!

## Global calling plans

Unlimited nationwide calling in the lower 48 US states, plus unlimited calling within over 30 countries. International calling plans are available at competitive metered rates.



## Set Up a Free Trial

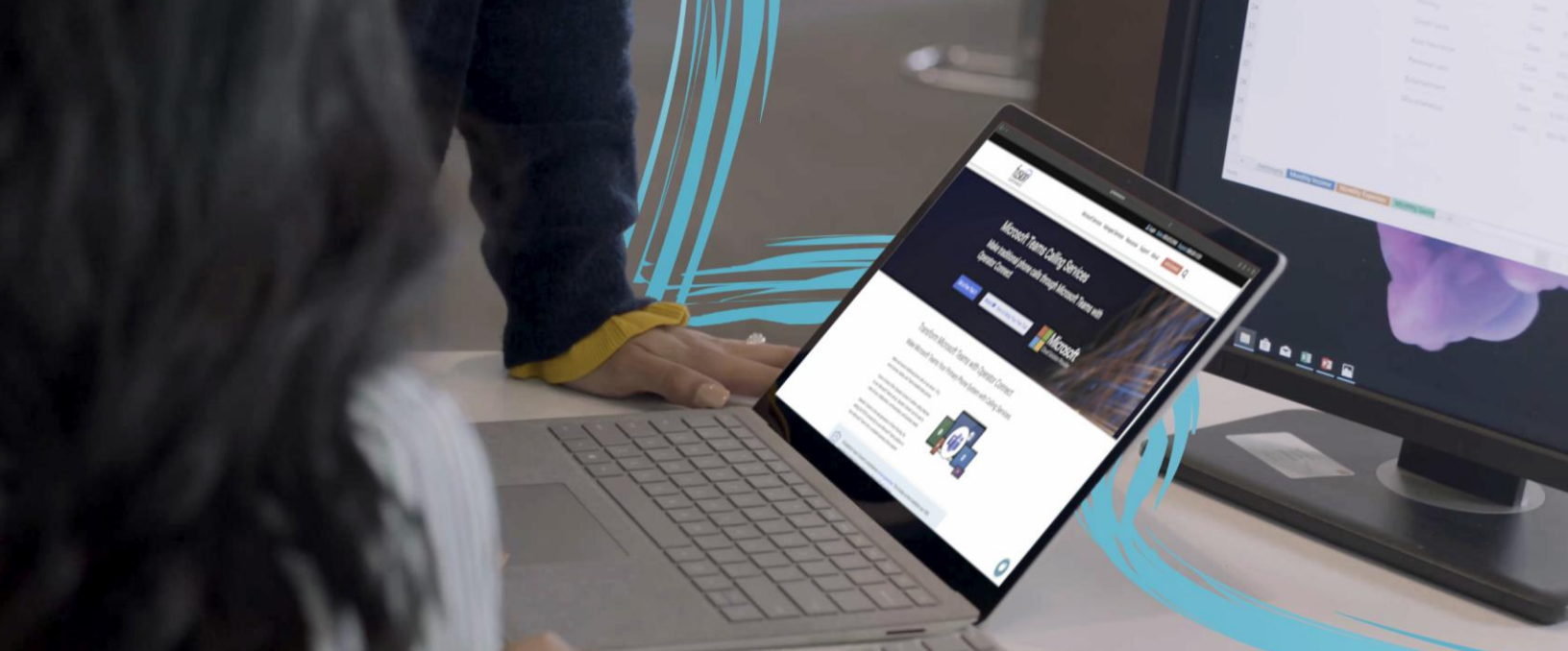
Try Operator Connect for free! We'll help you through the process. It's fast and free, with just four simple steps.

**Step 1:** [Register for a Free Trial](#)

# Fusion Connect's **International Operator Connect Availability**



In addition to these countries, contact us to learn about our Customer Provided Dial Tone program, also known as SBCaaS (Session Border Controller as a Service). This program allows our [Calling Services for Microsoft Teams](#) to operate in most locations around the world.



## Have questions? We have answers.

### What's the difference between Operator Connect and Direct Routing?

**Answer:** Fusion Connect uses Operator Connect and Direct Routing to design the best solution for you. Operator Connect is best suited for businesses looking for a straightforward, easy-to-manage solution that does not require existing infrastructure or specialized customizations. Direct Routing appeals to organizations with specific regulatory, customization, or global reach requirements. It offers a more flexible approach to integrating Teams with telephony services.

### What about desk phones, headsets, and conference room systems?

**Answer:** We can set you up with everything you need. If you still have POTS lines or other unusual needs, we can also help you connect those to your VoIP network.

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### Can I keep existing phone numbers?

**Answer:** Yes, but migration timelines vary depending on the carrier or platform you are migrating from. Using new numbers, when possible, speeds up the migration process.

## Fusion Connect is a Microsoft Cloud Solution Provider specializing in Teams.

In 2025, Fusion Connect celebrated over 23 years as a key Microsoft partner. The partnership began by pioneering multi-tenant cloud infrastructure and Microsoft Exchange applications. More recently, Fusion Connect played a crucial role in the development and rollout of Microsoft Teams Operator Connect. As a leading cloud services provider in the U.S., Fusion Connect has evolved alongside Microsoft's unified communications offerings over decades.

Today, Microsoft has recognized Fusion Connect as a Cloud Solution Provider with three key designations: Solution Provider for Modern Work, Co-Sell Ready Partner, and FastTrack Partner. These reflect Fusion Connect's expertise in enhancing productivity and collaboration through Microsoft 365 technologies. Looking ahead, Fusion Connect aims to strengthen its partnership with Microsoft further, focusing on new technologies to improve communications and collaboration for their joint customers.



### We're here to help

Our customer-centric approach delivers solutions for all your technical requirements. No matter the edge case, we've likely solved it before.

And our support teams are **100% located in the US** so we can serve you better!





Contact us to learn more  
about **Microsoft Teams**  
**Calling Solutions**

