



# Operator Connect PSTN Connectivity Made Easy

**Deploy Microsoft Teams voice faster, simpler and at global scale**

Operator Connect provides a cloud-first way to deploy Microsoft Teams PSTN calling without custom integrations or infrastructure projects. Built into the Teams admin experience, Operator Connect helps IT teams accelerate deployment while maintaining enterprise governance and control.

## Delivered by trusted Operator Connect Partners

AudioCodes is a Microsoft-certified Operator Connect Partner, delivering the voice technology behind reliable Microsoft Teams PSTN connectivity. Built on proven interoperability and enterprise-grade capabilities, our solutions support secure, scalable voice services worldwide.

Enterprises around the world can seamlessly connect to our Operator Connect service through our global network of trusted partners.

**Choose Your Preferred Partner for Your Operator Connect Journey**

## Designed for enterprise IT simplicity

Built for enterprise scale, Operator Connect reduces operational friction while preserving governance and control, enabling IT teams to:



**Standardize user and  
number provisioning**



**Reduce manual  
processes and tickets**



**Apply consistent  
Teams voice policies**



**Maintain visibility  
and governance**



# Built for global enterprises

Whether deploying Teams voice in one location or many, Operator Connect supports consistent delivery at scale, including:



**Unified service model  
across geographies**



**Centralized administration  
within Teams**



**Simplified moves, adds,  
changes and deletes**

## Operator Connect vs Direct Routing

Features	Operator Connect	Direct Routing
<b>Onboarding Time</b>	Rapid (≈2 minutes) – fully automated.	Slow (30 to 60 minutes) – manual SBC setup.
<b>Complexity</b>	Low – fully managed via AudioCodes Live Platform with no infrastructure to install.	High – requires manual configuration and ongoing maintenance.
<b>Carrier Flexibility</b>	Bring Your Own Carrier (BYOC) supported – verified by AudioCodes for peace of mind.	BYOC supported.
<b>On-Premises Integration</b>	Limited – suitable for simple deployment, without on-prem device integration.	Ideal for on-prem and hybrid deployments requiring on-prem integration, survivability or coexistence.
<b>Service Level Agreement (SLA)</b>	Guaranteed, back-to-back SLA monitored by Microsoft.	Depends on provider's and customer's own infrastructure.

## What's next? Unlock more value from voice using AI

AudioCodes enables enterprises to extend their voice platform with innovative voice AI services that enhance both customer and employee interactions, such as conversational IVR, meeting intelligence, compliance recording and voice bots.

These services integrate seamlessly with existing enterprise voice and contact center environments to drive greater efficiency, productivity and measurable business outcomes.

[Learn More](#)

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