Microsoft Voice Solutions

Choose an all-in-the-cloud solution or bring your own voice solution carrier to Microsoft 365

Private Branch Exchange (PBX)

Phone System Microsoft 365 Phone System is Microsoft's technology for enabling call control and Private Branch Exchange (PBX) capabilities in the Microsoft 365 cloud with Microsoft Teams. Phone System works with Teams clients and certified devices. Phone System allows you to replace your existing PBX system with a set of features directly delivered from Microsoft 365 and tightly

integrated into the company's cloud

productivity experience. To connect Phone

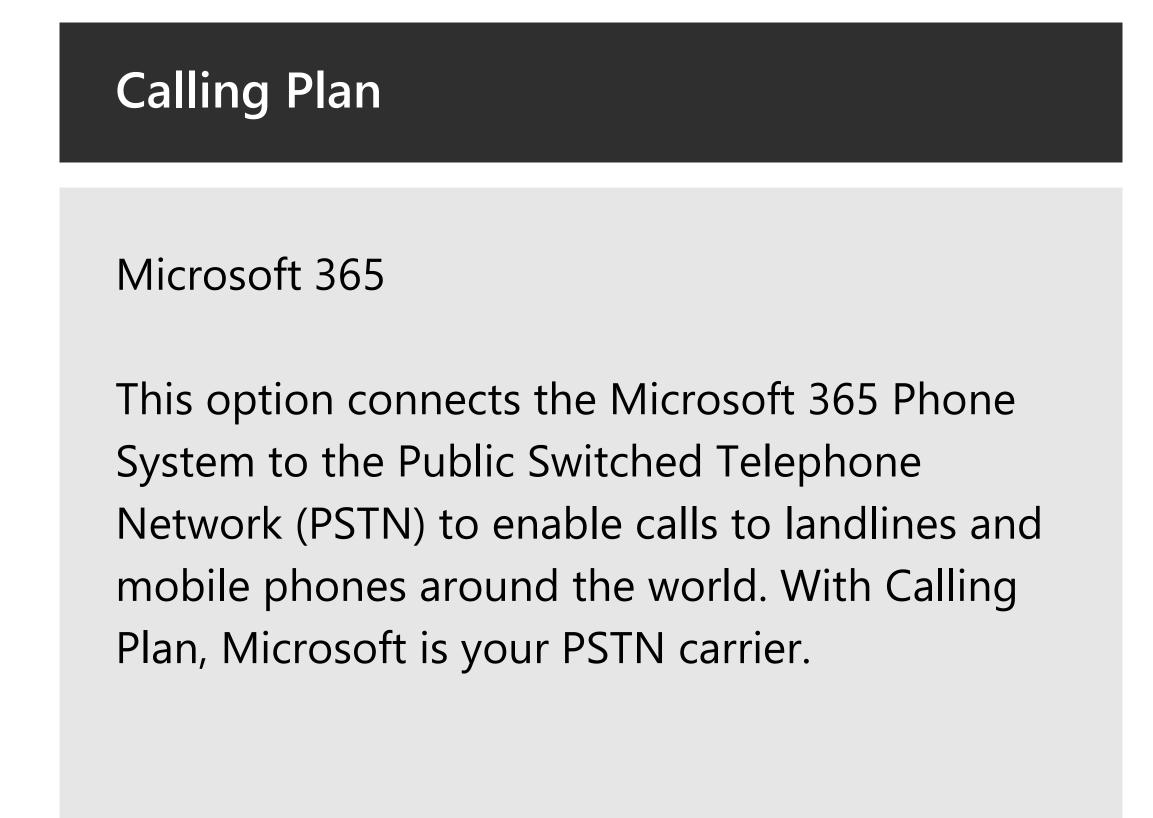
Network (PSTN), you can choose Microsoft's

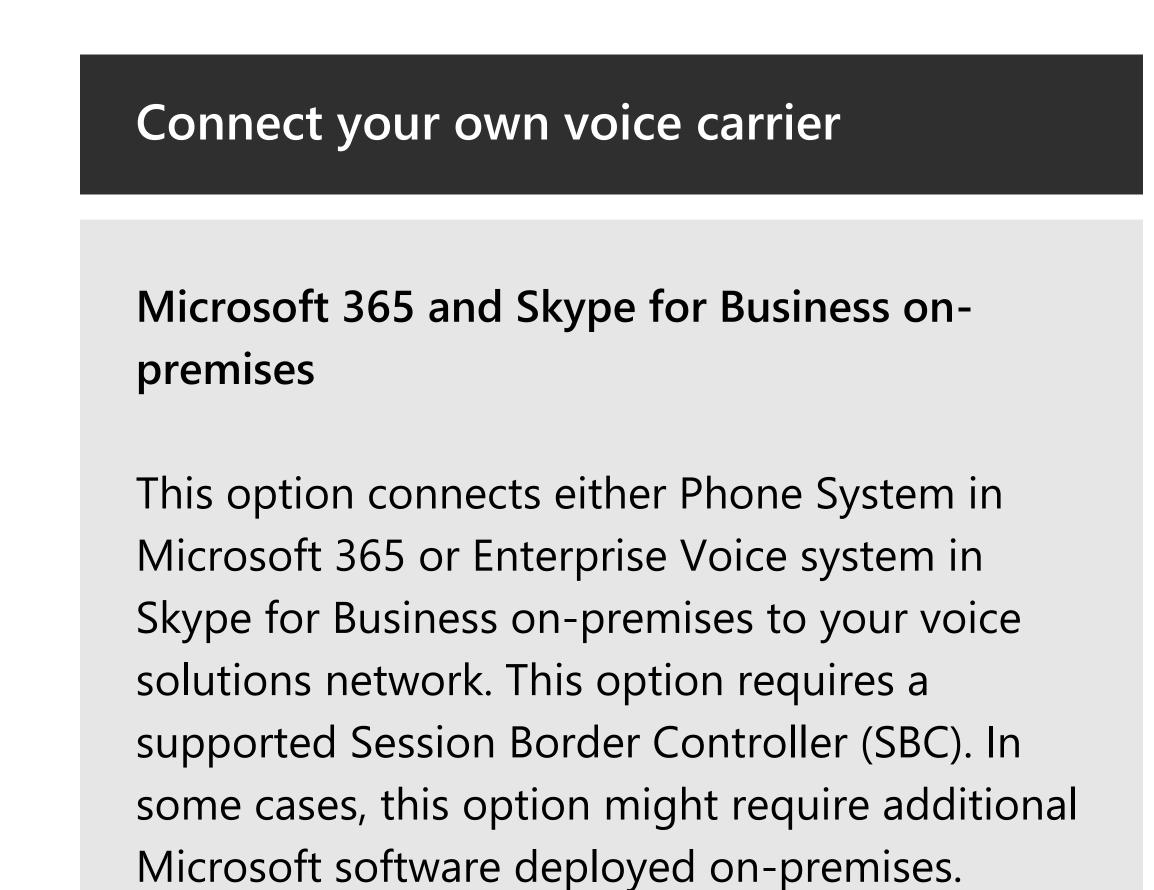
System to the Public Switched Telephone

Calling Plan or your own voice carrier.

Enterprise Voice Skype for Business Server (on-premises) Enterprise Voice is Microsoft's technology for enabling call control and Private Branch Exchange (PBX) capabilities in the on-premises Skype for Business Server. This option can only be connected to the Public Switched Telephone Network using your own voice carrier.

Connection to Public Switched Telephone Network (PSTN)





Which solution is right for you?

All-in-the-cloud, connect your own carrier, or a mix between all-in-the-cloud and third-party carriers? The solution you choose depends on your current and future needs, such as:



For more information about Microsoft voice solutions, see the accompanying article: Plan your voice solution.



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How to begin

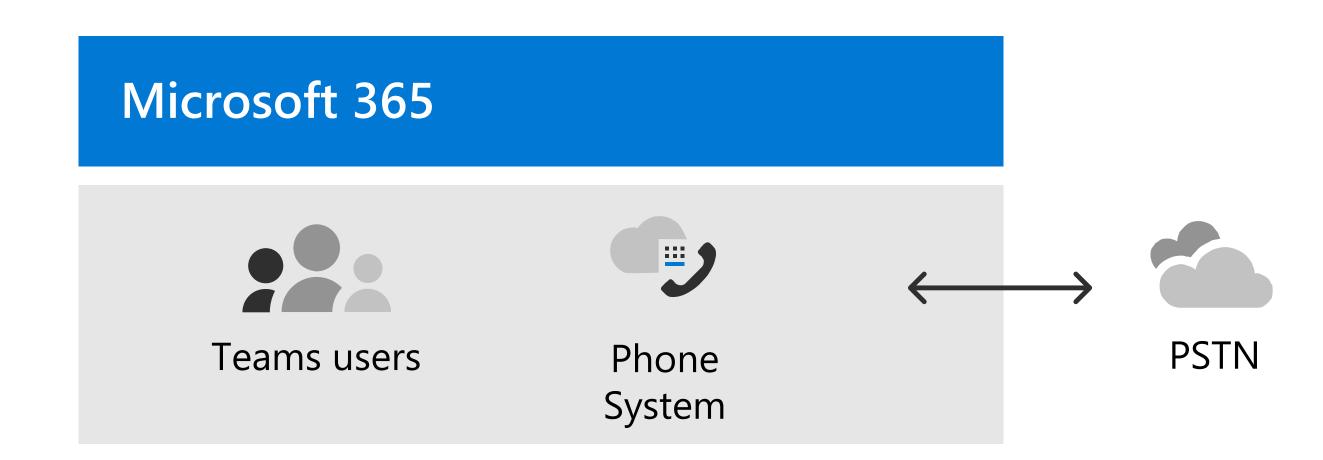
Microsoft supports several options as you begin your journey to Teams in the Microsoft cloud. Decide which Microsoft voice solution (Phone System in the cloud or Enterprise Voice onpremises) is right for users in your organization, and decide how to connect to the Public Switched Telephone Network (PSTN) by answering some questions. Let's get started!

Choose your solution

Option 1

Phone System with Calling Plan

All in the cloud for Teams users



- Microsoft Phone System with added Domestic or International Calling Plans that enables calling to phones around the world (depending on the level of service being licensed).
- Because PSTN Calling Plan operates out of Microsoft 365, this option does not require deployment or maintenance of any on-premises deployment.
- Customers can connect a supported SBC via Direct Routing for interoperability with 3rd party PBX, analog devices, and other 3rd party voice solution equipment supported by the

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365 Yes Available worldwide* Requires deploying and maintaining a No supported Session Border Controller (SBC) Requires contract with 3rd party carrier Requires deploying and maintaining Skype for **Business Server** *List of countries where Calling Plans available aka.ms/callingplans

Works for

Microsoft Teams users



Is this the right solution for you?

Yes, if the following are true:

- Calling Plan is available in your region.
- You do not need to retain your current PSTN carrier.
- You want to use Microsoft-managed access to the Public Switched Telephone Network (PSTN).
- You do not want to manage Session Border Controllers on your own.
- Teams has all the features that your organization requires.

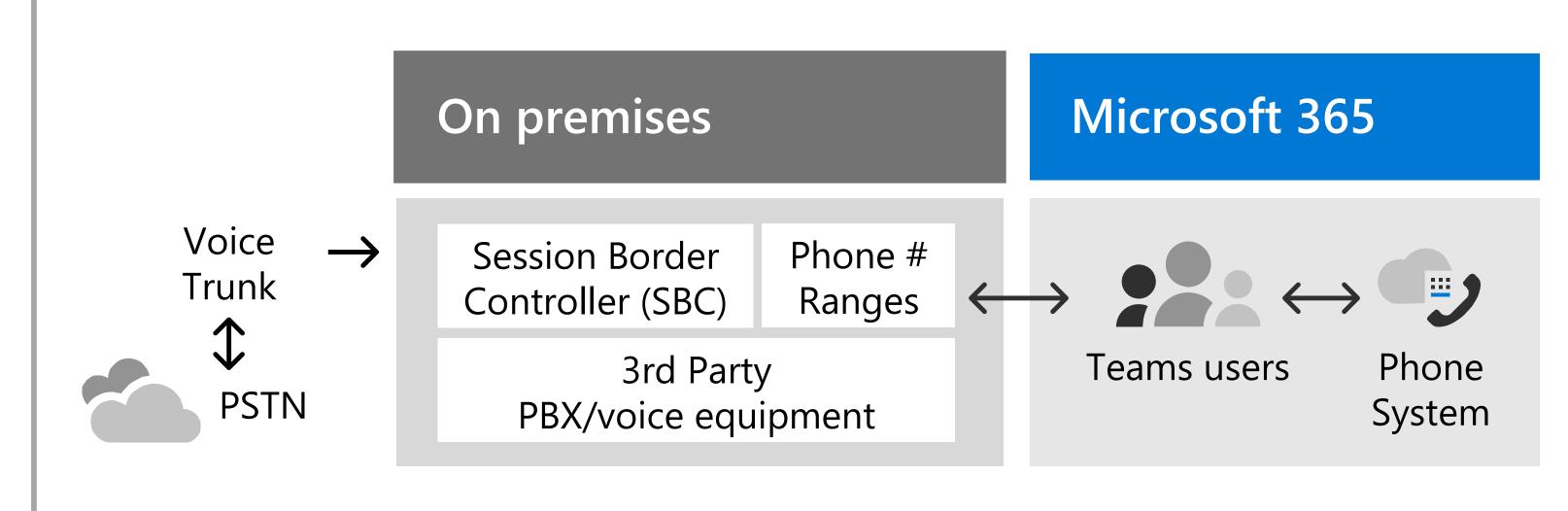
Consider these questions

- Do you have an existing Skype for Business Server deployment?
- Are your users homed in Skype for Business on premises?
- Do you want to move on-premises users to the cloud?
- Is Microsoft's PSTN Calling Plan available in your region?
- Do you want or need to keep your current voice carrier? For example, do you need to keep your current carrier because of an existing contract?
- Do you have an existing on-premises legacy PBX that you want or need to keep?
- Does your current legacy PBX offer unique features that are critical to your business?
- Do any or all of your users require features not currently offered in Phone System?

Option 2

Phone System with own carrier via Direct Routing

Phone System in the cloud; connectivity to onpremises voice network for Teams users



- Connect your own supported SBC to Microsoft Phone System directly without need of additional on-premises software.
- Use virtually any voice solution carrier with Microsoft Phone
- Can be configured and managed by customers or by your carrier or partner (ask if your carrier or partner provides this option).
- Configure interoperability between your voice solution equipment—such as a third-party PBX and analog devices and Microsoft Phone System.

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365 Yes Available worldwide Requires deploying and maintaining a supported Session Border Controller (SBC) Requires contract with 3rd party carrier* Requires deploying and maintaining Skype for **Business Server**

*Unless deployed as an option to provide connection to 3rd party PBX, analog devices, or other voice equipment for users who are on Phone System with Calling Plans.

Works for

Microsoft Teams users



Is this the right solution for you?

Yes, if the following are true:

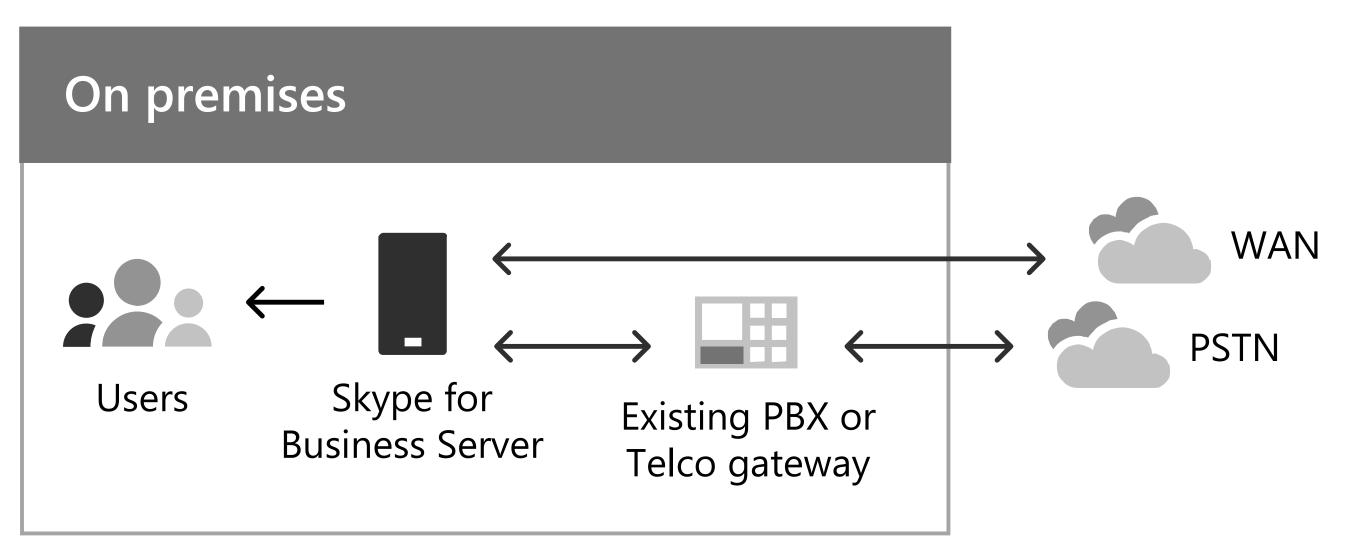
- You want to use Teams with Phone System. You need to retain your current PSTN carrier.
- You want to mix routing, some calls are going via
- Calling Plans, some via your carrier.
- You need to interoperate with 3rd party PBXs and/or equipment such us overhead pagers, analog devices.
- Teams has all the features that your organization requires.

Option 3



Enterprise Voice in Skype for Business Server with own carrier

Enterprise Voice on-premises; connectivity to on-premises voice network for Skype for Business on-premises users



- Connect your own supported SBC to Enterprise Voice System in on-premises Skype for Business Server.
- Use if you need local survivability.
- Most complex option to deploy and maintain.

Infrastructure requirements

Requires uninterrupted connection to Microsoft 365 No Available worldwide Requires deploying and maintaining a supported Session Border Controller (SBC) Requires contract with 3rd party carrier Yes Requires deploying and maintaining Skype for **Business Server**

Works for

Skype for Business on-premises users



Is this the right solution for you?

Yes, if the following are true:

- All your users need to stay on-premises.
- You need to retain your current PSTN carrier.

Recommendation: When business conditions change-- for example, you no longer need to retain your PSTN carrier-consider moving to Microsoft Teams using options 1 or 2 to:

- Minimize maintenance costs
- Have access to the latest features released by Microsoft

Note: All three options can co-exist with each other in case you need to design a solution for complex environment or managing multi-step migration.