

# Cloud Calling for Microsoft Teams



As a Microsoft Operator Connect provider, Spectrum Business® seamlessly integrates public switched telephone network (PSTN) calling and direct inward dial (DID) numbers within Microsoft Teams – providing one platform for all your voice and connectivity needs

## Empower employee productivity and reach for greater business success

Supported by reliable cloud-to-cloud connectivity with Microsoft Azure, Cloud Calling for Microsoft Teams transforms the way employees communicate with colleagues and customers, resulting in a more productive and effortless user experience. The solution also comprises professional implementation and an industry-leading service-level agreement (SLA) that includes a 100% uptime guarantee.<sup>1</sup>

## Product highlights

- **Complete visibility and control:** Eliminate the maintenance and management burdens associated with operating multiple private branch exchanges, PSTNs and unified communications solutions. Cloud Calling for Microsoft Teams brings your voice network topology, number management, trouble tickets, analytics and performance monitoring into a single pane of glass. An intuitive, cloud-based portal supports faster, better decision making regardless of the environment, number of locations or footprint.
- **Comprehensive support:** Our ongoing commitment to exceptional customer service includes 100% U.S.-based support, available 24/7/365, and a 4-hour mean time to restore service.<sup>2</sup>
- **Simplified and scalable management:** Easily add DID numbers and PSTN service to Microsoft Teams. As business needs change, the portal makes it simple to add new phone numbers, endpoint devices, offices and remote teams. Cloud Calling for Microsoft Teams is available in all 50 states.
- **Reliable performance:** Spectrum Business supports end-to-end quality of service from the client suite all the way to the Microsoft Azure handoff with traffic prioritization that ensures crystal-clear voice quality and dependable performance.



## Key benefits

- **Reduce total cost of ownership:** Predictable monthly pricing includes unlimited domestic long distance within the United States and its territories. There are no added charges for additional call paths or minute plan bundles. Because this is a managed service, there is no equipment for you to buy or maintain.
- **Gain peace of mind:** Improve business continuity with predetermined direct routing plans in the event of a Microsoft Teams outage. You can become more resilient when you combine Cloud Calling for Microsoft Teams with our Dedicated Fiber Internet service, which provides symmetrical speeds up to 100 Gbps and end-to-end performance nationwide.
- **Simplify network modernization:** Spectrum Business works with you to choose the implementation plan and timeline that are best for your organization. We manage implementation from end to end, with a dedicated project manager to oversee turn up, migration and number porting for your existing or new phone numbers. The solution is available to customers with 50 or more users and Spectrum Business connectivity services that include Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Enterprise Internet, Wireless Internet or a bring-your-own-carrier internet service.
- **Ensure E911 compliance:** We configure E911 services that include automatic location identification and automatic number identification to pinpoint 911 calls to a floor, suite or room number.

## One partner for your voice and technology needs

Spectrum Business offers Cloud Calling for Microsoft Teams alongside a complete set of solutions for connectivity, networking and security. Achieve simpler, more efficient IT with a single point of contact for installation, support and maintenance.



## Other available services

- **Enterprise Network Edge:** Improve the network experience for your teams with an enterprise-grade managed solution that brings together connectivity, equipment and network management. Powered by Fortinet, the solution simplifies IT operations by providing networking with security features and optional integrated WiFi and switching in a multi-cloud-ready platform.
- **Dedicated Fiber Internet:** Achieve dedicated internet connectivity that offers symmetrical upload and download speeds up to 100 Gbps.
- **Secure Dedicated Fiber Internet:** Connect with confidence when you integrate fast, dependable, dedicated fiber internet service with enterprise-grade cybersecurity protection in one affordable and remarkably simple solution.
- **Enterprise Internet:** Gain fast, reliable and cost-effective access to the internet or cloud-based applications with speeds up to 1 Gbps and an SLA that includes 99.9% uptime and a rapid restoration commitment all the way to the handoff point at your location.
- **Wireless Internet:** Connect to the internet via a wireless solution that helps keep your business running with temporary or secondary internet access over 5G or 4G LTE Advanced technology.
- **Cloud Connect:** Extend your network with fast, secure and dependable private connections to cloud service providers.
- **Ethernet Services:** Meet ever-growing data needs by connecting locations with a fast, reliable WAN solution built on a dedicated fiber infrastructure. Bandwidth up to 100 Gbps is available.
- **DDoS Protection:** Help guard against malicious volumetric attacks designed to overload your network and prevent access to applications, systems and information. Implement fully managed distributed denial of service (DDoS) threat identification and mitigation.
- **Managed cloud security:** Help keep sensitive data and applications secure with our proven managed cloud security solutions. We offer integrated, comprehensive managed protection solutions for networks, users and workflows, regardless of location.

Spectrum Business® stands apart by combining our national fiber infrastructure with a full slate of networking capabilities and managed services tailored to meet your unique needs. Make your communication more effective with Cloud Calling for Microsoft Teams and discover a technology partner with the solutions to help your organization reach new levels of productivity.

[Learn more](#)

1. 100% uptime SLA guarantee applies only to Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Ethernet Services, Cloud Connect and Enterprise Trunking.
2. 4-hour mean time to restore service SLA.