

Frequently Asked Questions

Are you interested in G12 Communications Connect to Teams Direct Routing solution? We put together this list of frequently asked questions to help you learn more about this service.

What is Direct Routing?

Direct Routing is a service that allows you to connect Microsoft Teams to the Public Switched Telephone Network (PSTN). Connecting to the PSTN via Direct Routing allows you to use Microsoft Teams as your phone system to make and receive both domestic and international calls.

Is Direct Routing my only option to connect Microsoft Teams to the PSTN?

No. Microsoft also offers a Calling Plan option to connect Microsoft Teams to the PSTN. The Microsoft Calling Plan option is more expensive and does not provide the same flexibility as Direct Routing.

Why would I want to connect Microsoft Teams to the PSTN?

Connecting Microsoft Teams to the PSTN lets you transition off your existing phone system. This unlocks the full potential of Microsoft Teams, giving you a robust UCaaS solution that can also make phone calls via the PSTN. Businesses looking for an all-in-one solution that can also make calls will enjoy the flexibility and usability Connect to Teams Direct Routing offers.

Do I need desktop phones and/or physical handsets if I use Direct Routing to connect to Microsoft Teams?

No. Microsoft Teams is compatible with iOS and Android smartphones and tablets, desktops and laptops, and any device with an Internet connection. There are Microsoft certified desktop phones that can be utilized with Microsoft Teams if you want to use desktop phones.

Do I still need my current phone system if I use Direct Routing?

No. Direct Routing allows you to use Microsoft Teams as your phone system. Microsoft Teams includes PBX functionality and will serve as a replacement for your current phone system when you connect it with Direct Routing.

Is Direct Routing similar to my existing PRI or SIP Trunk for my current PBX system?

Yes. The concept is very similar to how PRI or SIP Trunks provide the connectivity to the PSTN for your current PBX system. Direct Routing provides the connectivity to the PSTN for the Microsoft Teams phone system.

Will I need a different Microsoft License if I add Direct Routing to Microsoft Teams?

It depends on what Microsoft license you have today. There are several different licensing options available and it will depend on the type of business you operate and your specific requirements. In most instances, you will need the Microsoft 365 License with phone system.

Is the Microsoft Calling Plan the same price as Direct Routing?

No. Microsoft's Calling Plan is usually more expensive. You would need to check with the Direct Routing provider to understand their specific pricing plans.

How is Direct Routing priced?

Direct Routing is usually offered on a per-user or per-trunk basis.

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What additional advantages does Direct Routing offer vs. a Microsoft Calling Plan?

Direct Routing is a lower cost solution, provides more flexibility and control over your numbers, and if you utilize a quality Direct Routing provider, you should receive quick response to your service related issues with a high level of customer service and support.

Are all Direct Routing services the same?

No. If you are looking into Direct Routing solutions, make sure you consider a carrier with experience delivering SIP Trunks and one that manages and operates a network with Microsoft-certified equipment.

What is the process to move to Direct Routing?

1. Make sure your Microsoft licenses are upgraded with the Microsoft Calling Plan
2. Work with a professional that is familiar with programming and building the users and call flows on the Microsoft Teams PBX
3. Build out your system users and call flows on the Microsoft Teams PBX system
4. Identify how many users and what DIDs are associated with the users
5. Work with a Direct Routing provider to port the numbers
6. Once the numbers are ported, you are now active on Microsoft Teams with PSTN calling



Who manages and controls my phone numbers with Direct Routing?

The Direct Routing service provider will manage your phone number inventory and assist with any number and user assignments.

Still have questions? Connect with a G12 Direct Routing specialist today.

Learn more about G12's **Connect to Teams Direct Routing** by calling (888) 311-8750 (Option 1) or by emailing sales@G12com.com.

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