



You can turn Microsoft Teams, the teamwork hub, into a telephone system: with MS Teams Telephony, you can make and receive phone calls directly from the desktop and mobile app using your fixed-network number.

**MS Teams Telephony: whether in the office, working from home or on the move: With MS Teams Telephony, you can communicate using your fixed-network number wherever you are.**

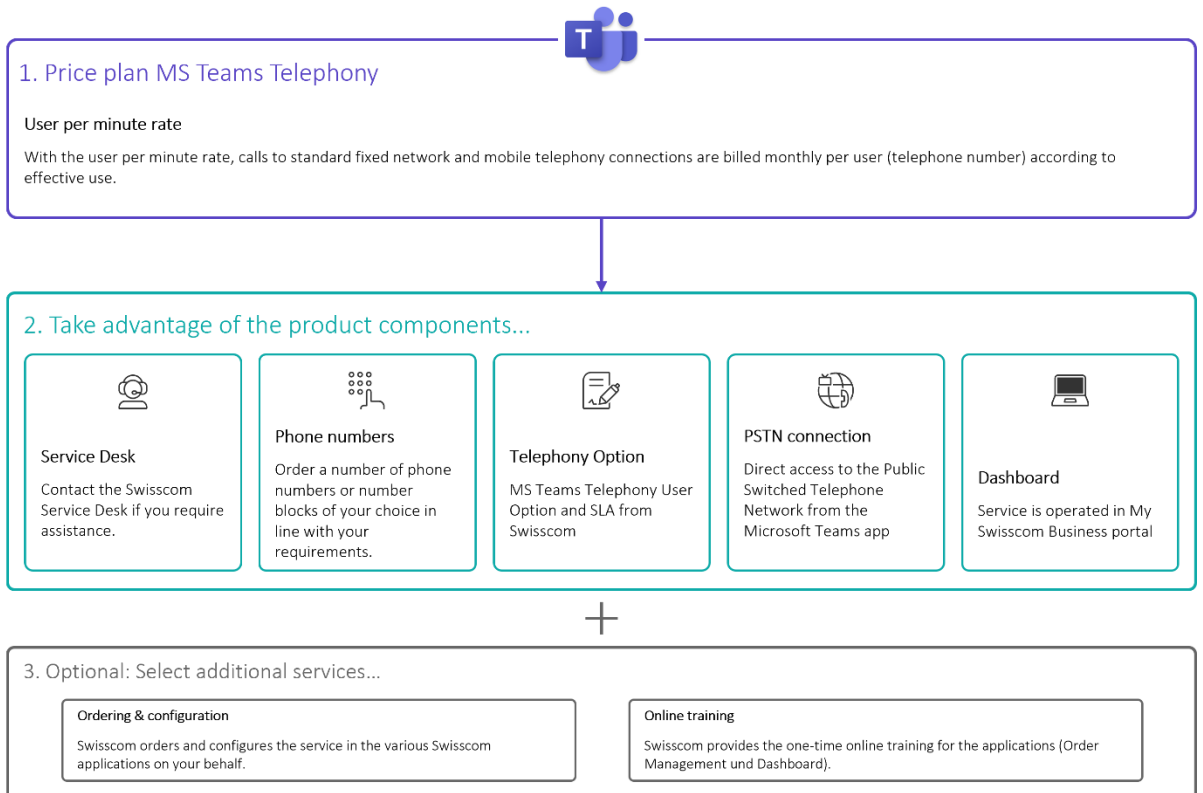
**What is MS Teams Telephony?**

A single application for all your communication needs: with MS Teams Telephony, you can make calls from the Microsoft Teams app to the public telephone network from any device using your fixed network number.

The offer is available with the *User per minute rate* plan. Alternatively, we also offer customised price plans. The service also includes the following product components (see diagram).

**Your benefits with MS Teams Telephony**

- **A clever universal solution:** One application for calls, video telephony, chats, screen sharing and central document storage simplifies both teamwork and liaison with customers and suppliers.
- **Needs based:** As a user-based solution, you only purchase the exact number of licences you need for your employees.
- **Combinable:** For a perfectly synched solution, we recommend using an Internet connection and the appropriate Microsoft 365 licences from Swisscom. From connectivity to Microsoft 365 Management, Swisscom provides you with a one-stop solution: state-of-the-art work platforms let you optimise your business processes.





## Facts & figures

### MS Teams Telephony

<b>Description</b>	With MS Teams Telephony, you can make calls from the Microsoft Teams app to the public telephone network from any device using your fixed network number.
<b>My Swisscom Business portal</b>	Customers can access applications in the “My Swisscom Business” portal to manage the service. In the “Order Management” application, the customer can order chargeable services and options. The service is operated in the “Dashboard” application. Additional services: Swisscom orders and configures the service in the various Swisscom applications (Order Management and Dashboard) on behalf of the customer. Swisscom provides the one-time online training for these applications.
<b>Access to the public switched telephone network</b>	Access to public fixed network and mobile telephony: <ul style="list-style-type: none"><li>• Microsoft Azure Peering Service for Communications Services: efficient connectivity with Quality of Service (QoS) protection for voice traffic between the Microsoft 365 Cloud and Swisscom’s session border controllers.</li><li>• Geo-redundant session border controllers in Swisscom’s data centre for connections to the Public Switched Telephone Network.</li></ul>
<b>Telephone numbers</b>	Blocks of 1, 10, 100 or 1,000 Swiss telephone numbers. Using APIs, telephone numbers are automatically available in the Microsoft Teams Admin Center.
<b>Standard emergency number routing</b>	User-defined emergency address allocation for each individual telephone number to ensure the correct assignment of emergency calls.
<b>Dynamic emergency number routing (E112)</b>	Emergency address identification using a location ID added to the SIP header by the customer’s Microsoft 365 telephone system to ensure the correct assignment of emergency calls.
<b>Call barring sets</b>	The call barring sets 0900, 0901 and 0906 are available. Call barring sets can be activated for any telephone number.
<b>Callfilter</b>	Unsolicited calls, such as anonymous calls, those with “unavailable” Caller ID and those Swisscom identifies as advertising calls are rejected. Callfilter can be activated for all of the service’s telephone numbers at the same time.
<b>Service Desk</b>	Swisscom’s Service Desk accepts enquiries or incidents from the customer’s designated contacts, which it classifies, prioritises and attempts to resolve as part of an error pattern analysis.
<b>Support time</b>	Support time Mon-Fri, 7 am-6 pm. Mon-Sat, 6 am-10 pm for an additional fee.