

Voice · Microsoft Teams Direct Routing

Teams calling, your way. Done locally.

Full control over how Microsoft Teams calls are routed. FirstNet-owned, Microsoft-certified call gateways connect Teams to the phone network, with local numbers, porting and support.

Certified

high-availability gateway pair managed by FirstNet

Carrier flexible

bring your numbers and routing rules

Hybrid friendly

works with on-prem PBX and Operator Connect

Geo-redundant

resilient across Johannesburg and Cape Town

Who it's for

- Enterprises with complex Teams routing requirements
- Multi-carrier and multi-region Microsoft 365 estates
- Organisations migrating gradually from an on-prem PBX
- Customers keeping advanced dial plans during the move

Advanced routing without running gateways yourself. No call gateway hardware to buy and no third-party gateway vendor to manage.

Flexibility for complex estates

Managed call gateways

FirstNet-owned, Microsoft-certified gateways connect Teams to the phone network, operated on your behalf.
[Standard gateway](#) · [High-availability pair](#) · [Geographically diverse clusters](#) · [TLS 1.2 and SRTP](#)

Carrier-agnostic routing

Keep your existing voice carrier and contracts, with routing designed around how your organisation works.
[Bring your own carrier](#) · [Least-cost routing](#) · [Location-based routing](#) · [Custom dial plans](#) · [Multi-tenant](#)

Hybrid coexistence

Engineered up front to run alongside Operator Connect, Microsoft Calling Plans and on-prem PBXs in the same tenant.
[On-prem PBX](#) · [Analogue lines](#) · [Common Area Phones](#) · [Licensed SA calling](#) · [End-to-end porting](#)

Optional add-ons: Operator Connect for simpler sites, Compliance Recording, Clarity Call Analytics for Teams, FirstNet SIP Trunks for hybrid PBX sites, and managed connectivity with backup internet.

What FirstNet does for you

1

Prepare

Tenant readiness review, licensing check and a remediation checklist.

2

Plan

User and device design, dial plans, gateway sizing and any coexistence design.

3

Provision

Licences applied, FirstNet gateways connected to your tenant and porting started.

4

Pilot

Auto attendants, call queues and dial plans built, and pilot users tested.

5

Production

Staged cutover, user and admin readiness, remaining sites and local 24/7 voice support.

Why FirstNet

- ✓ **We operate the gateways.** A Microsoft-certified, geo-redundant call gateway run on your behalf, paired with our licensed local calling.
- ✓ **Local voice.** South African termination, number porting and 24/7 voice support on our ICASA-licensed network.
- ✓ **Joint escalation.** FirstNet manages escalations with Microsoft for Microsoft-side services.
- ✓ **One partner.** We deliver it. We support it. We own the outcome. ISPA member and Microsoft CSP.

Getting started

1

Scope your deployment. Contact FirstNet to review your tenant, carriers, PBX estate and routing needs.

2

Design. Our voice engineering team designs the routing and sizes the gateways.

3

Staged cutover. We enable Direct Routing against your Microsoft 365 tenant and stage the move, with a rollback plan for porting.

What we will need from you: Teams Phone licensing, your tenant in Teams-Only mode and a Global Admin available during integration.

Let's elevate your Teams calling.

Book a Direct Routing scoping session with your FirstNet account team.

firstnet.co.za →

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Features, availability and outcomes depend on solution design, scope and the signed customer agreement. The FirstNet SLA covers FirstNet-managed components only. Microsoft and Teams are trademarks of Microsoft Corporation. All other names belong to their respective owners.