

Voice · Microsoft Teams Operator Connect

Calling in Teams. Done locally.

The fastest, cleanest way to add phone calling to Microsoft Teams. Select FirstNet in your Teams admin centre and we provision your numbers and calling on our ICASA-licensed network.

Native in Teams

calling in the app your team already uses

Click-to-enable

provisioned from your Teams admin centre

Local SA voice

licensed South African calling included

Fully managed

no gateways for you to run

Who it's for

- Microsoft 365 customers adopting Teams calling
- Organisations replacing legacy PBXs with Teams
- Multi-site and hybrid workforces on Microsoft 365
- Customers wanting the simplest path to Teams calling

Days, not weeks. No call gateway to buy or configure, no certificates and no complex Teams routing. Just native Teams calling on a licensed local carrier.

Native Teams calling, managed by FirstNet

Calling in Teams

Make and receive phone calls in Teams on desktop, mobile and web, without a separate softphone.

Desktop, mobile and web · Microsoft-curated operator · Direct peering via Azure Peering Services

Numbers and porting

Numbers assigned, ported and managed in your Teams admin centre, with porting handled end to end by FirstNet.

Geographic numbers · Non-geographic numbers · Toll-free numbers · End-to-end number porting

Managed and supported

FirstNet manages PSTN connectivity on our infrastructure, so there are no customer-managed call gateways.

Licensed SA calling · Local support · Joint Microsoft escalation · Coexists with Direct Routing

Optional add-ons: Direct Routing for advanced or hybrid sites, Compliance Recording, Clarity Call Analytics for Teams, Truecaller Verified Business Caller ID, and FirstNet 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 and any Direct Routing coexistence.

3

Provision

Licences applied, FirstNet connected as your operator and porting started.

4

Pilot

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

5

Production

Full cutover, user and admin readiness, remaining sites and ongoing support.

Why FirstNet

- ✓ **Microsoft-listed Operator Connect partner** for South Africa, selected from inside your Teams admin centre.
- ✓ **Local voice.** South African termination, porting and support on our ICASA-licensed network.
- ✓ **Room to grow.** Add Direct Routing in the same tenant when a site needs advanced routing or analogue devices.
- ✓ **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 users, sites and numbers.

2

Readiness check. Our voice engineering team confirms licensing and numbering before enablement.

3

Connect. Select FirstNet in your Teams admin centre, accept the connection, and we provision your numbers and calling.

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 an Operator Connect scoping session with your FirstNet account team.

[firstnet.co.za →](https://firstnet.co.za)

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