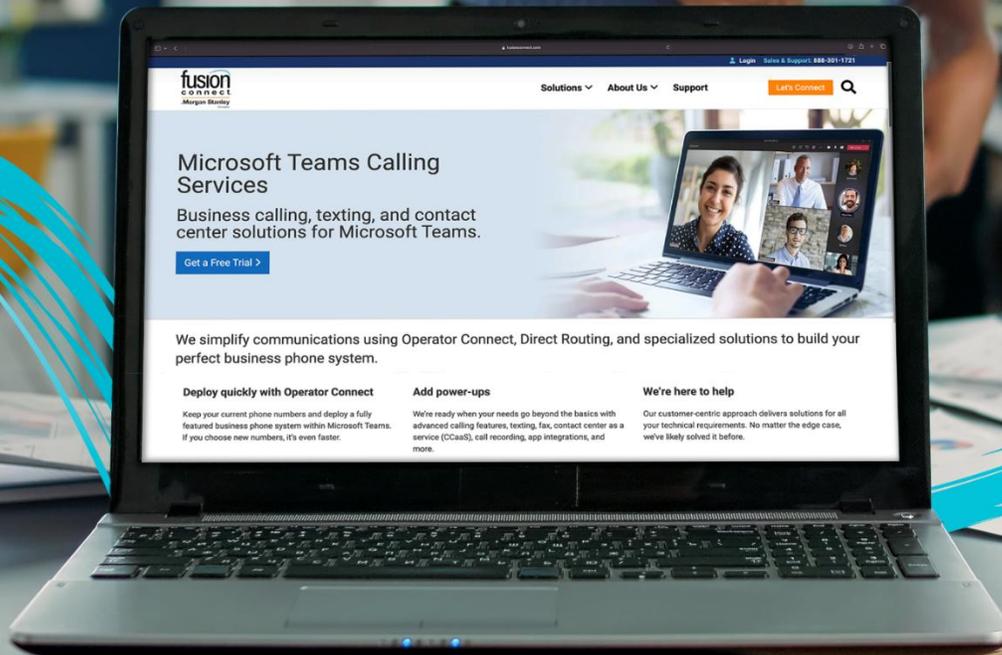




fusion
connect®

Streamline Communications
**With Microsoft Teams
Calling Solutions**

Business calling, texting, and contact center solutions for **Microsoft Teams**.



We simplify communications using Operator Connect, Direct Routing, and specialized solutions to build your perfect business phone system.

Deploy quickly with Operator Connect

Keep your current phone numbers and deploy a fully featured business phone system within Microsoft Teams. If you choose new numbers, it's even faster.

Add power-ups

We're ready when your needs go beyond the basics with advanced calling features, texting, fax, contact center as a service (CCaaS), call recording, app integrations, and more.



Microsoft Teams

Why Choose **Fusion Connect**



Make calls from any device

Make and receive traditional phone calls on any device—PCs, smartphones, tablets, Teams-enabled desk phones, and conference room solutions.



Global phone numbers

Fusion Connect can provide phone numbers in over 30 countries across Europe, Asia, Africa, Oceania, the Americas, and the Caribbean. Plus, dial-in audio conferencing numbers in over 130 countries.



Easy to administrate

The Fusion Connect provisioning and management portal makes setting up new phone numbers easy. And you can keep an inventory of unused DIDs. Say "goodbye" to PowerShell scripts!



Resilient failover

Ensure you can reach your customers, patients, students, and family, and they can reach you—even when Microsoft Teams is unavailable. DID failover keeps your business up and running.

Using Operator Connect today?

Looking for a new Operator Connect partner?

Contact us to learn about what Fusion Connect can do for you.

The calling features your business needs inside your Teams app

ESSENTIAL EXTRAS FOR YOUR BUSINESS

Add-on Features

Audio conferencing dial-in numbers
SMS/MMS Registered Messaging
(10DLC compliance)
Receptionist/ Attendant Console
Call Recording for compliance
Business continuity
(DID failover if Microsoft Teams is down)
DNC & TCPA compliance monitoring
(Do Not Call and Telephone Consumer Protection Act)

FEATURE-RICH COMMUNICATIONS INFRASTRUCTURE

Microsoft Teams Business Phone

Easy call transferring
Automated attendants
Customized call routing and queueing
Simultaneous ringing
Voicemail and call history
SPAM filter
E911

BUILD YOUR BUSINESS COMMUNICATIONS

Specialized Solutions

Contact Center as a Service (CCaaS)
Microsoft Licensing
Microsoft Copilot integration
Teams-capable desk phones and
conference room systems

Full Feature List

- ✓ Busy on Busy
- ✓ Call answer/initiate
(by name and number)
- ✓ Call blocking
- ✓ Call forwarding options
and simultaneous ring
- ✓ Call park and retrieve
- ✓ Call phone number from search
- ✓ Caller ID
- ✓ Cloud auto attendants
- ✓ Cloud call queues
- ✓ Cloud voicemail
- ✓ Cloud voicemail
user settings
- ✓ Common area phones
- ✓ Device switching
- ✓ Distinctive ring alerts
- ✓ E911
- ✓ Federated calling
- ✓ Group call pickup and
forward to group
- ✓ Integrated dial pad
- ✓ Make and receive video calls
- ✓ Media bypass support
- ✓ Music on hold
- ✓ Presence-based call routing
- ✓ Secondary ringer
- ✓ SPAM Filter
- ✓ Transfer a call and
consultative transfer
- ✓ Transfer to voicemail mid-call



Cost effective, global support for your business

Audio conferencing

Add audio conferencing dial-in numbers for Microsoft Teams in over 130 countries. We can often save you money versus buying from Microsoft, and there are no communication credits to purchase!

Global calling plans

Unlimited nationwide calling in the lower 48 US states, plus unlimited calling within over 30 countries. International calling plans are available at competitive metered rates.



Set Up a Free Trial

Try Operator Connect for free! We'll help you through the process. It's fast and free, with just four simple steps.

Step 1: [Register for a Free Trial](#)

Fusion Connect's **International Operator Connect Availability**

NORTH AMERICA

Canada
Mexico
Puerto Rico
United States

SOUTH AMERICA

Argentina
Chile
Colombia

AFRICA

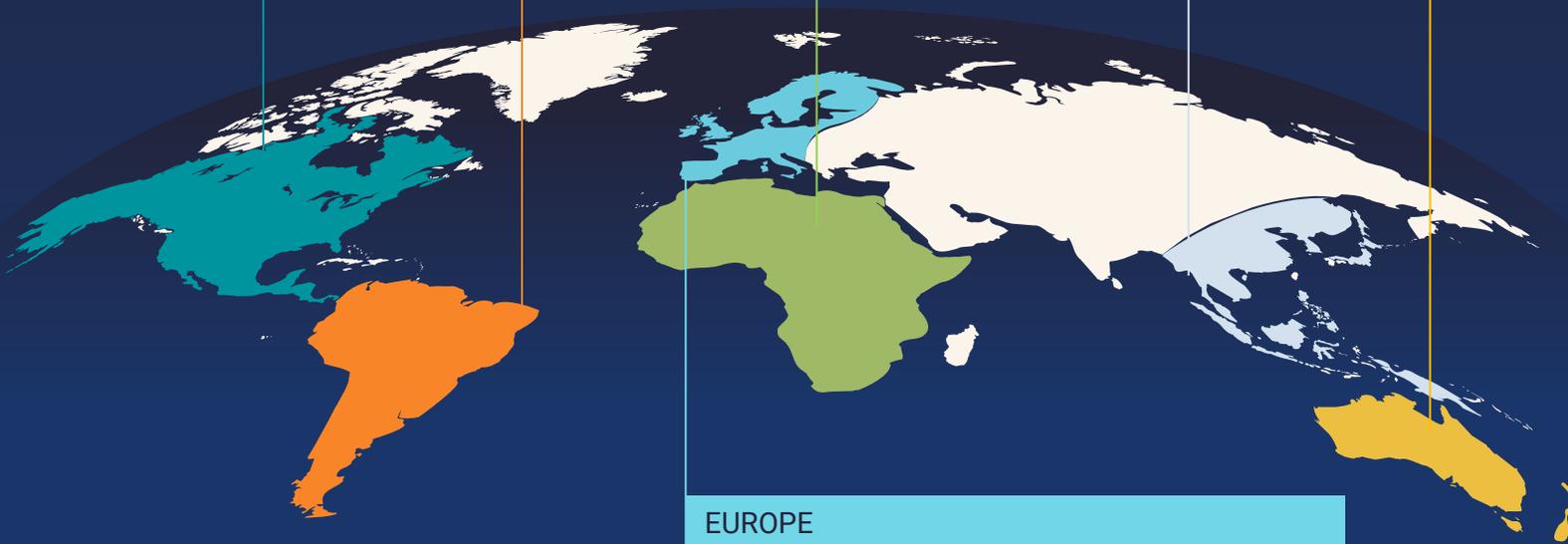
South Africa

EAST & SOUTHEAST ASIA

Hong Kong
Indonesia
Japan
South Korea
Malaysia
Philippines
Singapore
Thailand

OCEANIA

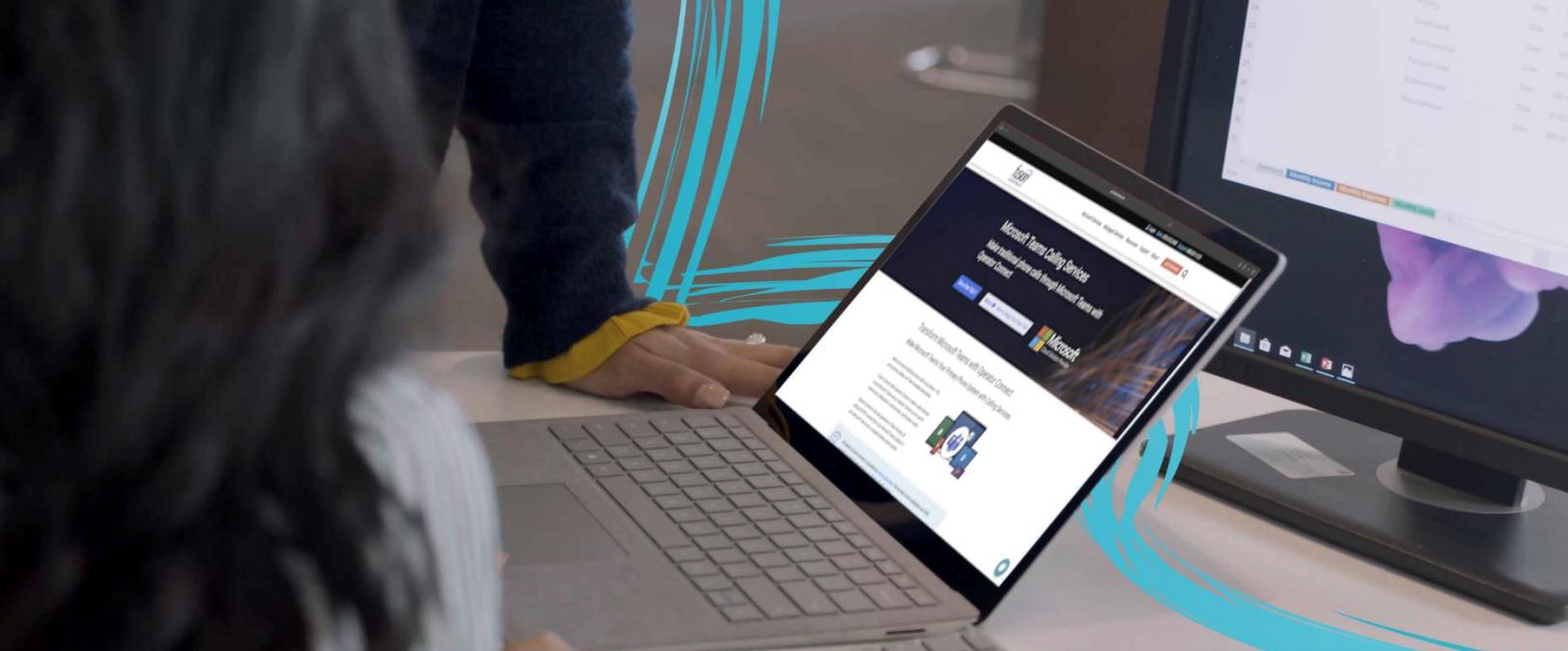
Australia



EUROPE

Belgium	Ireland	Spain
Czechia	Italy	Sweden
Finland	Luxembourg	Switzerland
France	Netherlands	United Kingdom
Germany	Poland	

Connect with us to ask us about our Customer Provided Dial Tone program. Sometimes called SBCaaS (Session Border Controller as a Service), this offering enables our [Calling Services for Microsoft Teams](#) to be available in most countries.



Have questions? We have answers.

What's the difference between Operator Connect and Direct Routing?

Answer: Fusion Connect uses Operator Connect and Direct Routing to design the best solution for you. Operator Connect is best suited for businesses looking for a straightforward, easy-to-manage solution that does not require existing infrastructure or specialized customizations. Direct Routing appeals to organizations with specific regulatory, customization, or global reach requirements. It offers a more flexible approach to integrating Teams with telephony services.

What about desk phones, headsets, and conference room systems?

Answer: We can set you up with everything you need. If you still have POTS lines or other unusual needs, we can also help you connect those to your VoIP network.

Can I keep existing phone numbers?

Answer: Yes, but migration timelines vary depending on the carrier or platform you are migrating from. Using new numbers, when possible, speeds up the migration process.

Fusion Connect is a next-generation Managed Communications Service Provider (MCSP) and Microsoft Cloud Solution Provider.



We help businesses connect people and their applications across the globe. Tailoring our cloud communication, connectivity, and security services to meet your unique needs as a favored client and business partner.



We're here to help

Our customer-centric approach delivers solutions for all your technical requirements. No matter the edge case, we've likely solved it before.

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