

Teams Phone Plus

Teams Phone Plus gets Microsoft Teams Phone up and running quickly — **without extra headcount or complexity**. Built for mid-sized enterprises (250–2,000 users), it's a fully managed service covering deployment, configuration, and ongoing support.



What you get

A standardized, fully managed service designed to simplify Teams Phone deployment:



Initial setup services

Project & readiness

- Discovery questionnaire
- Named admin access
- Tenant checks for conflicts

Configuration

- Auto Attendants, Call Queues (Business call flow, IVR and group calling)
- Migrations from Calling Plans or Direct Routing to Operator Connect
- Static E911 configuration validation (US & Canada)

User & shared lines

- DID assignment
- Regional dial plans, including extension-based and short-code dialing
- Voice routing policy setup
- Enablement of shared/common area lines in Teams

Testing

- System Acceptance Testing (SAT)
- Guidance for User Acceptance Testing (UAT)



Ongoing support

Access & escalation

- 24/7/365 incident support by phone or email
- Global support center
- Escalation to Microsoft

Service coverage

- Teams Phone system features enabled via Teams Phone license
- Voice-related incidents and faults
- Requests for information
- Standard MACDs (moves, adds, changes, deletes)

Customer responsibilities

- IT team acts as first-line support and triages issues before escalation
- Provide tenant access for Pure IP support
- Maintain ongoing compliance (e.g. E911, Teams Premium features)

Optional add-ons

Enhance your Teams Phone deployment by adding these advanced features:

- **Dynamic E911 services** – Location aware routing for emergency calls.
- **Premium Queues & presence-based routing** – Advanced call queue experience and delegated admin.
- **Compliance Recording** – Certified integrations for regulated industries like finance and healthcare.
- **Mobile Connect (eSIM)** – Extend Teams Phone numbers directly to mobile devices without apps.
- **Voice analytics & reporting** – Deeper insights into call quality, usage, and performance.
- **Project Management support** – A named PM for structured onboarding and change control.

Why Teams Phone Plus

A faster, simpler way to enable Teams Phone at scale:

- **Fully-managed service** – no self-service portals.
- **Quick deployment** with best-practice configurations.
- **24/7/365 support** from a single provider.
- **Flexible add-ons** for advanced features and integrations.

Pricing

Teams Phone Plus uses a simple, per-user subscription model designed for predictability and scalability. Pricing is capped at **\$3.50 per user/month**.

- **Monthly Recurring Charge (MRC) per user** – Pay only for active users.
- **No setup fees or NRCs** – Start without upfront costs.
- **Tiered discounts** – As you scale.

Available exclusively to Pure IP customers as part of our managed voice services.

Talk to our team to see how Teams Phone Plus can simplify Microsoft Teams Phone for your organization — or explore our enterprise services for more complex deployments.