What to Expect: Cloud Calling for Microsoft Teams

Who is the intended audience for this guide?
We designed this guide for businesses with the following characteristics:
- All customers installing Spectrum Business Cloud Calling for the first time
- Customer admin(s) who are configuring voice and have access to Microsoft Teams Admin Center
- Customers who have Microsoft Teams installed, and Teams Phone licenses obtained for each end user of the new service.

What is Cloud Calling?
Providing reliable PSTN connectivity for Microsoft Teams users, including telephone numbers, toll free numbers and service, industry database updates, call completion, and e911 calling. The service also provides customers with a Cloud Calling Portal, powered by iPilot to assist admins with telephone number management and provisioning, as well as other benefits, such as disaster recovery.

How do we get started?
Cloud Calling for Microsoft Teams requires an existing instance of Microsoft Teams. You are required to perform various tasks to ensure that your service is deployed to suit your needs. Spectrum Business will support you throughout the life of your service.

What will Spectrum Business provide?
- Telephone numbers, including optional Toll-Free Numbers
- Reliable network for calling and exceptional service; 100% uptime guarantee
- U.S.-based, dedicated operations to help remotely activate service
- U.S.-based, ongoing service support

What do you need to do?
- Obtain Teams licenses and Teams Phone licenses for each end user.
- Verify admin access to the Microsoft Teams Admin Center (TAC)
- Look for, read and follow the directions of all emails from Spectrum Business that will be sent to the appropriate contacts provided during the sales process
- Complete the Letter of Authorization (LOA) to move your telephone numbers from your old service to Spectrum
- Complete and provide the MS Tenant ID form to Spectrum
- Create and manage users within TAC
- Ensure emergency 911 addresses have been added in TAC prior to adding telephone numbers
- When prompted by Spectrum, push telephone numbers from the Cloud Calling portal to Teams; select a default 911 address to each telephone number during this push (Note: this can be updated in TAC anytime thereafter)
- Manage telephone numbers in the platform, including 911 addresses, user assignment, and calling policies
- Set up disaster recovery in the Cloud Calling Portal (optional)
- As a last step, cancel service from your previous provider

About Spectrum Business: Spectrum Business, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Business portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Business team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com