

Microsoft 365 Teams Telephony Customer Onboarding

Requirements:

1. The Agency must be subscribed to the WaTech [Enterprise Shared Tenant service](#).
2. The Agency must be on-boarded to the WaTech Enterprise Shared Tenant service.
3. The Agency must have its users replicated to the WaTech Enterprise Shared Tenant.

Steps for Teams Telephony implementation:

1. Select from the two types of Teams Telephony services that WaTech offers:

a. Microsoft PSTN

Microsoft PSTN is a pure cloud solution where the dial tone is delivered by a Microsoft business partner directly to the Cloud. This option entails the Microsoft cloud environment providing all call routing features normally associated with voice services. Dialing plans do require the agency to choose from one of three [dialing plans](#).

- i. The Microsoft PSTN comes with a pooled number of long-distance minutes across the entire Shared Tenant.

b. WaTech Direct Routing

WaTech Direct Routing is where the Microsoft Cloud is connected to an Audio Codes Session Border Controller (SBC) to deliver dial tone to the Cloud. This option routes all calling functions through existing WaTech PSTN infrastructure. Domestic long-distance is unlimited and included in the established rate for the WaTech PSTN Direct Routing fee.

- i. Agencies utilizing the WaTech Direct Routing dial plan are only required to enter an account code when making international calls. Domestic long-distance calls are not prompted, as there is no longer a direct charge for these calls.

2. Purchase licenses

There are several licenses that will need to be purchased depending on the type of service that is selected.

WaTech Direct Routing Licensing	Microsoft PSTN Licensing
<p>The WaTech Direct Routing requires the following licensing:</p> <p>O365 E3 O365GCCE3</p> <p>Or</p> <p>O365 E5 Microsoft Office 365 (Plan E5)</p>	<p>The Microsoft PSTN requires the following licensing:</p> <p>Same as the WaTech Direct Routing Licensing Plus:</p> <p>PBX Domestic Dial-plan DmstcCallingPGCC</p>

Note: The base Teams Telephony license does not include Audio Conferencing, which provides the ability to host dial-in Audio Conferencing. If this is desired the following is required:

- PSTN Audio Conferencing Dial-in Conferencing | AudioConfGCC - [Pricing](#)

Licensing is purchased directly by each agency using the Microsoft Enterprise Agreement (EA) through the DES master contract.

The WaTech Cloud Services team will notify the Agency Cloud Administrator when the purchased licenses are available within the Tenant.

3. Purchase Telephones (Optional)

Microsoft Teams is a software IP Phone made to natively run on computers and cellular phones using Voice Over Internet Protocol (VOIP) to communicate across the data network. The software only method is the preferred method for running Teams and therefore does not require the purchase of Telephones.

However, if telephone sets are required, they can be purchased directly by an agency. A list of compatible Telephones is available here: <https://docs.microsoft.com/en-us/microsoftteams/teams-ip-phones>.

Note: Some of the phone manufacturers (such as Yealink) are not produced in the U.S. and may not meet the current Department of Defense requirements for equipment security.

4. Network Requirement: Implement Quality of Service (QoS)

Quality of Service is required to support Teams Telephony. This will prevent poor audio quality and dropped calls in times of network congestion.

QoS will need to be implemented on:

- a. Computers running the Teams client software through AD Group Policy (<https://docs.microsoft.com/en-us/microsoftteams/qos-in-teams-clients>).
- b. Routers in the network that route VOIP traffic.

QoS on Network

QoS is implemented on Agency Routers by adding the QoS policy to each router. WaTech can provide a list and examples of what is required in the QoS policy.

For those agencies where WaTech manages their routers, a service request can be submitted to the Support Center to implement and activate the QoS policies on their routers.

For those agencies who manage their own routers and need assistance installing QoS, a service request can be submitted to the WaTech Support Center for the Local Telephone Services Tech Support group to assist.

If any assistance is needed for technical consultation on implementing QoS, resources from the WaTech Local Telephone Services Tech Support group can be assigned by submitting a service request to the Support Center.

5. Assign licenses to users

Any users who will need to use Teams Telephony will need to be assigned the correct licenses based on the licensing level (E3 vs. E5) and the type of service that is to be used (Microsoft PSTN or WaTech Direct Routing).

Each agency's Active Directory Administrator has been enabled as a WaTech Enterprise Shared Tenant sub-administrator and can assign licenses to users in the Tenant Admin Web Portal.

6. Contact WaTech to onboard

To activate Microsoft 365 Teams Telephony users, email the WaTech Support Center (support@watech.wa.gov) and have them submit a service request for Microsoft 365 Teams Telephony to be assigned to the Telephony Services group.

In the ticket, the following will need to be noted:

- Name of agency.
- Name of person submitting the request.
- What type of service:
 - Microsoft PSTN.
 - WaTech Direct Routing.
- Whether existing phone numbers will need to be ported over.

Contact information

WaTech Support Center:
support@watech.wa.gov

Appendix A - Customer Responsibilities

The following is the list of Customer Responsibilities:

- Purchasing, maintaining and managing Microsoft Licensing including assigning licenses to users.
- Purchasing and maintaining any Teams Telephone sets.
- Installing the Teams software on agency managed computers or cellular devices.
- Installing and maintaining QoS policies on all agency managed routed network equipment.
- Installing and maintaining quality of service Active Directory Policy to force QoS settings to all agency computers running the Teams software that will use the Telephony or Conferencing features.
- Troubleshooting any call quality issues between the Teams client and the Enterprise Shared Tenant.
- Working with WaTech and current Telephony vendor to port phone numbers to WaTech (only if phone numbers are not currently managed by WaTech).
- If the Microsoft PSTN dial plan is chosen by the agency, then working with Microsoft to troubleshoot any PSTN dial-tone issues including poor quality calls and disconnected calls.
- Notifying WaTech for any dial-tone issues when using the WaTech Direct Route PSTN access.

- Managing and maintaining all agency user account information in the on-prem Active Directory. This includes phone numbers in the Global Address List (GAL) and SIP addresses in the Exchange UI. Note: Agency users can also assign alternate phone numbers in the Teams client to allow call forwarding.
- Managing and maintaining the replication of all agency user accounts to the Enterprise Shared Tenant through the WaTech provided Microsoft Identity Manager (MIM) service.
- Notifying WaTech for addition or removal of any user accounts from billing.
- Agencies must notify WaTech of any changes in primary E911 location of any user. This can be a change of building, a change of floor within a building, or a change of directional location within a floor that is greater than 25,000 sq. ft.
- (Optional) For softphones used with the WaTech Direct Route, Agencies may install the Intrado Location Manager software (currently pending SDR review and approval) on computers to allow the end users to validate and update their E911 location when logging into the softphone. For users that require emergency services, it is highly recommended that they use alternate devices such as mobile phones as the primary method to obtain these services. Agencies are responsible for managing how users with softphones will access 911 emergency services.
- Notifying WaTech for any changes needed to the agency's Auto Attendants, Call Queues, Call Parking, Holidays, Working Hours/Days, and Caller ID preferences and policies.
- Notifying WaTech for any limits to user account dialing. This includes limiting accounts from being able to call specific numbers, limiting account dial domestic or international long distance, or limiting accounts for inside the Enterprise Shared Tenant dialing only.
- Notifying WaTech for addition or removal of any user accounts for Teams Audio Conferencing.