

MICROSOFT TEAMS · 2026

Teams Phone Australia: Direct Routing vs Calling Plans

Microsoft doesn't sell its domestic Calling Plans here, so adding real phone calls to Teams means choosing Direct Routing or Operator Connect. This guide shows you how to decide.

Microsoft's own domestic Calling Plans are not sold in Australia, so a Teams Phone licence alone won't let you make external calls. To add PSTN calling you need a local carrier via either **Direct Routing** (connect your own SIP trunk and SBC, most flexible, usually cheapest at scale) or **Operator Connect** (pick an approved carrier in the Teams admin centre, simpler setup). Direct Routing lets you keep your numbers and carrier and choose an Australian-hosted provider for data sovereignty. Many businesses get more value from a full cloud phone system with AI call agents, SMS and a mobile app, then integrate it with Teams, you don't have to choose one or the other.

■ The short version

Factor	Direct Routing	Operator Connect
Setup effort	Higher, needs an SBC (usually hosted by your provider) and configuration	Lower, provision from the Teams admin centre in a few clicks
Flexibility	Highest, any compliant SIP carrier, custom call routing, hybrid setups	Moderate, limited to Microsoft-approved carriers and their options
Keep your carrier & numbers	Yes, bring your own carrier and port existing numbers	Only if your current carrier is on the approved list
Typical cost at scale	Usually lowest per user, plus call charges	Competitive, but often bundled with less room to negotiate
Data sovereignty control	Strong, choose an Australian-hosted carrier to keep voice data onshore	Depends on the chosen operator's hosting
Extra features (AI, SMS, queues)	Provider-dependent, pair with a full cloud platform for more	Generally limited to native Teams calling features
Best for	Businesses wanting control, portability and the best long-term value	Teams-first shops wanting the simplest possible switch-on

■ Key points

- Direct Routing
- Operator Connect
- Full cloud phone + Teams
- How simple do you need it?
- Where must your data live?
- How call-heavy are you?

The one-line summary

In Australia, "adding calling to Microsoft Teams" is really a decision about which local carrier connection to use, not whether to buy a Microsoft Calling Plan, because that product isn't offered here.

■ Questions the full guide answers

- ☐ Can I buy a Microsoft Teams Calling Plan in Australia?
- ☐ What is the difference between Direct Routing and Operator Connect?
- ☐ Do I still need a Teams Phone licence if I use Direct Routing?
- ☐ How much does Teams Direct Routing cost in Australia?
- ☐ Is my call data kept in Australia with Teams calling?
- ☐ Should I use Teams for calling or a full cloud phone system?
- ☐ Can I keep my existing phone numbers when adding calling to Teams?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.