Preparing Your Teams Tenant for Operator Connect

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Follow these instructions to complete the preparation process for your Teams Tenant to ensure a smooth transition from Direct Routing to Operator Connect.

Please note, failure to complete these steps could result in delay in service onboarding.

Why do I need to do this?

When migrating numbers to Operator Connect, the numbers must first be unassigned and removed from the current Teams tenant to release them from Microsoft's number inventory and routing configuration.

As long as the numbers remain assigned to users or services (such as Auto Attendants or Call Queues), they are still provisioned and tied to the existing carrier connection, which prevents them from being successfully ported or re-provisioned through Operator Connect.

Removing and unassigning the numbers ensures the numbers are fully deprovisioned, avoids routing conflicts, and allows them to be cleanly activated under the new Operator Connect service.

Operator connect numbers also require a default emergency address upon being added to the Teams tenant. This **doesn't** interfere with the dynamic emergency address retrieved from the Teams application.

Process:

1. Unassign numbers from any user/resource accounts. This can be done via a Powershell or via the Teams admin portal.
    1. Example: Remove-CsPhoneNumberAssignment -Identity user1@theshoestore -PhoneNumber +12065551234 -PhoneNumberType DirectRouting
    2. More information can be found here: Remove-CsPhoneNumberAssignment (MicrosoftTeams) | Microsoft Learn
2. Remove numbers from the tenant
    1. Example : Remove-CsOnlineTelephoneNumber -TelephoneNumber 14258884567
    2. More information can be found here: Remove-CsOnlineTelephoneNumber (MicrosoftTeams) | Microsoft Learn
3. Create Civic Addresses in the Teams tenant
    1. You can create Civic Addresses in the Teams Admin Center, in the Locations > Addresses section
    2. More information can be found here: Manage emergency locations - Microsoft Teams | Microsoft Learn

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