

Direct Routing

BCM One's Pure IP brings Operator Connect to Microsoft Teams users in 50 countries. As an original Microsoft partner, we simplify provisioning, speed deployment, and back it with 24/7 expertise.



What sets us apart

As one of Microsoft's most experienced Direct Routing providers, we combine technical depth with global scale to deliver solutions others avoid.

- **Global reach** – PSTN replacement services in 50+ countries, with local compliance expertise.
- **Complex made simple** – Specialists in legacy, analog, and contact center integrations
- **Managed SBC services** – Flexible options to for hard-to-reach locations.
- **Proven migration expertise** – Trusted to handle large, multi-region Teams deployments.
- **24/7 technical-led support** – Proactive monitoring and resolution from skilled engineers.
- **Operator Connect + Direct Routing** – We seamlessly combine both models for maximum flexibility and coverage.

Who it's for

Direct Routing is the flexible way for enterprises to connect Teams to the PSTN. It's for businesses that require:

- **PSTN connectivity** in regions where Operator Connect isn't available.
- **Integration with legacy systems** such as analog devices or contact centers.
- **Greater control** over routing, policies, and call flows.
- **Tailored voice configurations** for complex or regulated environments.

Our Microsoft credentials

Chosen, certified, and recognized by Microsoft to support the world's largest enterprises.



Operator Connect launch partner

One of the original providers chosen to help shape and deliver Operator Connect from the start.



Top 3 global provider

Recognized by Microsoft among the top three providers worldwide for Operator Connect activations.



Certified Teams Calling specialists

Advanced Specialization awarded for proven expertise in complex Teams voice deployments.



Global coverage

We provide compliant PSTN replacement services across 50 countries, giving enterprises a single, reliable partner for global voice.

Geographic Coverage

Full PSTN replacement services offered in **50 countries** directly from the Pure IP cloud-based global voice network.

Centralized Model

Argentina	Denmark	Lithuania	Singapore
Australia	Estonia	Luxembourg	Slovakia
Austria	Finland	Malaysia	Slovenia
Belgium	France	Mexico	South Africa
Brazil	Germany	Netherlands	South Korea
Bulgaria	Greece	New Zealand	Spain
Canada	Hong Kong	Norway	Sweden
Chile	Hungary	Panama	Switzerland
Colombia	Ireland	Peru	Turkey
Costa Rica	Israel	Poland	United Kingdom
Croatia	Italy	Portugal	United States
Cyprus	Japan*	Puerto Rico	
Czech Republic	Latvia	Romania	

*some local restrictions

→ Talk to us today to see how Direct Routing can give you the flexibility to connect Teams voice anywhere you need it.