

02 Licensing

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Pro tips

? Teams Phone lets a user be an enterprise voice user. A Calling Plan is Microsoft acting as the carrier, bought separately.

? An auto attendant or call queue resource account usually needs a free virtual-user license, not a Calling Plan, unless that app places outbound calls.

? Teams Premium does not include Teams Phone or a phone number.

Interview traps

? Buying a Calling Plan and expecting Direct Routing to start working.

? Licensing every resource account with a Calling Plan because the queue has a phone number.

Cheat sheet

Teams Phone user can be enterprise voice

Calling Plan Microsoft is the PSTN carrier

Operator Connect carrier operates, you assign

Phone Mobile mobile operator

Direct Routing you operate the SBC

Resource account its own license, not the agent's

Teams Premium not a phone system

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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