

## 06 Routing and dial plans

## 06 Routing and dial plans

### Pro tips

- ? Normalization is first match. A later rule does not repair a number an earlier rule already rewrote.
- ? A voice routing policy is an ordered list of PSTN usages. The first usage that contains a matching route wins.
- ? Direct Routing needs the user in TeamsOnly. Islands mode does not send that user's PSTN calls through Teams.

### Interview traps

- ? Debugging the gateway when the dialed string never became E.164.
- ? Creating a route and forgetting to put its PSTN usage on the user's policy, in the right order.

### Cheat sheet

#### Dialed string

- > tenant dial plan, first matching rule
- > E.164
- > voice routing policy usages, in order
- > first voice route regex that matches
- > online PSTN gateway list

Islands mode does not place Direct Routing calls.

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

CypherMonkey Labs ? <https://cyphermonkeylabs.com> ? <https://github.com/CypherMonkeyLabs> ? <https://linktr.ee/cypherMonkey> ? <https://github.com/CypherMonkeyLabs/microsoft-voice-cc-lab-free-university-mesmerizing> ? (c) 2026 CypherMonkeyLabs. Independent educational project, not affiliated with or endorsed by any vendor. Comparison notes describe only public pages this lab opened. They do not rank vendors. Trademarks belong to their owners. MIT code, CC BY-NC-SA content. Contact <https://cyphermonkeylabs.com/#contact>.