How to order Microsoft Teams Operator Connect from T-Mobile

This guide explains how to order the **Microsoft Teams Operator Connect** service from T-Mobile. You will learn how to submit the required form in the Microsoft Teams admin center, when a T-Mobile sales representative will contact you, and what happens after the order has been finalized.

Before you begin

Before ordering the service, make sure that your organization meets the following requirements:

- Users who will use the service have the required **Microsoft Teams** and **Teams Phone** licenses.
- The person completing the configuration has the appropriate administrator permissions to manage Teams Phone services.

If your organization does not yet use **Microsoft Teams** or does not have the required **Microsoft Teams Phone Standard** licenses, visit Microsoft 365 for business – T-Mobile Business Poland or contact your T-Mobile account manager.

Submit the request in the Microsoft Teams admin center

To start the ordering process, enable T-Mobile Polska as your Operator Connect provider in the **Microsoft Teams admin center**.

1. Sign in to the **Microsoft Teams admin center** using an account with the required administrator permissions:
   https://admin.teams.microsoft.com
2. In the left-hand navigation menu, go to **Voice**.
3. Select **Operator Connect**.
4. Open the **All operators** tab.

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5. Filter the list to display operators available in **Poland**.

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6. Find **T-Mobile Polska** on the list and select it.

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7. Complete the operator settings and contact details:
   1. Select the country or region where the service will be provided.
   2. Select your company size.
   3. Review and complete the contact details that will be shared with T-Mobile Polska.
   4. Accept the data transfer and privacy notice.
   5. Select **Add as my operator** to submit the information and enable T-Mobile Polska as your Operator Connect provider.

   The contact details provided in the form will be used by T-Mobile Polska to contact your organization about the Operator Connect service.

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After the form has been submitted, you will receive an email confirming that your request has been accepted. A T-Mobile representative will then contact the person whose details were provided in the form.

Contact from T-Mobile

After T-Mobile Polska has been added as your operator in the Microsoft Teams admin center, a T-Mobile sales representative will contact the person identified in the form.

During the contact, the representative will present the available offer and agree with you on the contract and service configuration. The main arrangements include:

- **Telephone numbers** – allocation of new telephone numbers from the T-Mobile number range, transfer of numbers from another T-Mobile service, or porting of numbers from another operator.
- **Calling tariff** – selection of the tariff that will apply to telephone calls.
- **Service activation date** – agreement on the expected activation date. The date depends on the number of telephone numbers and whether they are being ported from another operator.

Service activation and configuration

The connection between T-Mobile Polska and your Microsoft 365 organization is activated as part of the service implementation process. Once the telephone numbers have been made available by the operator, your administrator must assign them to the appropriate user accounts in the **Microsoft Teams admin center**.

Instructions for assigning telephone numbers are available on the following page:

Assigning telephone numbers to Microsoft Teams user accounts

Users must have the required Teams Phone licenses before telephone numbers can be assigned to them. Depending on the configuration of your organization, additional settings, such as emergency addresses and calling policies, may also be required.

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