

PanTerra Launches Streams.AI for Microsoft Teams: Communications That Stay Online—Even When Microsoft Teams Goes Down

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Enterprise teams collaborating inside Microsoft Teams

[Streams.AI for Microsoft Teams](#): Built-In Calling + Built-In Continuity

With Streams.AI for Microsoft Teams, organizations keep the interface employees already use—while reducing outage risk and eliminating the licensing costs and administrative

PanTerra Launches Streams.AI for Microsoft Teams:

Enterprise Communications That Stay Online—Even When Microsoft Teams Goes Down



PanTerra Launches Streams.AI for Microsoft Teams

PanTerra today announced the launch of Streams.AI for Microsoft Teams, an application that delivers enterprise-grade calling, business messaging, and secure fax directly inside Microsoft

Teams—without the licensing cost, operational complexity, or single-point-of-failure risk of Microsoft Teams Phone.

“
Streams.AI for Microsoft Teams keeps users working inside Microsoft Teams while ensuring communications stay available even when Microsoft services go down.”

Arthur Chang, President & CEO of PanTerra Networks

Unlike Microsoft Teams Phone solutions that rely entirely on Microsoft's calling infrastructure, Streams.AI operates on PanTerra's carrier-grade cloud portal. If Microsoft Teams becomes unavailable, communications automatically fail over to [PanTerra's Streams.AI](#) applications and devices—keeping employees connected and customers reachable regardless of Microsoft's service status.

The Business Risk: Microsoft Teams Outages Can Break

Communications

For many organizations, Microsoft Teams is the daily workspace for internal collaboration and

customer-facing communication. But Microsoft Teams outages create a measurable business continuity risk—especially for organizations running telephony entirely through Microsoft Teams Phone.

Microsoft Teams has experienced more than 112 outages since August 2023, averaging roughly one significant disruption every 4–5 days. When Microsoft Teams becomes unavailable, Microsoft Teams Phone-dependent organizations can lose access to inbound and outbound calling—impacting sales, support, and customer experience.

At the same time, Microsoft Teams Phone licensing typically costs \$8–\$12 per user per month, adding \$9,600 to \$14,400 annually for a 100-user organization—on top of existing Microsoft 365 subscriptions.

The Solution: Work Inside Microsoft Teams Without Microsoft Teams Becoming the Single Point of Failure

Streams.AI for Microsoft Teams is designed to keep Microsoft Teams as the interface employees already know—while eliminating dependence on Microsoft’s telephony uptime.

What happens during a Microsoft Teams outage

- Automatic failover to Streams.AI mobile apps, desktop apps, and IP desk phones in under 60 seconds
- Inbound calls route to designated backup devices
- Operations continue without interruption
- Automatic switchback when Microsoft Teams service returns

The result: Microsoft Teams stays the workspace—but communications no longer stop when Microsoft Teams goes down.

Complete Communications + AI Routing Inside Microsoft Teams

Streams.AI for Microsoft Teams includes the core capabilities of PanTerra’s Streams.AI portal:

- Core communications
- Enterprise voice calling on PanTerra’s independent network
- Business SMS/MMS
- HIPAA-compliant digital fax

Streams.AI for Microsoft Teams keeps users working inside Microsoft Teams while ensuring **communications stay available even when Microsoft services go down**.

Arthur Chang
President & CEO of PanTerra Networks

Quote from Arthur Chang about PanTerra Launches Streams.AI for Microsoft Teams

- Visual voicemail with transcription and bulk actions
- Unified contacts and presence indicators

Advanced capabilities

- Luna AI intelligent receptionist for natural-language call routing
- Call transfer, conference, call park, and call recording (where permitted)
- Multi-device preferences, routing controls, and real-time status updates

All features are accessible inside Microsoft Teams tabs and menus during normal operation—reducing user friction and minimizing additional training.

One Unified Admin Portal Instead of Scattered Microsoft Teams Phone Settings

Microsoft Teams Phone administration is often distributed across multiple systems, including Microsoft Teams Admin Center, Microsoft 365 Admin Center, Azure Portal, PowerShell, and legacy consoles. PanTerra's Streams.AI Admin Portal provides centralized control in one interface and has been recognized with the INTERNET TELEPHONY Excellence Award for Best Admin Portal.

Key advantages include:

- Automated Provisioning: Streams.AI integrates with Microsoft Entra ID for single sign-on and auto-provisioning. Add or remove users from Microsoft 365 groups, and profiles update automatically.
- Visual Call Flow Designer: Configure call routing, business hours, auto-attendants, and IVR workflows using drag-and-drop tools—without PowerShell scripts, Direct Routing complexity, or specialized telephony expertise.
- Device Management: Monitor endpoints, push updates, and deploy new sites using zero-touch provisioning and configuration templates.
- Enterprise Controls: Manage call policies, voicemail rules, number assignments, recording permissions, and fax lines from one unified portal.

Luna AI: Natural Language Routing That Stays Online

Streams.AI for Microsoft Teams includes Luna AI, PanTerra's intelligent virtual receptionist that routes calls based on intent.

Instead of forcing callers into “press 1 for sales” menus, Luna AI enables natural language requests (for example, “I need help with an invoice”). Luna AI interprets intent and routes calls accordingly—reducing friction and improving customer experience.

Critical advantage: during Microsoft Teams outages, Luna AI continues routing calls through PanTerra's infrastructure, helping organizations maintain consistent call handling even when

Microsoft Teams is unavailable.

Security, Compliance, and Reliability

Streams.AI for Microsoft Teams runs on PanTerra's secure, carrier-grade infrastructure:

- 99.99% uptime SLA with redundant data centers
- SOC 2 Type II certified security controls
- HIPAA compliance with BAAs available
- Carrier-grade voice quality with intelligent routing
- 25 years of enterprise UCaaS experience supporting mission-critical communications

Eliminate Microsoft Teams Phone Licensing Costs

Organizations using Streams.AI for Microsoft Teams require zero Microsoft Teams Phone licenses, removing:

- \$8-\$12 per user per month Microsoft telephony charges
- Direct Routing setup and maintenance complexity
- Dependency on Microsoft calling infrastructure
- Specialized telephony expertise for day-to-day operations

For a 100-user organization, that represents \$9,600 to \$14,400 in annual licensing savings, and a single avoided Microsoft Teams outage can protect far more in lost productivity and customer impact.

Availability and Deployment

Streams.AI for Microsoft Teams is available immediately to PanTerra customers on Streams.AI Business Plus and Professional Plus plans, with no additional integration cost.

Most organizations go live within 11 business days, with pilot deployments possible in as little as three days.

"Microsoft Teams is where people work—but it shouldn't be where communications reliability ends," said Arthur Chang, President & CEO of PanTerra Networks. "Streams.AI for Microsoft Teams keeps users working inside Microsoft Teams while ensuring communications stay available even when Microsoft services go down. Organizations get enterprise-grade calling, intelligent AI routing, and award-winning management tools—without Microsoft licensing overhead, without Direct Routing complexity, and without the vulnerability of a single point of failure."

About PanTerra Networks

PanTerra Networks is a leading provider of secure, AI-powered unified communications and customer engagement solutions for mid-market and enterprise organizations. Founded in 2001,

PanTerra delivers carrier-grade UCaaS reliability, intelligent automation, and centralized administrative control through its Streams.AI portal—supporting healthcare networks, financial services firms, distributed enterprises, and thousands of organizations nationwide.

Learn more at: www.panterraneetworks.com

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