



CommsChannel

Critical Information Summary TeamsCall

About the Service

TeamsCall's Direct Routing connects your Microsoft Teams Phone System to the PSTN (Public switched telephone network). TeamsCall provides all of the core features you'd expect from a business phone system such as call answering and initiating (by name and number) with integrated dial pad, call holding and retrieving. This PBX replacement functionality is coupled with the other features of Microsoft Teams such as presence, collaboration and messaging services, all delivered over your internet service.

Requirements & Availability

In addition to a TeamsCall subscription, your organization must have the appropriate licenses from Microsoft to operate the service.

TeamsCall requires a Microsoft Phone System license to operate. This must be purchased separately and is an additional charge. It may be purchased from CommsChannel or any other approved Microsoft provider.

Combined with TeamsCall you can make and receive calls with a Teams compatible desk phone or using the Microsoft Teams software on your desktop, laptop or mobile phone.

Microsoft Phone System is included as standard in the E5 and A5 academic/not-for-profit versions of Office 365. An additional license must be purchased for the following supported packages: Qualifying Teams Essentials or Microsoft 365 subscription. Qualifying plans include Microsoft 365 Business Basic, Business Standard, Business Premium, E3, or A3; Office 365 F3, E1, E3, A1, or A3; and Teams Essentials with Azure AD Identity. TeamsCall requires a fixed or mobile broadband internet service of sufficient quality. The internet service may be supplied by CommsChannel or by another service provider. Each user may connect via a range of options including telephone handsets, Microsoft Teams soft clients for PC, tablet and mobile phone handsets dependent on the plan purchased. A range of supported telephone handsets and system requirements for soft clients is available at www.TeamsCall.com.au. Each desk telephone requires a direct Ethernet cabling and a wired Ethernet port. Each concurrent voice call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Minimum Term

The TeamsCall service is available on 24 and 36-month contract terms.

Included Features

TeamsCall with FlatChat included value voice plans include unlimited outbound calls to standard local and national calls, Australian mobiles and 13/1300/1800 numbers as well as a range of included features including voicemail-to-email, call waiting, presence, messaging and others. Fair Use Policy applies.

Exclusions

TeamsCall plans do not support 19/1900 numbers calls, fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS), back to base alarms and other monitoring systems using phone lines, and similar features. FlatChat plans are not available for telemarketing, call centre function and similar uses. Alternative usage based voice plans are available. To find out more please contact your account manager.

TeamsCall Pricing - Monthly and Once-off Charges (Exclusive of Microsoft Licencing Costs)

Description	Monthly Charge	Establishment Fees		Total Contract Value *	
	Per User	24 Months	36 Months	24 Months	36 Months
Teams Call Extension with Flat Chat Call Pack, Desktop and Mobile TeamsCall Client per extension	\$31.95	\$50.00	\$0.00	\$816.80	\$1,150.20

Includes flat rate local, national, F2M (Flat rate plans are for business usage, fair use policy applies, no call centres etc.) Excluded call types such as international and premium numbers are charged in addition as per the price book).

* Number porting, additional number range, special number (13/1300/1800, etc.) establishment, and monthly recurring fees are not included and are subject to quotation.

Call Charges for Call Types Not Included in FlatChat Plans

TeamsCall with FlatChat included value voice plans include unlimited outbound calls to standard local and national calls, Australian mobiles and 13/1300/1800 numbers as well as a range of included features including voicemail-to-email, call waiting, presence, messaging and others. Fair Use Policy applies.

Inbound 13/1300 Smart Numbers Usage Charges

FlatChat call packs exclude inbound smart number call usage. Calls based on time usage depending on caller origin and whether the smart number is directed to land on either a land line or mobile number.

Caller Origin	13/1300 Landing Point	Per Minute
13/1300 Local and National	Australian Land Line	\$0.07
Australian Mobile	Australian Land Line	\$0.07
13/1300 Local and National	Australian Mobile	\$0.11
Australian Mobile	Australian Mobile	\$0.11

Inbound 1800 Smart Numbers Usage Charges

Caller Origin	1800 Landing Point	Per Minute
Australian Land Line	Australian Land Line	\$0.08
Australian Mobile	Australian Land Line	\$0.11
Australian Land Line	Australian Mobile	\$0.12
Australian Mobile	Australian Mobile	\$0.14

Please contact your account manager for international call rates and to enable international calls on your plan

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly recurring charges (MRC) multiplied by the number of months remaining in the contract period. The month in which you cancel will be treated as a full month. Eg if you cancel with 5 ½ months remaining you will be charged an ETF of 6 months MRC x 50% establishment fees are nonrefundable.

Customer Service Contact Details

You can contact your reseller in the first instance or alternatively via email at helpdesk@commschannel.com.au

Standard Business Use

Flat rate included plans are for general business usage and not available in call centres, auto-diallers or for permanent diversion to another number. The CommsChannel Fair Use Policy (FUP) and Acceptable Use Policy (AUP) apply.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact your reseller account manager or email helpdesk@commschannel.com.au and put 'TeamsCall Escalation Request' in the subject line.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.