



Buroserv Microsoft Teams Direct Routing

Critical Information Summary

Buroserv Microsoft (MS) Teams Direct Routing is a service which delivers and connects SIP Trunks to a MS Teams application, allowing the MS Teams application to make and receive external calls. The PBX infrastructure and the SIP trunks are cloud-based. The PBX functionality is hosted and delivered by Microsoft, whilst the SIP trunks are hosted and delivered by Buroserv who also deliver the calls. Call charges are dictated by the call-plan, and each call-plan includes an Australian phone number.

This service requires internet connectivity, which can be provided separately by Buroserv on request. This service also requires that each user have an active Microsoft Teams license with the Microsoft Phone System license upgrade. Microsoft 365 licenses are purchased separately from within your Microsoft 365 tenancy, or from your Microsoft licensing provider, though Buroserv can assist with facilitating purchase of Microsoft Teams licenses. In addition, each user will require an Australian telephone number, which can be an existing in which case we can port it to Buroserv, or Buroserv can supply new number(s).

This Service is provided subject to Buroserv’s Standard Form of Agreement, Fair Use Policy and other Important Documents, available at <http://www.buroserv.com.au/important-documents/>. There are no early termination charges.

This summary may not reflect any discounts or promotions which may apply from time to time.

Monthly Recurring Charges	Minimum Monthly Charge
1x MS Teams Direct Routing SIP Trunk	\$11.99
Call Plans	Minimum Monthly Charge
PAYG Call Plan (PAYG Rates below)	\$0
PAYG local, national calls	0.03 per minute
PAYG Calls to Mobile Numbers	0.06 per minute
PAYG Calls to 13/1300 Numbers	0.35 per call
PAYG and Unlimited Call Plan Calls to International Numbers	www.buroserv.com.au/important-documents
Unlimited Call Plan - includes unlimited local, national, calls to mobiles and calls to 13/1300 numbers	\$9.99
Unlimited + International Call Plan, includes Unlimited Call Plan plus calls to New Zealand - Hong Kong - India - UK - USA - China - Singapore - Indonesia - Vietnam - Malaysia. Other destinations see www.buroserv.com.au/important-documents	\$14.99
Set Up Charges	
PBX Setup (Minimum, includes 2 hours)	\$299
PBX Setup (each additional hour)	\$150 per hour
Minimum Cost	
Minimum Cost Month to Month	\$310.99
What’s Included	
The minimum Monthly Recurring Charges provides - the number of Sip Trunks ordered - Call Charges as defined in the chosen Call Plan - All basic Hosted PBX features, including:	
Soft Phone (Android and IOS)	Video Call
Office hours	Microsoft 365 Integration
Hunt groups	Click to Dial
Sequential ringing	Live Chat
Simultaneous ringing	DSS Key function (MS Teams based)
Auto Attendant / IVR	Call parking
Queues	Call pickup
Phonebook	Option for Microsoft Teams certified handsets and headsets
3-way conference call	Call Barring

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Call waiting	Call hold
Call forwarding	Call transfer
Video Conference	Conference room / Teleconferencing
Do not disturb	Voicemail
Custom music on hold	

Information about the service

Service Availability

Service not available to all customers. The type of service offered may need further qualification checks to determine what is available at your location. We will try to contact you if all your services can't be connected.

Other Important Conditions

The service is provided under our Standard Form of Agreement <http://www.buroserv.com.au/important-documents>.

This service requires mobile coverage to work. It is your responsibility to ensure that you have adequate mobile coverage where you intend to use the service.

To assist you to protect your account from fraudulent use, calls to International destinations are blocked, and can be unblocked on request.

Priority Assistance is not available on this product, this product is not a standard telephone service for the purposes of the Customer Service Guarantee.

Hardware

This service was specifically developed and tested to be a highly mobile solution, with full functionality available through the Microsoft Teams application which runs on a laptop/desktop and mobile solutions (tablets, mobile handsets)

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC).

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit buroserv.com.au/support/contact-us or call 1300 129 582 for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 129 582. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://buroserv.com.au/important-documents/>, which also contains other important documents which you should read.