

# CRITICAL INFORMATION SUMMARY

## MICROSOFT TEAMS DIRECT ROUTING

### INFORMATION ABOUT THE SERVICES

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/>

This is a Month-to-Month service, there is no contract or Minimum Term.

Buroserv MS Teams Direct Routing plans are based on the number of SIP trunks, and the selected call-plans. There are three call plans which differ on the call inclusions (PAYG, Unlimited Standard and Unlimited Premium). Details of the inclusions and call costs can be found in the below price tables. All extensions must have the same call plan. **Please note all prices are inclusive of GST.**

#### Definitions:

**SIP Trunks:** This is a virtual connection which supports a single inbound or outbound telephone call. A system with six SIP Trunks would therefore be able to support six telephone calls, which can be all inbound, or all outbound, or any mix thereof.

**Call-Plan:** Each service number must have an associated Call Plan, a system with 6 service numbers would have 6 Call Plans.

For example, a system with 6 SIP Trunks and 10 service numbers would be charged as 6 \* \$12 (Sip Trunk Charges) and 10 \* selected Call Plan charges.

### SERVICE MONTHLY CHARGE

Monthly Recurring Charges		Minimum Monthly Charge
1x MS Teams Direct Routing SIP Trunk	\$ 11.99	\$ 11.99
PAYG Call-Plan (PAYG Rates as below)	\$ 0.00	\$ 0.00
Unlimited Standard Call-Plan – Includes unlimited local, national and mobile calls (13/1300 calls not included, pricing below)	\$ 9.99	\$ 9.99
Unlimited Premium Call-Plan – Includes unlimited local, national, mobile and 13/1300 calls	\$ 14.99	\$ 14.99

Setup Charges	
PBX Setup (Minimum, includes two hours)	\$ 299
PBX Setup (Each additional hour)	\$ 150 per hour

Please note this does not include any site-specific work, e.g. new building wiring, which is an extra cost.

Minimum Charge	Setup, 1x SIP Trunk and 1x PAYG Call-Plan (not including calls)
1 Month	\$ 310.99

Call Plan Charges and Inclusions			
Call Type	PAYG Calls	Unlimited Standard Call-Plan	Unlimited Premium Call-Plan
Standard National Fixed Calls	\$ 0.03 per minute	\$ 0.00 per call	\$ 0.00 per call
Fixed to Mobile Calls	\$ 0.06 per minute	\$ 0.00 per minute	\$ 0.00 per minute
13 / 1300	\$ 0.35 per call	\$ 0.35 per call	\$ 0.00 per call
International Calls	Access <a href="http://www.buroserv.com.au/important-documents/">www.buroserv.com.au/important-documents/</a> for international tariffs		

### EARLY TERMINATION

There are no early termination charges as all Hosted extensions are on a month-to-month basis. No pro rata credits are applied if the service is cancelled, suspended or otherwise disconnected.

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The minimum Service Monthly Charge gives you:

- The number of SIP Trunks
- Call charges as defined in the Call Plan Charges and Inclusions table,
- All basic Hosted PBX features, including as below:

### WHAT'S INCLUDED

Soft Phone (Android and IOS)	Video Call	Call waiting
Office hours	Microsoft 365 Integration	Call forwarding
Hunt groups	Click to Dial	Video Conference
Sequential ringing	Live Chat	Do not disturb
Simultaneous ringing	DSS Key function (MS Teams based)	Custom music on hold
Auto Attendant / IVR	Call parking	Call hold
Queues	Call pickup	Call transfer
Phonebook	Option for Microsoft Teams certified handsets and headsets	Conference room / Teleconferencing
3-way conference call	Call Barring	Voicemail

Reporting: "Yes, this is available through your Microsoft 365 Admin portal. More information can be found at: <https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-reporting-reference>"

### FAIR USE POLICY

Buroserv MS Teams Direct Routing plans were developed for typical business calling usage. This service is not available for telemarketing, call centre or other similar use. Buroserv reserves the right to suspend or disconnect the service if it judges that the usage explicitly breaches the terms of our Fair Use Policy. Please refer to the Important Documents link provided.

### RESTRICTIONS

To assist you to protect your account from fraudulent use, calls to international destinations are blocked. These may be unblocked at your request.

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

### HANSET INFORMATION

This service was specifically developed and tested to be a high mobility solution, with full functionality available through the Microsoft Teams application which runs on a laptop/desktop computer and mobile devices

If physical handsets and headsets are required, please contact our sales department so we can assist you in choosing handsets and headsets suitable for your requirements. Handset and headset costs are additional to the Service Monthly Charge. Buroserv cannot support devices acquired from a third-party.

For details on Yealink handsets certified to work with Buroserv MS Teams Direct Routing plans, please refer to the MS Teams Direct Routing Product Sheet.

### BILLING

We will bill you in advance for the SIP Trunk Charge and Unlimited Standard and Unlimited Premium Call Plans from the day the service becomes active. Our billing period starts on the 1st of every month, and prorated charges may apply. Usage charges for PAYG calls and 13/1300 calls on Unlimited Standard Call Plan are billed in arrears and are calculated monthly.

### Contact Us

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please contact:

**Phone:** 1300 129 582 - Monday to Friday (9am-5pm AEST)  
**Email:** [customercare@buroserv.com.au](mailto:customercare@buroserv.com.au)  
**Website:** [www.buroserv.com.au](http://www.buroserv.com.au)  
**ABN:** 48 612 519 178

### Concerns or Disputes

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. <http://www.buroserv.com.au/important-documents> or call us on 1300 129 582 Monday to Friday (9am-5pm AEST).

If you are not satisfied with the resolution of your complaint you can contact:

### The Telecommunications Industry Ombudsman

**Phone:** 1800 062 058  
**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)  
**Website:** [www.tio.com.au](http://www.tio.com.au)

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