

# Direct Routing for MS Teams Unlimited

## Critical Information Summary

### Information about the service

#### Service description

The CommsChoice Direct Routing for MS Teams Unlimited plan uses the phone system built into Office 365. You will require an internet connection in order to use this service. This can be supplied by CommsChoice separately if required.

#### Hardware

You can purchase your approved handsets from CommsChoice. BYO hardware can be used but is not supported.

#### Key details

Your Direct Routing for MS Teams Unlimited plan allows you to make and receive phone calls. The plan includes unlimited local and national calls within Australia. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority assistance is not available on this service.

#### Standard installation requirements

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a CommsChoice Cloud Business Phone Unlimited plan to work.

You are required to install any purchased hardware as part of your Direct Routing for MS Teams Unlimited plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the Direct Routing for MS Teams handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on **1300 4 COMMS** (1300 42 66 67).

### Information about pricing

Direct Routing for Teams Plan	Monthly Cost	Set up fee per user	Minimum Cost* (24 months)
10-24 users	\$30.00	\$50.00	\$7,700.00
25-99 users	\$20.00	\$50.00	\$13,250.00
100+ users	\$15.00	\$50.00	\$41,000.00

\* Ex GST

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of January 2020

#### Early termination charge

If you cancel the service within a 24 month contract term, Early Termination Fees (ETF) will apply per service. The ETF is calculated as the monthly access fee multiplied by the months remaining in the agreement.

#### Call rates

Standard Call Type	Call Rate
Local calls	Unlimited *
National calls	Unlimited *
Calls to mobile	Unlimited*
Calls to 13/1300	33c per call

\* This service is not available for resale or high volume telemarketing purposes.

Timed calls are charged in 60 second increments.

#### Calls to international numbers

Calls to CommsChoice's international destinations are charged in 60 second increments. For all international call rates, see [www.commschoice.com](http://www.commschoice.com)

### Other Information

#### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

#### We are here to help

If you have any questions, just call us on **1300 4 COMMS** (1300 42 66 67) so we can serve you better. Or you can visit us at [www.commschoice.com](http://www.commschoice.com) for additional information, including to access information about your usage of the service.

#### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.commschoice.com/policies](http://www.commschoice.com/policies) and clicking on 'Customer Complaints Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>