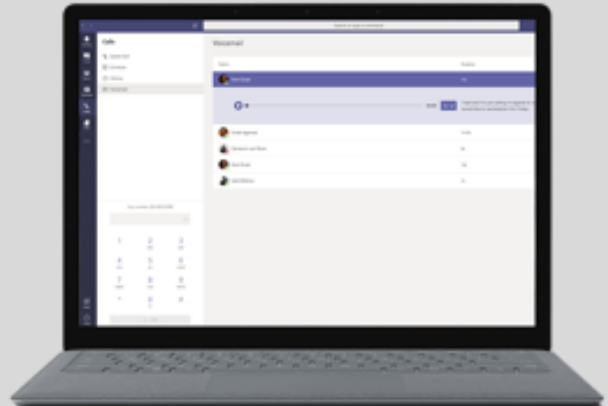# MICROSOFT TEAMS PHONE

Product Overview

WHAT IS MICROSOFT TEAMS PHONE?

Teams and telephony together

Microsoft Teams Phone empowers users to be more productive and collaborative by turning Microsoft Teams into a cloud telephony solution that can be used on almost any device.

Comprehensive managed services and support

Microsoft Teams Phone is backed by an end-to-end managed service which includes support for end-users and management of Direct Routing technology, IVRs, call-queues and more.

How Microsoft Teams Phone works

LANDLINE

MOBILE

EXTERNAL CALLS

SIP TRUNK

FASTRACK VOICE NETWORK

MICROSOFT OFFICE 365 PHONE SYSTEM

MICROSOFT TEAMS

PHONE

MOBILE

LAPTOP

FEATURES

Everything you'd expect from a traditional PBX solution, only better!

Microsoft Teams Phone includes:

Enterprise quality phone

Get the features you expect from traditional phones including hold, transfer, consult, speed dial, conference calling and more.

Unlimited calls

Unlimited calls to any Australian mobile or landline.

Fully managed service

From initial deployment to ongoing management, we'll keep your phones live without disruptions.

Call anyone, on any device, anywhere in the world

Enable telephone calls from any Australian or international number on any device, including IP phones, Teams room systems, PC, Mac, and mobile devices.

Simplified administration

Fastrack manages those pesky users in the Office 365 admin portal. We provide everything including acquiring numbers, assigning numbers, and more.

Highly available

99.9% uptime for your phone lines with active load balancing.

Simplified identities

Streamline identity management with phone numbers linked to Azure Active Directory.

Reporting

Gain insights into how your people are using cloud telephony, while identifying trends.

fastrack technology

CALL PLANS

Plans for businesses of any size.

INCLUSIONS	PRICING
Managed Microsoft Teams Phone Calling	**$25** per user / per month
Direct Routing Installation Includes number porting, SIP trunk creation, direct routing and number assignment in Microsoft Teams tenant.	$500 (One-time fee)
Teams Phone System Consultation, Design & Setup (Optional) Including initial discovery workshop, design and setup of IVRs, call queues and auto-attendants.	$1200 (One-time fee)
Unlimited National Calls Unlimited calls to Australian landline and mobile phone numbers from any Microsoft Teams-enabled device.	✓
Ongoing Management & Training Addition, modification and removal of user accounts and changes to existing call-queues and auto attendants.	✓
Fault Response Fastrack will respond to and resolve faults with Microsoft Phone System and Direct Routing to PSTN.	✓
Remote 24/7 Support** Remote support and troubleshooting for end-users' Teams features such as voicemail and call forwarding after initial setup.	✓
Hardware Support*** Remote support, troubleshooting and warranty management for hardware procured from Fastrack.	✓
On-site Support****	✓

ADDITIONAL FEES

Depending on your setup, you may be charged some additional fees.

	Price
1300 / 1800 Number Hosting	$5.00 per number
10 Number Range Hosting	$10.00 per month
50 Number Range Hosting	$20.00 per month
100 Number Range Hosting	$30.00 per month
International call rates	As published.
Special Numbers call rates	As published.
Microsoft/Office 365 user licenses	POA
Microsoft Phone System License	POA
Microsoft Business Phone	POA
Project management for complex deployments	POA
Custom hardware procurement, install and/or management	POA
Customised end-user training workshop	POA

Additional considerations

*Microsoft Teams Phone (MTP) requires an Microsoft 365 license. In some licensing models, MTP the Microsoft Phone System or Microsoft 365 Business Phone Without Calling Plan may need to be purchased.

**Fastrack will provide 24/7 support for priority one issues. All other issues will be resolved within business hours.

***Excludes freight liaison with hardware vendor.

****Fastrack will provide remote support by default and provide on-site support only where Fastrack deems it is required.

*****All pricing excludes GST.

RECOMENDED HARDWARE

The following headsets and handsets are recommended for the best Microsoft Teams Phone experience.

Specifications	Device	Pricing
Logitech Zone Wireless Headset		Learn more
Logitech Zone Wired MS		Learn more
Yealink T55A - Teams HD IP Phone		Learn more
Yealink MP56 - Teams Edition		Learn more
Yealink T58A - Teams HD IP Phone		Learn more
Polycom CCX 400 Handset - Microsoft Teams Phone		Learn more
Poly CCX 500 Handset - Microsoft Teams IP Phone		Learn more
Poly CCX 600 Handset - Microsoft Teams IP Phone		Learn more

Let's talk.

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🖥 www.fastrack.technology