

MS Teams Direct Routing Unlimited Plan

Critical Information Summary

Information about the service

Service description

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

Hardware

You can purchase your approved handsets from Next Telecom. 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 Next Telecom 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 00 NEXT** (1300 006 398).

Information about pricing

Direct Routing Unlimited Plan	Monthly Cost	Setup fee per user	Minimum Cost Per User 24 Months
5-10 Users (5 Minimum)	\$40.00	*\$500	\$1,440.00
10-50 users	\$18.00	\$20.00	\$452.00
50-100 users	\$15.00	\$15.00	\$375.00
100+ users	\$12.00	\$12.00	\$300.00

* Ex GST *5-10 users flat \$500 set up charge applies

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2025

Microsoft Teams Direct Routing

Setup (included in Admin Training)

- Creation User & Resource accounts
- Walk through of common features that can be enabled - CLI Masking, Call Park, Call Waiting
- Create Call Flows, Auto Attendants / Queues
- Explain features within AA's / Queues
- Train Admin on Managing AA's / Queues, modifying users, adding holidays, diversions, and other functionality.

Adds, Moves & Changes

\$195 ex GST Per Hour

Changes Include:

- Call Flow Updates
- Change Call Group/Hunt Group
- Add & Remove Users
- Staff & Admin Training

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected, or ported to another carrier within the contract terms. Unless otherwise specified, Early Termination Fees are as follows:

- Teams Calling ETF is the monthly access fee/s x months remaining in your agreement.
- Hardware and rental. The ETF is the monthly access fee/s x months remaining in your agreement. Hardware cannot be returned in lieu of ETF payments unless otherwise agreed to by Next Telecom

For full terms & conditions see the [Next Telecom Terms & Conditions](#)

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. Fair use policy applies. Ex GST.

Calls to international numbers

Calls to Next Telecom's international destinations are charged in 60 second increments. For all international call rates, see www.nexttelecom.com.au

Other Information

We are here to help.

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au 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.nexttelecom.com.au/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/>