

Information About This Service

Offer Description	Microsoft Teams Calling is a cloud-based enterprise phone system that brings PSTN and VoIP calling directly into Microsoft Teams, allowing users to make, receive, and manage business calls from any device using a single, unified interface. It replaces or augments traditional PBX systems with features like call routing, voicemail, auto attendants, call queues, emergency calling, and tight integration with Microsoft 365 for seamless collaboration, mobility, and centralised administration. Next Telecom offers both Direct Routing and Operator Connect as connection method to the PSTN.
Hardware	You can purchase your approved handsets from Next Telecom. BYO hardware can be used but is not supported.
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, for example Teams compatible handsets or headsets. 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).
Exclusions and Limitations	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.

Pricing

Plan	MS Teams Calling - PAYG (10+ users) - per user
Minimum Term	24 months
Plan Pricing	\$9 per user per month with a \$20 setup fee
Minimum Cost	\$236
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

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 x months remaining in your agreement.
- Hardware and rental. The ETF is the monthly access fee 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 / Other Costs

Standard Call Type	Unlimited*	PAYG
Local calls	No charge	10c per call
National calls	No charge	10c per call
Calls to mobile	No charge	15c per minute
Calls to 13/1300	33c per call	33c per call

All prices are ex GST.

*This service is not available for resale or high-volume telemarketing purposes. Fair use policy applies.

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

Contact Information

Service Area	Phone	Email
Sales	1300 722 320	sales@nexttelecom.com.au
Support	1300 006 398	support@nexttelecom.com.au
Self Service Portal	https://portal.nexttelecom.com.au/portal/	

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'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses