Lightwire



LICENSING GUIDE FOR CUSTOMERS

The Microsoft licences you need for Microsoft Teams calling

For Lightwire Calling for Microsoft Teams, delivered via Operator Connect on Telesmart's Microsoft-certified platform

Which Microsoft licences you need so your people can make and take phone calls in the Microsoft Teams app, what you might already have, and what to check before you start.

New Zealand and Australia

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The short version

A working phone in the Microsoft Teams app needs two things from two suppliers. **Microsoft licenses the phone system. Lightwire supplies the calling**: your phone numbers and the connection to the phone network. You need both.

Think of it as four layers. The first three come from Microsoft, through your IT provider, licensing partner or Microsoft directly. The fourth comes from us.

1	**A Microsoft 365 plan** Your email, Office apps and file storage. Most businesses already have one.	FROM MICROSOFT
2	**The Teams app** Included in most plans, but Microsoft also sells versions without the Teams app, so it's worth checking.	FROM MICROSOFT
3	**A Teams Phone licence** Turns the Microsoft Teams app into a phone system: holding a number, ringing, transferring, call queues. Included in a few top-tier plans, an add-on for everyone else.	FROM MICROSOFT
4	**Phone numbers and calling** Real numbers, and calls to and from landlines and mobiles in New Zealand, Australia and overseas, on a **Lightwire Call plan**.	FROM LIGHTWIRE

For most small and mid-sized businesses, the answer is one add-on

If you're on Microsoft 365 Business Basic, Business Standard or Business Premium, you already have layers 1 and 2. You add a **Teams Phone Standard** licence for each person who needs a phone number, and Lightwire supplies the rest.

NEED MICROSOFT LICENCES?

We'll introduce you to a licensing partner

Lightwire doesn't sell Microsoft licences. We work with a number of IT and licensing partners who do, across New Zealand and Australia. If you don't already have one, or you'd like a second opinion on what you need, tell us and we'll introduce you. You get the licences sorted, and we supply the numbers and calling.

Call 0800 534 567 (NZ) or 1300 016 678 (AU), or email support@lightwire.co

Check what you already have

Three questions tell you what, if anything, you need to add. Your IT provider can answer them in a couple of minutes, or you can check in the Microsoft 365 admin centre under **Billing**, then **Your products**.

QUESTION 1

Which Microsoft 365 plan are your users on?

Business Basic, Standard or Premium; an E3, E5 or E7 plan; a frontline F plan; or Teams Essentials on its own. “Microsoft’s plans, in plain English” explains each one.

No Microsoft 365 plan at all?

You'll need one first, or Teams Essentials if your email lives elsewhere, such as Google Workspace.

Yes, we have a plan

QUESTION 2

Does the plan include the Teams app?

Some plans are sold in a “(no Teams)” version. The plan name in your admin centre says so if that's the case.

A “(no Teams)” plan?

Add **Microsoft Teams Enterprise** for each user, then carry on to question 3.

Yes, the Teams app is included

QUESTION 3

Does the plan include Teams Phone?

Only the top Enterprise tiers (E5 and E7) include it. Every other plan needs it added.

Not included?

Add **Teams Phone Standard** for each user who needs a phone number. Frontline F1 and F3 users can use the cheaper **Teams Phone Standard for Frontline Workers**.

Yes, or it's been added

You're licensed for Teams calling

Next, count your auto attendants, call queues and shared phones. They’re covered in “Menus, queues and shared phones”.

Audio Conferencing is not calling

Dial-in numbers for Teams meetings are a separate Microsoft feature. Having Audio Conferencing doesn't mean your people can make and take phone calls, so check for Teams Phone even if you already have meeting dial-in.

Microsoft's plans, in plain English

Microsoft sells the same core bundle (email, Office apps, the Teams app and file storage) in tiers. Going up a tier mostly buys you more security and device management, not more phone. That's why Teams Phone is an add-on on almost every plan.

The Business family For organisations of up to 300 users. Most small and mid-sized businesses are here.	
Business Basic	Business email, the Teams app, file storage, and the Office apps in a web browser only. Nothing is installed on the computer.
Business Standard	Everything in Basic, plus the installed Word, Excel, Outlook and PowerPoint apps. The most common small-business plan.
Business Premium	Everything in Standard, plus security and device management: controlling company devices, stronger sign-in protection and threat protection.
Apps for business	The installed Office apps only. No business email and no Teams app, so on its own it can't be used for Teams calling.

Microsoft Teams Essentials The Teams app on its own	
Teams Essentials	Meetings, chat, file sharing and guest access, without business email or Office apps. It suits very small businesses, or businesses whose email and documents are elsewhere, such as Google Workspace. Teams Phone Standard can be added to it, but only to the version linked to a work account (Microsoft Entra ID), not the version linked to a personal Microsoft account.

The Enterprise family Any size, no user limit. “E” plans for desk-based staff, “F” plans for frontline staff.	
Office 365 E1 / E3 / E5	The productivity apps on their own. E1 has browser-based Office, E3 adds the installed apps, and E5 adds analytics and advanced security and compliance tools.
Microsoft 365 E3	Office 365 E3, plus Windows Enterprise and device and identity management. A standard bundle for larger organisations.
Microsoft 365 E5	E3 plus the full advanced security and compliance suite and Power BI. **Teams Phone is included.**
Microsoft 365 E7	Microsoft's newest top tier. E5 plus Microsoft Copilot and extra identity tools. Because it contains E5, **Teams Phone is included.**
F1 / F3	Light, lower-cost plans for shift and frontline workers in warehouses, retail, hospitality and manufacturing.

Microsoft 365 or Office 365?

They're not the same. Office 365 is the productivity apps. Microsoft 365 adds Windows and device and identity management on top.

More than 300 staff?

Business plans stop at 300 users, so a larger organisation will be on an Enterprise plan.

Which plans include Teams Phone

Find your plan in the left column. The last column shows what to add from Microsoft for each user who needs a phone number.

Your Microsoft plan	Teams app	Teams Phone	What to add from Microsoft
Microsoft 365 E5 or E7	**Included**	**Included**	Nothing from Microsoft. Just Lightwire calling
Microsoft 365 E5 or E7 (no Teams)	**Not included**	**Included**	Microsoft Teams Enterprise
Microsoft 365 E3	**Included**	**Not included**	Teams Phone Standard
Microsoft 365 E3 (no Teams)	**Not included**	**Not included**	Teams Enterprise and Teams Phone Standard
Office 365 E1 or E3	**Included**	**Not included**	Teams Phone Standard
Microsoft 365 Business Basic, Standard or Premium	**Included**	**Not included**	Teams Phone Standard
Microsoft 365 Business plans (no Teams)	**Not included**	**Not included**	Teams Enterprise and Teams Phone Standard
Microsoft Teams Essentials (work account version)	Included, it is Teams	**Not included**	Teams Phone Standard
Microsoft Teams Essentials (personal account version)	Included, it is Teams	**Not included**	Teams Phone can't be added. Move to the work account version or a full plan
Microsoft 365 F1 or F3, Office 365 F3	**Included**	**Not included**	Teams Phone Standard for Frontline Workers (or Teams Phone Standard)
Microsoft 365 Apps for business	**Not included**	**Not included**	A plan that includes the Teams app, or Teams Enterprise and Teams Phone Standard

Only the people who need a number need Teams Phone

You don't have to license everyone. Staff who only use the Teams app for chat and meetings carry on as they are. Add Teams Phone for the people who'll make and take phone calls, then give each of them a Lightwire number.

Microsoft changes its plans

Microsoft renames and repackages its plans from time to time. This table reflects Microsoft's line-up in September 2026. Your licensing partner can confirm exactly what your plan includes today.

Menus, queues and shared phones

Not every call goes to a person. Reception menus, team numbers and phones that nobody logs into are licensed differently from your users, and they're easy to forget until setup day.

Auto attendants and call queues

An **auto attendant** is the menu callers hear ("press 1 for sales, 2 for accounts"). A **call queue** rings a team until someone answers. Each one runs on its own **resource account**, and each resource account needs a **Microsoft Teams Phone Resource Account** licence.

The licence is free, but it isn't automatic

Microsoft doesn't charge for it. You still need to "buy" it at zero cost in the Microsoft 365 admin centre (under Marketplace, search for *Resource*) and assign one to each resource account. Without it, the menu or queue won't answer calls.

Count them before you start

Businesses often under-count. A 15-person business with reception, sales, accounts and an after-hours line needs four resource accounts, not one. Each resource account also carries a Lightwire resource account charge, and each one that answers calls needs a Lightwire number.

Common area and shared phones

Phones at reception, in the warehouse or workshop, in a lift or on a loading dock need a number and a handset, but nobody signs in to them. Microsoft licenses these **per device rather than per user**, with the **Microsoft Teams Shared Space** licence (called Teams Shared Devices before April 2026).

It can save you money

A business with 20 staff and 4 shared phones needs 20 user licences and 4 shared device licences, not 24 user licences.

Check the version before you rely on it

Microsoft sells more than one Shared Space licence. If you already hold them for room booking or hot desks, ask your licensing partner to confirm yours includes Teams Phone before you plan calling on it.

Every shared phone still needs a number

Each shared device needs its own Lightwire number, and a handset certified for Microsoft Teams. Lightwire can supply Yealink handsets. Ask us which models suit your space.

Three examples

How the licences add up for three typical businesses.

A 12-person accounting practice

On Microsoft 365 Business Standard. Everyone needs a number, with one reception menu and one call queue for the front desk.

WHAT THEY NEED	FROM	HOW MANY
Teams Phone Standard	Microsoft	12
Teams Phone Resource Account licence (free)	Microsoft	2
Users on a Lightwire Call plan, plus 2 resource accounts	Lightwire	12 + 2
Phone numbers	Lightwire	13 (12 users and the main number)

A 40-person distributor with a warehouse

30 office staff on Business Premium, 10 warehouse staff on F3, and 3 wall phones in the warehouse. A menu with three options, each going to a call queue.

WHAT THEY NEED	FROM	HOW MANY
Teams Phone Standard (office staff)	Microsoft	30
Teams Phone Standard for Frontline Workers (warehouse staff who need a number)	Microsoft	Up to 10
Teams Shared Space, including Teams Phone (wall phones)	Microsoft	3
Teams Phone Resource Account licence (free)	Microsoft	4 (1 menu, 3 queues)
Lightwire users, resource accounts and numbers	Lightwire	One number for each user, wall phone and the main number

A 5-person design studio on Google Workspace

Their email and documents are on Google. They want the Microsoft Teams app just for calling and meetings.

WHAT THEY NEED	FROM	HOW MANY
Microsoft Teams Essentials (work account version)	Microsoft	5
Teams Phone Standard	Microsoft	5
Users on a Lightwire Call plan, and numbers	Lightwire	5

Your checklist before setup

Once these are sorted, you're ready for the setup guide.

- [ ] We know which Microsoft 365 plan each of our users is on.
- [ ] Our plan includes the Teams app, or we've added Microsoft Teams Enterprise.
- [ ] Everyone who needs a phone number has Teams Phone, either in their plan or as an add-on.
- [ ] We've counted our reception menus and team numbers, and have one free Teams Phone Resource Account licence for each.
- [ ] We've counted our shared and common area phones, and have a Teams Shared Space licence that includes Teams Phone for each.
- [ ] We know who looks after our Microsoft licensing: our IT provider, a licensing partner, or us directly with Microsoft. If not, we've asked Lightwire for an introduction.
- [ ] We have a Microsoft 365 Global Administrator account available for the one-off setup consent.

Need a hand with your Microsoft licences?

NEW ZEALAND
0800 534 567

AUSTRALIA
1300 016 678

EMAIL
support@lightwire.co

Lightwire doesn't sell Microsoft licences, but we work with a number of partners who do. Ask us for an introduction and we'll put you in touch with one who suits your business. If you already have an IT provider, they can buy and assign the licences for you.

Lightwire Calling for Microsoft Teams is carried on Telesmart's Microsoft-certified Operator Connect platform. Telesmart is part of the Lightwire group.

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