MICROSOFT TEAMS DIRECT ROUTING

Critical Information Summary

Microsoft Teams Direct Routing

VireNetworks
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Critical Information Summary

This Summary may not reflect any discounts or promotions which may apply from time to time.

	MS Teams Ultimate PAYG	MS Teams Ultimate Unlimited	MS Teams Ultimate Unlimited +
MS Teams Direct Routing SIP Trunk License	$8.95	$8.95	$8.95
Monthly Charge Per Channel	$11.95	$31.95	$36.95
Minimum Cost — 24 Months (0% Discount)	$669.60	$1149.60	$1269.60
36 Months (5% Discount)	$954.18	$1638.18	$1809.18
48 Months (10% Discount)	$1205.28	$2069.28	$2285.28
60 Months (20% Discount)	$1339.20	$2299.20	$2539.20
Standard Local Fixed Calls	$0.15 per call	Included	Included
Standard National Fixed Calls	$0.15 per call	Included	Included
Standard Mobile Calls	$0.15 per minute	Included	Included
Standard calls to 13/1300	$0.40 per call	$0.40 per call	Included
International Calls	Standard International Call Rates Apply. Please visit https://www.theuplink.com.au/cis/Internationa_call_rates.pdf to check the rates.		
Additional Number/DID's Monthly Charge	$5.00 (This is not a channel, it's only an additional number associated with channel)		
PBX Setup One-Off	$299.00 (Includes 2 hour). Additional Each Hour $150.00 per hour.		
Maximum Early Termination Charges	Early termination fees are charged as [(Monthly Charge) X (No of Remaining Months) X (No of Channels)] - 50%. For e.g., If you have signed for 1 Channel MS Team Ultimate PAYG @ $27.90 on a 24 Month contract and wish to cancel in 12th month then your ETF will be calculated as (27.90 X 12 X 1)-50% $167.40		

*All prices above are inclusive of GST.

Information about the service

SIP Business Telephony Service

SIP trunking is a voice over internet protocol technology. MS Teams Direct Routing is a service which delivers and connects SIP Trunks to a MS Teams application, allowing the MS Teams application to make and receive external calls. The PBX infrastructure and the SIP trunks are cloud based. The PBX functionality is hosted and delivered by Microsoft, whilst the SIP trunks are hosted and delivered by The Uplink Telecom who also delivers the calls. Phone numbers and DIDs are linked to the SIP trunk. In many cases numbers can be ported to the SIP Trunk. SIP services are available to you only if

- You are a Business Customer having an active ABN.
- You have a active NBN connection. OR You will need a suitable high speed internet connection capable of 100/100 kbps throughput speeds per active call.
- You preselect The Uplink Telecom as your long distance, mobile and international calls provider.
- PABX Configuration. Your phone system maintainer should be present on the day and time of changeover to reprogram the phone system.
- SIP Compatible PABX system.
- You have an active Microsoft Teams License with the Microsoft Phone System License.

Your Existing Voice Service

If you have an existing voice service with The Uplink Telecom or another provider, moving to Business Fixed Telephony (SIP) service, you will have to cancel your existing service. To retain the existing phone number, you must fill and sign a Porting Application Form (PAF). You also need to provide details of your existing carrier such as

- Details of all the numbers you wish to transfer to The Uplink Telecom.

- Current or latest bill of the existing provider showing all the phone numbers you wish to transfer.
- Location of each phone number and how it is connected. For e.g., PABX, Phone System, Alarm, Fax, Hi Caps etc...

Fax & Alarm

SIP is a digital line and hence FAX & Alarm will not work on The Uplink Telecom Business Fixed Lines. You can either choose Fax to Email services and GSM based alarm services for your Fax and Alarm lines. You must make sure you transfer your Fax and Alarm lines before the transfer to SIP takes place.

Hardware

We will provide you with a Modem that supports voice services. If you have opted for a Mobile broadband backup, then we will supply a Modem which is compatible with the 4G failover. We also provide SIP compatible on-premises phone system at an additional cost. You can also use your existing PABX provided it should be compatible with the SIP technology.

Other charges

In addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

- Standard Professional Installation: $240 if a technician visits your premises.
- Non- standard installations: Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points may be charged; we will endeavor to advise you of these in advance. These charges will be billed on your invoice.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC). But if you downgrade your plan there will be a plan change fees of $20.00 one off charged on your next invoice. However, if you cancel within your 24,36,48,60-month minimum term, an ETC as stated in the plan table above will apply.

Service limitations and important information - nbn Network

If you have any critical equipment that runs over your fixed phone that you haven't told us about in your order, we may still be able to connect it to the nbn network. Please note we take no responsibility for the equipment working over the nbn network and you should always check with your provider first before having your services cutover. This includes alarm services, which won't work over the nbn network when the power goes out. If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines.

Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (e.g., phones, fax, or EFTPOS lines). You'll need to take up a separate plan for each phone line. If you have an existing service on the copper network and you switch to the nbn network service, you'll need to cancel your existing copper service and you won' t be able to switch back.

Power outage

Your SIP service needs mains power to work, so if the power goes out, you won't be able to use your SIP service (including to make and receive calls). If you need an uninterrupted phone service, we recommend that you have another service, like a mobile, and if you have a back to base alarm system, we recommend you speak to your monitoring service provider about mobile backup before you move across to the SIP Technology.

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit https://www.theuplink.com.au/contact_us.php or call 1300280140 for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 280 140. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

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