

Unite Calling with Microsoft Teams – Value Plan

Critical Information Summary

Information about the service

What is the service?

Unite Calling is a carrier-grade Teams 'direct routing' solution that enables you to make and receive phone calls within Teams, using the phone system built into Office 365.

Requirements and Availability:

Because Unite Calling leverages Microsoft 365, and you may already have an Office 365 licence arrangement that includes Microsoft Teams in your Office 365 subscription, you can make complete use of your existing licences at no extra cost.

You will require the appropriate calling add-on licence for your plan, as some base licences for Microsoft 365 exclude audio calls and the phone system add-on. The following user licences are eligible with their add-on required for Unite Calling:

User Licence	Direct Routing Licence
E5	Included
E3	Microsoft Phone System add-on
E1	Microsoft Phone System add-on
Business Basic	Microsoft Teams Phone Standard
Business Standard	Microsoft Teams Phone Standard
Business Premium	Microsoft Teams Phone Standard

What Do I Need to Access the Service?

You will require an internet connection in order to access the service. Click Access can provide this service for you. The 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.

Hardware:

You may utilise approved handsets purchased from Click Access. BYO hardware can be used but is not supported by Click Access. Please contact our team for more information regarding handsets and other hardware.

Installation options can be arranged at an additional charge. This includes hardware, associated cabling, configuration of your network and any routers and/or switches within your network to allow the Direct Routing for MS Teams handsets to work. For more information please contact our team.

The installation will be performed during business hours, and you will need to be onsite to provide access for the installation technicians.

Microsoft Teams Unite Calling Critical Information Summary



Key Details:

The Unite Calling with MS Teams Value Plan includes access to the service, and unlimited local, national and mobile calls within Australia. Other calls and any other equipment are charged in addition to your monthly access fee.

Pricing details are listed in the table below. Prices include GST.

Minimum Term:

A minimum term of 1 month applies to this service. You must provide 14 days' notice to us in writing, to disconnect a service.

Information about pricing:

Monthly Charges:

Direct Routing Unlimited Plan	Monthly Cost	Setup fee per user
1-24 Users	\$30.00	\$45.00
25+ Users	\$25.00	\$42.00
1 x DID	\$1.00	-
10 x DID	\$7.50	-
100 x DID	\$35.00	-

Call Rates – Value Plan

Standard Call Type	Call Rate
Local Calls	Unlimited
National Calls	Unlimited
Calls to Mobile	Unlimited
1800 Free Call	\$0.00
13/1300 Calls	\$0.35 per call
International Calls	www.clickaccess.com.au

Billing Information:

We will bill you in advance for the minimum monthly charge. Your first bill will include pro-rata charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Your subsequent bills will include the minimum monthly charge for the next billing cycle. All bills are delivered by email. Please contact us if you would like a paper bill. A charge of \$2.00 will be applied to your account if you choose a paper bill.

Qualifications:

Please note that this service may be restricted and/or cancelled if you fail to pay your bill, you are abusive to our staff, you breach our standard terms and conditions ([Standard Terms and Conditions - Click Access](#)), or if you breach our fair use policy ([Fair Use Policy - Click Access](#)).

Other information

Customer Service:

If you have any questions, we encourage you to contact our customer service team:

Click Access Pty Ltd

Email: info@clickaccess.com.au

Phone: 07 5315 5440

Postal Address: PO Box 1255, Buderim QLD 4556

Complaints:

If you are not happy with your service, you can make a complaint by contacting us in the first instance by telephone or email using the contact details above.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.

For full contact information, visit: www.tio.com.au/contact-us