

# ICTHUB - Microsoft Teams Direct Routing

## Critical Information Summary



ICTHUB Microsoft (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 ICTHUB who also deliver the calls. Call charges are dictated by the call-plan, and each call-plan includes an Australian phone number.

This service requires internet connectivity, which can be provided separately by ICTHUB on request. This service also requires that each user have an active Microsoft Teams license with the Microsoft Phone System license upgrade. Microsoft 365 licenses are purchased separately from within your Microsoft 365 tenancy, or from your Microsoft licensing provider, though ICTHUB can assist with facilitating purchase of Microsoft Teams licenses. In addition, each user will require an Australian telephone number, which can be an existing in which case we can port it to ICTHUB, or ICTHUB can supply new number(s).

This Service is provided subject to ICTHUB's Standard Form of Agreement, Fair Use Policy and other Important Documents, available at <http://www.ICTHUB.com.au/important-documents/>. There are no early termination charges.

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

Call Plans & Monthly Recurring Charges		Minimum Monthly Charge (inc GST)
Contract Terms		36 Months
PAYG Call Plan (PAYG Rates below)		\$15.00
PAYG local, national calls		0.20 per call
PAYG Calls to Mobile Numbers		0.20 per minute
PAYG Calls to 13/1300 Numbers		0.35 per call
PAYG and Unlimited Call Plan Calls to International Numbers		<a href="http://www.ICTHUB.com.au/important-documents">www.ICTHUB.com.au/important-documents</a>
Unlimited Call Plan - includes unlimited local, national and calls to mobiles in Australia and calls to 13,1300 numbers PAYG		\$25.00
Unlimited + International Call Plan, includes Unlimited Call Plan plus calls to New Zealand - Hong Kong - India - UK - USA - China - Singapore - Indonesia - Vietnam - Malaysia. Other destinations see <a href="http://www.ICTHUB.com.au/important-documents">www.ICTHUB.com.au/important-documents</a>		\$35.00
Set Up Charges		
PBX Setup (Minimum, includes 2 hours)		\$499
PBX Setup (each additional hour)		\$199 per hour
Minimum Cost Over 36 Months		
PAYG Call Plan		\$ 540.00
Unlimited Call Plan		\$ 900.00
Unlimited + International Call Plan		\$ 1,260.00
What's Included		
The minimum Monthly Recurring Charges provides - the number of Extensions ordered - Call Charges as defined in the chosen Call Plan - All basic Hosted PBX features, including:		
Soft Phone (Android and IOS)		Video Call
Office hours		Microsoft 365 Integration
Hunt groups		Click to Dial
Sequential ringing		Live Chat
Simultaneous ringing		DSS Key function (MS Teams based)
Auto Attendant / IVR		Call parking
Queues		Call pickup
Phonebook		Option for Microsoft Teams certified handsets and headsets
3-way conference call		Call Barring

Call waiting	Call hold
Call forwarding	Call transfer
Video Conference	Conference room / Teleconferencing
Do not disturb	Voicemail
Custom music on hold	

### Information about the service

#### Service Availability

Service not available to all customers. The type of service offered may need further qualification checks to determine what is available at your location. We will try to contact you if all your services can't be connected.

#### Early Termination

The full Charge is applicable if cancelling within the first 12 months. After the first 12 months this will be pro-rated by the number of months remaining in the Minimum Contract Term. The Early Termination Charge is up to \$499.

#### Other Important Conditions

The service is provided under our Standard Form of Agreement <http://www.ICTHUB.com.au/important-documents>.

This service requires mobile coverage to work. It is your responsibility to ensure that you have adequate mobile coverage where you intend to use the service.

To assist you to protect your account from fraudulent use, calls to International destinations are blocked, and can be unblocked on request.

Priority Assistance is not available on this product, this product is not a standard telephone service for the purposes of the Customer Service Guarantee.

#### Hardware

This service was specifically developed and tested to be a highly mobile solution, with full functionality available through the Microsoft Teams application which runs on a laptop/desktop and mobile solutions (tablets, mobile handsets )

#### 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).

#### 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 [ICTHUB.com.au/support/contact-us](http://ICTHUB.com.au/support/contact-us) or call 1300 100 428 for our support options.

#### Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 100 428. 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](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

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This is a summary only. The full legal terms for this plan are available at <https://ICTHUB.com.au/important-documents/>, which also contains other important documents which you should read.