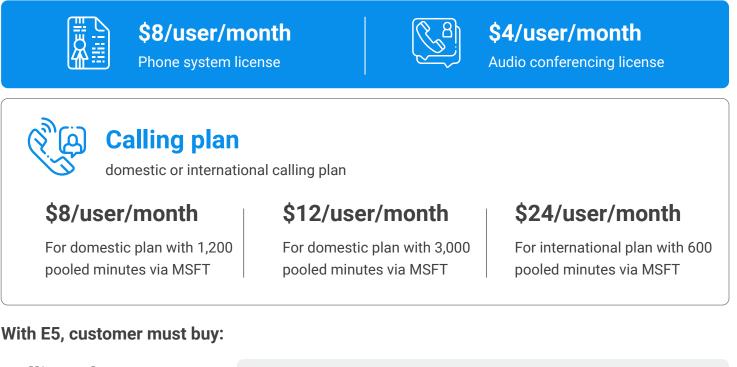# FIVE WAYS

To Enable

Microsoft Teams Calling

Microsoft Teams is available with all Enterprise (E) licensing

With E3, the customer must buy a la carte:

$8/user/month
Phone system license

$4/user/month
Audio conferencing license

Calling plan
domestic or international calling plan

$8/user/month

For domestic plan with 1,200 pooled minutes via MSFT

$12/user/month

For domestic plan with 3,000 pooled minutes via MSFT

$24/user/month

For international plan with 600 pooled minutes via MSFT

With E5, customer must buy:

Calling plan

Domestic or international calling plan (see above)

In total, MSFT Teams calling via MSFT direct can cost **$16-32** ON TOP OF E3 or **$8-24** ON TOP OF E5 pricing below

The customer has 3 options to voice-enable Teams (obtain a calling plan) at this time:

01 **Buy MSFT dial plans (see right):**

- ▰ Microsoft Teams roadmap (forcurrent and future feature releases):https://www.microsoft.com/en-us/microsoft -365/ roadmap.

- ▰ Limited SLA – only 99.9%"good call rate" guarantee when using MSFT Teams certified desk phones over wired ethernet.

- ▰ Higher cost compared to other MS Teams solutions.

- ▰ Limited support for CRM integrations, contact center.

- ▰ Gaps around global voice support.

- ▰

Microsoft 365 E3

Get best-in-class productivity apps combined with core security and compliance capabilities for your enterprise.

$32.00 user/month
(annual commitment)

Microsoft 365 E5

Get best-in-class productivity apps and advanced security, compliance, voice and analytical capabilities for your enterprise.

$57.00 user/month
(annual commitment)

Microsoft Teams is available with all Enterprise (E) licensing

This SLA applies to any eligible call placed by any voice service user within the subscription (enabled for making any type of call VOIP or PSTN).

Additional Definitions:

"Eligible Call" is a Microsoft Teams placed call (within a subscription) that meets both conditions below:

- ✔ The call was placed from a Microsoft Teams Certified IP Desk phones on wired Ethernet
- ✔ Packet Loss, Jitter and Latency issues on the call were due to networks managed by Microsoft.

"Total Calls" is the total number of Eligible Calls

"Poor Quality Calls" is the total number of Eligible Calls that are classified as poor based on numerous factors that could impact call quality in the networks managed by Microsoft. While the current Poor Call classifier is built primarily on network parameters like RTT (Roundtrip lime), Packet Loss Rate, Jitter and Packet Loss-Delay Concealment Factors, it is dynamic and continually updated based on new learnings from analysis using millions of Skype, Skype for Business, and Microsoft Teams calls and evolution of Devices, Algorithms and end user ratings.

> **Monthly Good Call Rate:**
> The Monthly Good Call Rate is calculated using the following formula:
> **Total Calls — Poor Quality Calls x 100 Total Calls**

Service Credit:	Monthly Good Gall Rate <99.9%	Service Credit 25%

02 **Setup Direct Routing themselves and bring their own carrier, which encompasses the following costs (estimates):**

- ✔ **Equipment and Licenses** – Roughly $60,000 and this ONLY covers the SBC Licenses. You would still have to pay for end user licenses.

- ✔ **User licenses** – roughly $24 to $36 a user not including the E3 or E5 license. Total cost could cost over $60.00 a user a month.

- ✔ **Setup** – If you manage this on your own, then you would just have to account for your own time. To bring in a professional service group to do/manage the setup, the Professional Services would likely cost in the $15,000 - $30,000 range to setup and then some type of support contract that can run $1,000 per month or more. This could vary depending on the contract they negotiate for the services.

- **SIP Trunking** – To enable Teams Voice for a server set, you would have to contract with a SIP trunking provider, like CTL/Level 3, Intelepeer, WindStream, Sprint, CallTower, Masergy, AT&T, etc. to provide access to the PSTN. This would require server provisioning, cost of trunks (about $17.00/$20.00 per trunk per month) plus DID charges, E-911 charges, local number port (LNP) Charges (about $2.00 per user per month) and then usage. You still have the exposure of integrating with a 3rd party company since they are only providing the trunks.

- **Porting** – This is 100% done by the customer. They would need to work with Microsoft and their selected SIP carriers.

- **Maintenance and management** – Maintenance windows, software patches and general management of the system (adding users, removing users, changing passwords) would all have to be done by the customers resources. All commands on the Teams server administrator are done through PowerShell cmdlets and generally require a certain expertise. In most companies, this piece alone is at minimum a part time job for a senior level Server engineer and if not, someone must be trained, pay for classes, and learn on the job which is a risk. Figure about $100K/yearly salary for this management piece in most states.

03 **Buy PSTN services from a 3rd party supplier and get managed services/Day 2 support included.**

For your convenience, we have broken these options into 5 groups:

01 **Direct routing (no PBX)** - straight up SIP trunk play, including a managed SBC in supplier's cloud or using the customers. Microsoft Teams Cloud Phone System features only. Requires appropriate Microsoft licensing + supplier calling SKU.

02 **Direct Routing (with PBX)** – Supplier's own PBX/SBC processes PSTN media and relays back and forth to/from Microsoft Teams Cloud Phone System, which pushes media down to/receives media up from the user. Also augments Teams with features like call recording and receptionist soft console. Requires appropriate Microsoft licensing + UCaaS seat.

03 **Embedded Dialer Integration** - embeds UCaaS supplier telephony into Teams client but all media and call control handled by UCaaS system vs. Microsoft Cloud Phone System. Doesn't require appropriate Microsoft licensing as Microsoft Cloud Phone System isn't leveraged.

04 **Call2Teams**- uses a middleware and outsourced SBCs to embed PSTN dialing capabilities into Teams client, still uses Microsoft Cloud Phone System and requires appropriate Microsoft licensing + UCaaS licensing (3rd party licensing from Call2Teams may also apply).

05 **On-prem hybrid** – managed "SBC as a Service" which connects existing PBX infrastructure to Microsoft. Teams functions as a softphone, with dial-plan provided by existing PBX and SIP trunking carrier. Typically, a temporary phase until migration to Microsoft is completed. Requires appropriate Microsoft licensing + managed SBC + existing SIP carrier costs.

Top Questions and Takeaways

01 | What is the minimum uptime SLA your organization will accept from a cloud telephony solution?

   a. Note that once you go the Teams path, you are subject to Microsoft's SLA.

02 | Are you currently under contract for your voice solution? If so, when does it expire?

03 | Does your business have both Teams and non-Teams users?

04 | Do you currently have a receptionist application, overhead paging, call recording, CRM integration or complex auto-attendants and hunt groups?

05 | Do you need Contact Center (IVR, Callbacks, Surveys, Wallboards/Dashboards) as part of your voice solution?

06 | Where do you require calling plans for users? Which countries?

We can help you design, implement, and adopt the best Microsoft Voice Solution.

Call us today: 312.925.7731 or email: tim@cloudphonenation.com.