# What is Telstra Calling for Office 365?

Telstra Calling for Office 365 is a voice calling service for MS Office 365. It is a cloud phone system and allows you to make a call to mobiles or landlines from your Microsoft Teams or Skype for Business account. It offers an intuitive, consistent experience with other tools that you are familiar with. With Telstra Calling for Office 365, you can empower people to work more productively whenever and wherever they need to, by allowing them to call any time and any place.

With Telstra phone system, you can enjoy quality voice service along with Microsoft cloud collaboration tools, supported by high quality network expertise of Telstra. You do not need to indulge in complex divided collaboration tools, can easily comply with security requirements and enjoy better services at affordable rates.

# What is Microsoft Teams?

Microsoft Teams is a business collaboration tool by Office 365 that provides your organization with a platform on cloud to share files, chat, conduct meetings and call, all in a single platform.

# How Does Telstra Calling for Office 365 Work?

Let’s have a look at some functionalities Telstra virtual phone system provides to its users.

## Fully-Managed Link into Microsoft 365

Telstra Calling for Office 365 replaces traditional office phones with its innovative service. It offers fully managed link directly into Office 365. Hence, you only need a reliable internet connection. Without needing any complex technology, you get a dedicated phone number, just like business phones, associated with your Office 365 client.

In other words, Telstra Calling for Office 365 business phone systems removes the difficulty of managing dedicated PSTN business telephone systems. In addition to that, there is no other special infrastructure or voice calling access to consider when you subscribe to Telstra Calling for Office 365. Hence, you can easily avoid lengthy lead times that you will have to bear otherwise for installing and testing conventional solutions.

## Flexibility through Hybrid Options

If you don’t want to move voice services entirely to cloud, you can go for hybrid option. Host your complex users in Telstra private cloud and shift those who are open to cloud to the Microsoft public cloud. You can also get a managed gateway for connecting your on-premise voice environment to Microsoft cloud.

## Functionality to Use Existing Numbers

Users are allocated phone numbers that are linked with their Office 365 client. With this number you can bring public phone service directly from TCO network to Office 365. You can also choose to port or migrate your prevailing landline numbers or assign new ones through the administration portal.

# Features and Benefits

As you integrate your small business phone service needs with Telstra Calling for Office 365, you will unite your people and offices like never before. Your employees can access their communication, telephony and collaboration tools in one place, thus boosting productivity.

Let’s look at some distinct features of Telstra Calling for Office 365 and the benefit each feature provides:

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| **Easy Management of Numbers**  Office 365 portal is used for allocating phone numbers to users, or to reallocate numbers when the staff role changes. | **Boost in Employee Productivity**  One workspace for voice and collaboration tools save time. |
| **Receive and make calls from cloud**  Simplify your calling process by using one business number to make and receive audio and video calls to other local, national and international locations. | **Effortless Usage**  By learning only one tool, you can manage all the functions. You don’t need to learn new tools or switch between different tools to make calls. |
| **Manageable Budget**  Simplify your budgeting process with easily manageable calling plans. Include unlimited calls to your mobile with standard charges for international calls. | **Uninterrupted Call Experience**  You can enjoy uninterrupted calling experience whether at home, office or on the road |
| **Call Handling**  Experience Telstra Calling for Office 365 with all call handling functions that are found in conventional office phone systems such as call transfer, call holding, voice mail, call forwarding and more.  Users are able to:   * See availability status for users to know when you are available * Join or host multi-party meetings with few clicks * Send and receive messages * Share documents over an IP network in real time * Configure the appearance of contact cards for others | **Easy Budgeting**  Bring your voice and cloud apps under one provider  **Simple System**  Avoid complex dedicated voice networks and on-premise systems  **Easy Administration**  Easy management of phone numbers and users through the administration portal. |
| **Multiple Platform Functionality**  Telstra Calling for Office is an ideal phone system for small businesses as it can be easily used across a broad range of compatible desktop and mobile devices. Employees can work efficiently on the go with a consistent experience. | **Fast Setup**  Avoid waiting for long times to set up, integrate and test equipment. |
| **Simple Management**  Easy management with disparate tools and systems and hybrid options | **Move at your pace**  Move as much or as little to the cloud as you want with the availability of hybrid options. |

# How Much Does Telstra Calling for Office 365 Cost?

Coming down to the pricing of TCO 365, let’s look at their monthly plans

|  |  |  |
| --- | --- | --- |
| Plan Name | Details | Monthly Pricing/user (GST Included) |
| Standard Calling | Calls are rated according to usage and billed. | $8.80 |
| Essentials Calling | Unlimited Local and National Long distance calls | $15.40 |
| Premium Calling | Unlimited local, national long distance and mobile calls | $19.80 |

Let’s talk about each plan in detail. With three different pricing structures, the licenses will be the same across different users in your tenant.

## Standard Calling

This is a plan suitable for small business phone service. It’s same as conventional ISDN/SIP trunk from Telstra. If you have any enterprise price agreement with Telstra, it will stay as it is. If you have special call rates, they will appear in your current trunks. The difference is that now you will pay a user fee instead of a line rental for each trunk.

## Essentials Calling

If you want to make unlimited local and national long distance calls in Australia, this is the most suitable plan for you. However, it does not include calls to mobile numbers.

## Premium Calling

This plan is similar to the Essentials Calling plan, except that in addition to local and national long distance calls, it also includes calls to mobiles.

# Further Information about the Service

* A Telstra Calling for Office 365 plan consists of a PSTN phone number
* Every customer can choose one Telstra Calling for Office 365 calling plan
* A customer should have all required Office 365 or Microsoft 365 licenses for every end user (a pre-requisite license)
* A customer must have their Office 365 tenancy in Australia or any other location that is supported. Advise on other supported locations can be obtained from us at the time when you apply for the service
* For their tenancy, customers should accept Telstra as their Cloud Service Provider
* Telstra Calling for Office 365 service is applied to end-users based in Australia. Any end-user based in Australia can use the service overseas for a limited period of time (in case of travelling overseas). The service’s performance may get affected when accessed via the internet from an overseas location through an overseas network carrier
* The minimum term you can use your Telstra Calling for Office 365 service is your minimum monthly charge
* If you decide to terminate or cancel your service in the mid of a subscription period, Telstra will not charge an Early Termination Charge (ETC) from you
* You can manage your applications through Telstra Apps Marketplace online at marketplace.telstra.com

# Is Telstra Calling for Office 365 for You?

TCO 365 small business phone service is for you if you want to:

* Move away from costly hosted options or reduce your dependence on on-premise PABXs systems
* Implement an easy-to-migrate, deployable, manageable and scalable system
* Reduce your overall expenditure
* Develop an end-to-end collaboration experience for your users to bring all tools and technology together under one single platform

# Getting Started with Telstra Calling for Office 365

For getting started with your Telstra Calling for Office 365, you need to get ready before you can deploy the system. The following are things you should consider and asses to make sure that you carry out a successful implementation:

* Assess existing readiness of end user device
* Purchase required licensing
* Conduct network assessment to ensure that your existing bandwidth is enough for voice and video calls
* Carry out an assessment to select the correct Telstra Calling plan suitable to your needs
* Plan and implement the new system
* Port all your phone number to Telstra Calling for Office 365 platform
* Conduct training for end users to ensure that you are applying proper change management to reap the most benefit out of your investment

# Support at Every Step of Your Journey

Telstra provides you help at every stage of your journey in moving to the cloud. Starting from consulting and designing to deploying, managing and providing continuous support around the clock. Furthermore, their network of channel partners is also available to assist you in many locations across Australia.