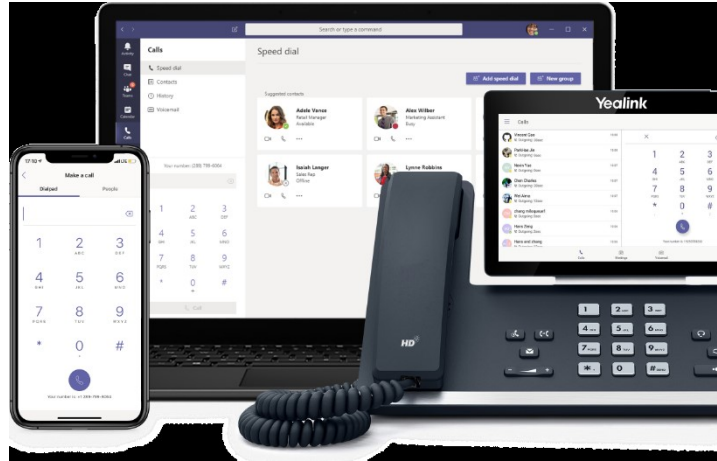




Microsoft 365 Business Voice is a robust cloud phone service for Small to Medium sized Businesses, scaling up to 300 user licenses.



There are no limits to the devices the user can make use of to login to Teams and interact with their phone service. Indeed a user can be logged in via multiple devices simultaneously. Each user is granted 1,200 domestic calling minutes per month.

The base service is provided on a per-user, per-month price. Each user can use any devices available to them to access and interact with their calling capabilities including;

- The Microsoft Teams Client for Windows
- The Microsoft Teams Client for Mac
- The Microsoft Teams Client on the web (Browser)
- The Microsoft Teams App for iOS (iPhone, iPad or iPod Touch)
- The Microsoft Teams App for Android (Phone or Tablet)
- Teams Certified Desk Phones

If you wish to place calls internationally, or wish to receive calls via free-phone numbers, additional charges will apply. To cover these costs, we suggest purchasing communication credits, which are then pooled for all users across the business. Your usage of this credit will then be based on your outbound calls to out-of-plan numbers (examples include premium-rate calls), calls to international destinations, or inbound calls to any free-phone numbers you wish to operate.

Some of the devices and operating scenarios you may have may not be user-based. These may include common-area phones (examples include unmanned reception-desks, canteens, tech-rooms and workshops), and conference room phones. For these devices, the appropriate Common-Area-Phone license and Teams Room license will be quoted. If you need to place out-bound calls from such devices, you may do so by using any communication credits you have purchased.

To see the full charges for out-of-plan calls, visit the following URL: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/voice-calling?rtc=2#ow-download-rates>