



Teams Direct Routing Solutions

Information About The Service

Utilising the Microsoft Teams Direct Routing capabilities, AlloyVoice can enhance your existing Office 365 experience by adding phone system features, eliminating the need to run a separate IP PBX. Users will now be able to make and receive calls from the same software client they use for their collaboration tasks.

What's needed to enable Direct Routing with AlloyVoice?

- Suitable O365 license, recommend E1/A1 + Phones System, E3/A3 + Phones System or E5/A5 (Includes Phone System)
- Direct Route Calling plan with AlloyVoice, Rated or Unlimited plans
- New Phone Number(s) or port your existing Numbers
- Teams Certified devices, Headset or IP Phone

Information About Pricing (PAYG Plans)

Setup Fees

There is no setup charge for the AlloyVoice PAYG SIP Trunking service.

Minimum Monthly Charge

Service	Description	Cost
AV-TEAMS-PAYG	AlloyVoice Teams Direct Routing PAYG Plan, includes single channel	\$14.95

Termination Charge

Early termination charges apply based on Months Remaining x Minimum Monthly Charge.

Minimum Contract Length

The minimum contract term for the unlimited service is 12 months.

To cancel this service email: accounts@alloyvoice.com.au

Common Call Charges (PAYG Plans)

Local and National Landlines	10c per call
Australian Mobiles	16c per minute
13/1300 Numbers	33c per call
1800 Numbers	Free
International	from 1.9c per minute

All pricing includes GST. The maximum cost per month is the minimum monthly charge plus excluded call usage charges.



Business Grade SIP Trunking Solutions

Billing Information

Monthly service charges will be billed in advance, with excluded call usage charges billed in arrears at the end of each month.

First bill charges will include:

- Partial monthly charge from service activation date to end of billing period
- The minimum monthly charge in advance for the next billing period

Payment for this service is made via credit card using our secure payment gateway. Alternative payment arrangements to pay via direct credit into our bank are also available.

Customer Service Contact Details

AlloyVoice Customer Service can be contacted via the following:

For Sales and Enquiries - **Ph:** 0385629090 **Email:** sales@alloyvoice.com.au

For Support - **Ph:** 0385629091 **Email:** support@alloyvoice.com.au

8:30am to 5:30pm AEST Monday to Friday

<http://www.alloyvoice.com.au/contact>

Complaint or Dispute Resolution Process

AlloyVoice pride ourselves in delivering the best customer service possible. However, if you have exhausted all avenues for resolving your complaint within AlloyVoice and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058**.

For full contact details visit: <https://www.tio.com.au/about-us/contact-us>