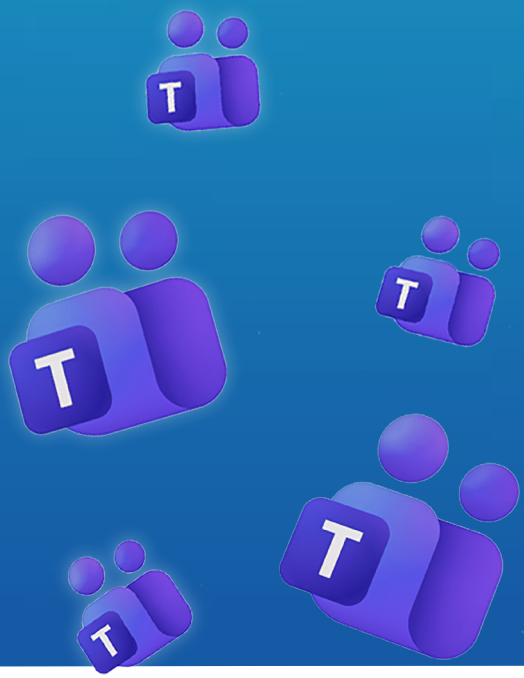
SIP2Teams

Using Microsoft Teams as Your Primary Phone System...

Finding it difficult to manage and paying too much for calling plans?

We have the solution.



connect365
Future Proof Communications

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We know the frustration.

Teams is a great phone system.
Managing it through Microsoft isn't.

Moving your calls into Microsoft Teams was the right decision. Running it day to day through Microsoft's admin portals can be a very different story.

Teams telephony is managed in more than one place: licences, billing and credits in the Microsoft 365 admin centre; numbers, policies, call queues and auto attendants in the Teams admin centre; and some tasks only through PowerShell. Menus move, settings are renamed, and simple requests can take far longer than they should.

Multiple admin portals.

Menus that keep changing.

Licences to juggle.

Hours your IT team doesn't have.

Connect365 takes the strain.

We understand how hard and frustrating dealing with Microsoft can be. So we can take the management of your Teams telephony off your hands completely.

The good news?

You don't have to deal with it alone.



26M+

people now make business calls through Teams.

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We take care of the admin.

Your Teams telephony, managed by the experts.

Connect365 will take over the responsibility and day-to-day management of your Teams telephony.

No more logging into multiple portals or hunting for the right setting. Simply tell us what you need, whether that's a new starter, a change to your opening hours or a completely new call flow, and our team will make it happen.

We look after it all, including:

- Moves, adds & changes
- New starters & leavers
- Number assignments
- Auto attendants
- IVR menus
- Call queues & hunt groups
- Business hours & holidays
- Voicemail & forwarding

One call or email. We do the rest.

Changes made quickly and correctly, by people who manage Teams telephony every day.

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Pay for calls, not licences.

Cut the cost of your Teams calling.

Microsoft Calling Plans work on a 1:1 basis. Every user who makes or receives external calls needs their own plan, so 1,000 employees means 1,000 calling plans.

You pay the same for someone who's on the phone all day as for someone who barely uses it. With SIP2Teams, your calls run over our SIP network instead. Your people keep using Teams exactly as they do today, but costly per-user calling plans are replaced with a flexible plan designed around how your business actually calls.

Microsoft Calling Plans

1 user = 1 calling plan

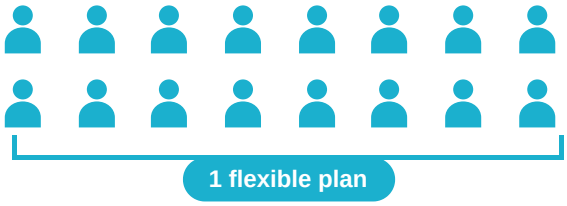


16 users = 16 calling plans

- A plan for every user, used or not
- Fixed per-user monthly cost
- Costs rise with every new starter

Connect365 SIP2Teams

One plan, tailored to your business



- Sized to your actual usage
- Pay for the minutes you use
- Scales up or down as you grow

Same Teams. Considerably lower call costs.

Users continue to need a Microsoft Teams Phone licence. Savings depend on your current plans and call usage.

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Never run out of minutes.

Your phones shouldn’t stop because of a billing limit.

With Microsoft Calling Plans, outbound minutes come from a monthly pool. If that pool runs out and Communications Credits aren’t in place, your users can’t make outbound calls.

Getting them calling again means buying prepaid Communications Credits through the Microsoft 365 admin centre, usually on a company credit card, and making sure each user has a Communications Credits licence. Let that balance run dry and calls stop again.

With Microsoft

- Your minute pool runs out
- ▼
- Users can’t make outbound calls
- ▼
- Buy prepaid credits, often on a company credit card
- ▼
- Assign a credits licence to each user
- ▼
- Calling resumes, until the balance runs dry

With Connect365

- Your people make calls as normal
- ▼
- We bill the minutes used at your agreed rate

That’s it.



No top-ups. No card payments. No interruptions.

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International calls, simplified.

Call the world without upgrading every licence.

A Microsoft Domestic Calling Plan only covers calls within your own country.

For staff who call abroad, each user needs a Domestic and International Calling Plan from Microsoft, or you need prepaid Communications Credits in place to pay for international minutes. Either way, it's another licence to manage and another cost to keep track of.

With SIP2Teams there's nothing extra to license. We simply bill you a clear pence-per-minute rate for any international calls your people make.

No international licences.

Clear pence-per-minute rates.

Only pay for calls made.

Stay in control.

Want to decide who can dial abroad? We'll set calling restrictions by user or team, so international access is only where you need it.



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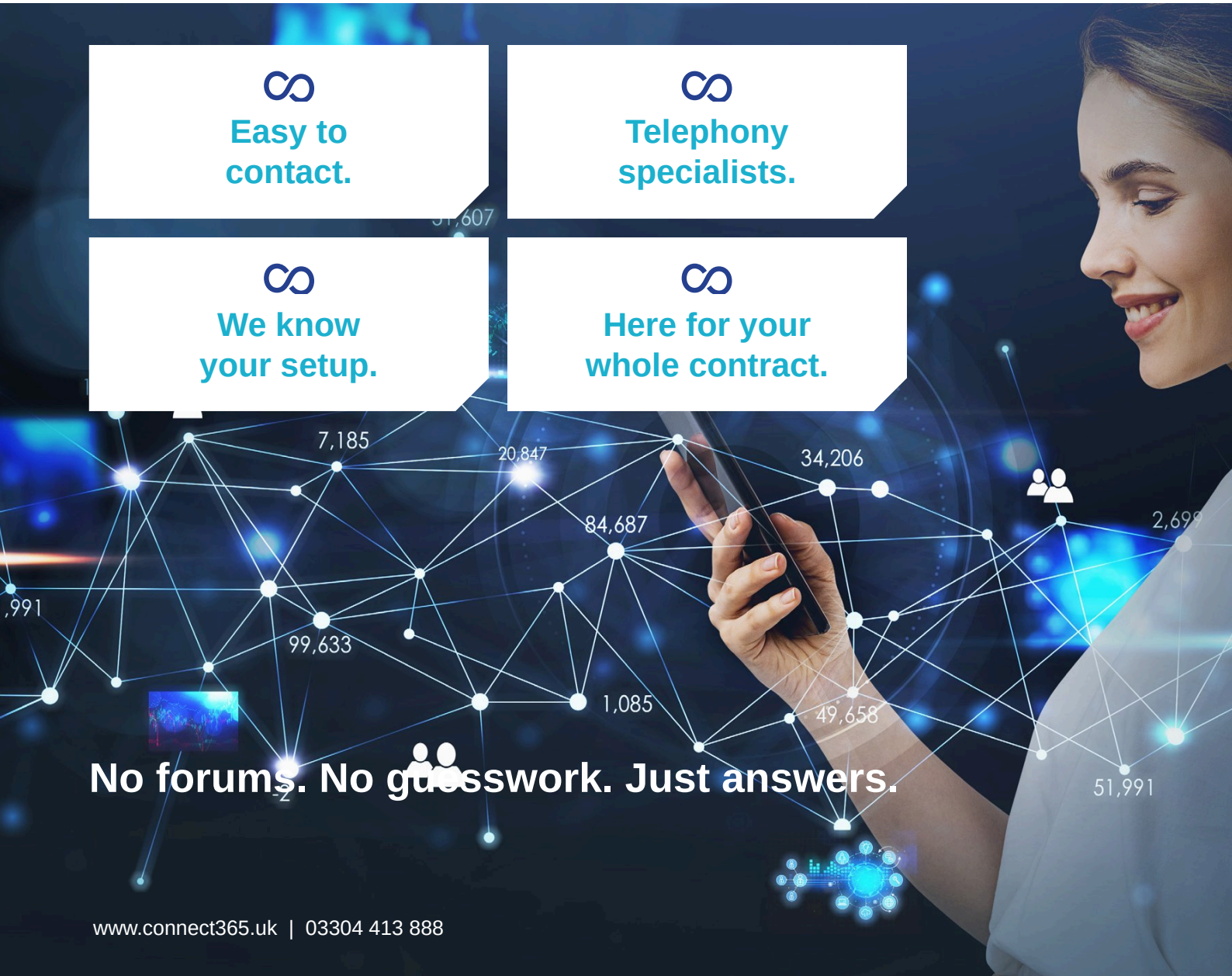
Support you can actually reach.

Real people. Real answers.
Total peace of mind.

When something goes wrong with your phones, you need it fixed, fast.

Support from Microsoft is largely self-service: help articles, community forums and service requests raised through the admin centre, with no named contact who knows your setup. As many IT teams know, finding an answer this way can be frustrating, time-consuming and not always helpful.

With Connect365, you have a dedicated, easy-to-contact support team on hand to deal with any issues that arise.



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Calling Plans vs SIP2Teams.

See the difference at a glance.

	Microsoft Calling Plans	Connect365 SIP2Teams
Licensing	✕ A calling plan for every user	✓ **One flexible plan, tailored to your business**
Call costs	✕ Fixed per-user fees, used or not	✓ **Considerably lower, at agreed rates**
Minutes run out	✕ Outbound calls stop until credits are added	✓ **Calls continue, minutes billed at your agreed rate**
Paying for extra	✕ Prepaid credits, often on a company card	✓ **Simply billed for the minutes used**
International	✕ International plan per user, or prepaid credits	✓ **Pence-per-minute, only for calls made**
Day-to-day admin	✕ Your IT team, across several Microsoft portals	✓ **Managed for you by Connect365**
Support	✕ Self-service, forums and ticket queues	✓ **Dedicated, easy-to-reach support team**

Same Teams experience. A better way to run it.

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One partner who can manage all aspects of your Teams telephony.

Leave the complexity to us.

SIP2Teams gives you a dedicated telecoms partner to manage the telephony service.

You don't need to become an expert in Teams telephony.

You don't need to manage multiple suppliers for different elements of your phone system.

We take care of the telephony.

Our support teams are available throughout the term of your contract, while our billing teams can provide access to the relevant information and portals required by your finance and accounts teams.



SIP2Teams is designed to make your Teams telephony simple.

Two ways to work with us.
Choose what suits your business.

Option 1

SIP2Teams Calling

You continue to manage your Teams telephony. Connect365 provides the SIP channels that let you stop using expensive Microsoft Calling Plans.

- Replace per-user calling plans
- Considerably lower call costs
- Minutes billed at an agreed rate
- International calls at pence per minute
- No more topping up credits
- We manage all number porting

Option 2

SIP2Teams Fully Managed

As well as taking care of your calling, we take over the entire management and support of your Microsoft Teams telephony.

- Everything in Option 1
- Moves, adds and changes handled for you
- IVR, auto attendants and call queues managed
- Dedicated, easy-to-reach support team
- One contact for all your needs

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Ready to make your Teams telephony simple?

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