

Modern Work FAQ – Microsoft Teams

Frequently Asked Questions

Last updated July 29, 2024

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Microsoft Teams

Microsoft Teams Service Overview

1. What is Teams Phone (previously Phone System)?

Teams Phone enables users to make calls to, and receive and transfer calls from phones, mobiles, tablets, and PC's, using their underlying telephone service provider, from nearly anywhere with internet access. IT administrators can manage users for communications in the Microsoft administrator portal. Companies can take advantage of existing telephony infrastructure (i.e., traditional PBX systems or on-premises SIP trunks). With our Teams Phone, customers can eliminate separate PBX systems.

For additional information, refer to the [Here's what you get with Teams Phone](#) support article.

2. What is Audio Conferencing?

Audio Conferencing allows meeting attendees to dial-in to Teams meetings from virtually any device. Meeting organizers can also dial-out to attendees to connect them to the audio portion of the meeting. Companies can consolidate conferencing solutions and simplify operations while reducing complexity and support costs for IT while enabling employees to work from virtually anywhere.

For additional information, refer to the [Audio Conferencing](#) section below and the [Set up Audio Conferencing](#) article.

3. What is Calling Plan?

Calling Plan provides Domestic and international calling plans with Microsoft Teams. This allows organizations to subscribe to calling plans from Microsoft 365, using existing phone numbers or getting new ones.

For additional information, refer to the [Calling Plan](#) section below and the [Which Calling Plan is right for you](#) article.

4. What are Communications Credits?

Communications Credits is a Pay as You Go model that allows Microsoft Teams and Calling Plan users the ability to pay for service outside of their subscription offerings (as not all destinations are included with Calling Plans). In addition, Communications Credits are a way to safeguard potential service outages if a user exceeds the allocated monthly minute limits within their subscription.

For additional information, refer to the [Communications Credits](#) section below and the [What are Communications Credits](#) article.

5. What is pay-as-you-go consumption (also known as post-paid billing) in the new commerce experience (NCE)?

Pay-as-you-go consumption enables commercial customers purchasing through the new commerce experience (NCE) to pay for any per-minute charges without the need to pre-fund a Communications Credits account. These customers will instead be billed in arrears for any charges monthly. To learn more, please visit the [Pay-as-you-go consumption](#) Microsoft Learn article.

6. Are the prices for Microsoft Teams services tax inclusive?

Prices for Microsoft Teams services are tax inclusive in the United States and Puerto Rico. In all other countries the prices for these services are tax exclusive.

7. Why are there published rates for countries where we do not offer any toll or toll-free numbers?

Rates are published in advance in anticipation that new inventory for toll free numbers become available at a future date. This will allow customers to begin to utilize service right away once inventory is available to them.

8. What options do customers have for getting a Calling Plan with Teams Phone?

Customers can buy the Calling Plan if it is offered in their purchasing program and geography. In addition, using on-premises voice connectivity, customers can connect Teams Phone (Phone System) to their existing telephony infrastructure, such as on-premises SIP trunks offered through their local/regional telecommunications provider. This enables Teams Phone (Phone System) to perform call control and call management features.

9. Can a customer with an assigned Calling Plan transfer calls to a separate user who does not have a Teams Phone (previously known as Phone System) license using Teams?

Yes, transferring a call to a user within the Active Directory group is allowed and the user receiving the transfer is not required to have a Teams Phone (Phone System) license.

10. What are the licensing requirements for users who want to utilize the delegation feature in Teams to setup a shared line appearance?

Teams Phone with Calling Plan (or other Direct Routing) is required for all shared line appearance users. For more details, please see the [Shared line appearance in Microsoft Teams](#) article.

11. Can I add Audio Conferencing, Teams Phone, and/or Calling Plan to F1, F3, E1, E3, and Microsoft 365 Business plans?

Yes, you can add Audio Conferencing (legacy paid or the new \$0 Audio Conferencing w/ dial-out to the USA/CAN add-on), Teams Phone, and/or Calling Plan as standalone offers to these plans. Note: Calling Plan requires Teams Phone.

12. Can a customer who has Microsoft Teams on-prem use Audio Conferencing and Calling Plan through a hybrid model?

Customers can connect their existing phone service provider with Microsoft's cloud-based call control if they have E5 and Teams Phone (Phone System). This requires a "Direct Routing" configuration and a supported 3rd party Session Border Controller.

Customer or partner-provided audio conferencing numbers are not supported through this model.

13. Are there additional scenarios and deployment guidance that I can refer to?

Yes, please refer to the [Get started with Microsoft Teams](#) to better understand how Microsoft Teams capabilities can be deployed throughout an organization.

14. What are the eligible Microsoft 365 and Office 365 suites for the Microsoft Teams Audio Conferencing with dial-out to USA/CAN SKU?

Enterprise	Business	US GOV
<ul style="list-style-type: none"> • Microsoft 365 E3 • Office 365 E3 • Office 365 E1 • Microsoft 365 F3 • Microsoft 365 F1 • Office 365 F3 • Teams EEA • Teams Enterprise <p><i>E5 suites already have Audio Conferencing capabilities. E5 (no Teams) and E5 EEA (no Teams) suites require Teams Enterprise/Teams EEA to enable Audio Conferencing.</i></p>	<ul style="list-style-type: none"> • Teams Essentials (Entra ID) • Microsoft 365 Business Basic • Microsoft 365 Business Standard • Microsoft 365 Business Premium 	<ul style="list-style-type: none"> • Microsoft 365 GCC G3 • Office 365 GCC G3 • Office 365 GCC G1 • Microsoft 365 GCC F3 • Microsoft 365 GCC F1 • Office 365 GCC F3

15. Where is Audio Conferencing available?

Audio Conferencing, as well as the inclusion of Audio Conferencing in E5, are subject to geographical and channel availability. Availability of services by geography may be found [here](#).

16. What features are included with Audio Conferencing?

Microsoft Teams Audio Conferencing will include the following features, subject to timing concerns called out in the following section:

Tolled Dial-in: This feature enables invitees to meetings organized by a user licensed for Audio Conferencing to join the audio portion of the meeting by dialing a phone number and entering a conference passcode. The number that is generated for meeting attendees to use is a general dial-in number that is assigned at the tenant level and is not specific to an individual user. There are limits on the use of this feature designed to prevent abuse and/or fraud.

Dial-out: This feature enables attendees of meetings organized by a user licensed for Audio Conferencing to do the following when dialing-out to [Zone A countries](#):

- Dial-out to other users from the meeting
- Transfer an in-progress meeting to a PSTN endpoint from within the meeting
- At meeting join, dial-out to a phone number
- At meeting join from a mobile client, dial-out to the mobile phone

Toll-free dial in: This feature enables attendees of meetings organized by a user licensed for Audio Conferencing to join meeting by dialing a toll-free number and entering a pin. Toll-free numbers can either be Domestic or international.

17. What are the countries that are Domestic Dial-Out Included and what are the countries that are Pay as You Go?

Domestic Dial-Out Included Countries:

Australia, Austria, Belgium, Brazil, Bulgaria, Canada, China, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Puerto Rico, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, and United States.

Pay as You Go Countries

All other countries to which users can be assigned in Microsoft 365.

Reference [Country and region zones for Audio Conferencing](#).

18. How are Audio Conferencing minutes billed?

Audio Conferencing minutes are independent of the participant license and purely dependent on the organizer license, please see below:

Organizer's license:	Minutes:
Subscription	Dial in and dial-out included for organizers and attendees
Per-minute	Billed at per minute rates for the organizer and each attendee

19. Why has Microsoft established a distinction between the Zone A/Included and Pay as You Go countries?

Telephony service charges vary greatly from one country to another. While some countries have relatively cheap telephony rates, other countries are significantly more expensive. It is Microsoft's goal to include Dial-out Conferencing services to all countries where Audio Conferencing is available, however the increased cost of telephony services in several countries makes it prohibitive for Microsoft to do so.

20. What if a customer is located in an Audio Conferencing Sell-to country but wants to license users located in countries that are not on that list?

Companies with users located in various countries around the world can purchase Audio Conferencing in Sell-to countries (e.g. the United States) and provision their users anywhere in the world with those licenses.

21. Will Toll-Free Conferencing capabilities be available Worldwide?

Yes, however it will be limited to the same Sell-to country restrictions based on geo availability of the Audio Conferencing service. Only countries that are on the Sell-to list can be sold Audio Conferencing services, but those customers can provision their users on a worldwide basis.

22. What is included with Audio Conferencing service plans? What is additional paid based on consumption?

Services that are included for Audio Conferencing plans are different for Zone A/Included Dial-out countries and Pay as You Go countries. TolleD Dial-in conferencing and Dial-out conferencing services are both included in the Audio Conferencing service plans for Included Dial-out countries.

Audio Conferencing subscriptions receive 60 minutes per user per month (pooled at the tenant level) to apply to for dial-out conferencing to Zone A/ "Included" countries. Once the subscription minutes are consumed, dial-out to Zone A countries will require Communication Credits. Dial-out to non-Zone A ("Pay-as-you-go") countries will continue to be charged on a per-minute basis, requiring Communication Credits.

For *Pay as You Go Dial-out* countries, TolleD Dial-in Conferencing is included in the service plan. Domestic Dial-out capabilities will require a Communications Credits account (see [Communications Credits](#) section below) to set up Dial-out conferencing.

23. Will the Audio Conferencing with dial-out to USA/CAN supplemental SKU be automatically backfilled into the newly eligible Microsoft 365 or Office 365 suites?

No. The new \$0 Audio Conferencing with dial-out to USA/CAN SKU will not be provisioned automatically and there are no plans to do so in the future. Customers must take action and follow the set up steps available on the following page to transact and provision service: [Set up Audio Conferencing for Microsoft Teams](#).

24. What Audio Conferencing capabilities will be included in the new Audio Conferencing with dial-out to USA/CAN SKU?

The new Audio Conferencing with dial-out to USA/CAN SKU includes unlimited toll dial-in minutes, 60 dial-out minutes/user/month pooled at the tenant level to United States and Canada phone numbers, and Operator Connect Conferencing.

25. What is included with Microsoft 365 E5, Office 365, and the legacy paid Audio Conferencing SKU that is not included in the \$0 Audio Conferencing with dial-out to USA/CAN?

Audio Conferencing with dial-out to USA/CAN includes 60 minutes/user/month of dial-out minutes limited to US and Canada phone numbers, whereas E5 and paid Audio Conferencing includes 60 minutes/user/month of dial-out to any Zone A country (including US/CAN).

Another difference between the legacy paid Audio Conferencing add-on SKU and the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU is that the \$0 Audio Conferencing add-on SKU only allows customers to acquire 1 dedicated dial-in number per tenant regardless of the number of licenses.

There are no changes to dedicated dial-in numbers for the legacy paid Audio Conferencing SKU as exists today. More information can be found in the following page: [How many telephone numbers can you get?](#).

26. Through what channels is the new Audio Conferencing with dial-out to USA/CAN SKU available?

This offering is available in EA/EAS, CSP, and Buy Online.

27. To what segments is the new Audio Conferencing with dial-out to USA/CAN SKU available?

Commercial, WW Commercial Public Sector, Non-profit, and GCC.

28. Are Education customers eligible for the new Audio Conferencing with dial-out to USA/CAN SKU in EES?

No. Education customers will continue to utilize the existing Audio Conferencing SKU at their discounted rate.

29. Are GCC-High and DoD customers eligible for the new Audio Conferencing with dial-out to USA/CAN SKU?

The Direct Routing Audio Conferencing subscription price was reduced to \$0 for GCC-High and DoD customers. There is no plan to launch Audio Conferencing with dial-out to USA/CAN to GCC-High and DoD. For more detail, please refer to the [Audio Conferencing with Direct Routing for GCC High and DoD](#).

30. How can MPSA customers acquire the Audio Conferencing with dial-out to USA/CAN offer?

MPSA customers may obtain the Audio Conferencing with dial-out to USA/CAN offer via CSP or Buy Online channels.

31. In what scenario would a customer choose the paid Audio Conferencing subscription over the free Audio Conferencing with dial-out to USA/CAN subscription?

Customers with a high enough need for dial-out to Zone A countries other than US/CAN may find it more cost effective to purchase the subscription rather than pay on a per-minute basis using Communications Credits.

32. Is the dial-out minute pool for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU calculated based on purchased or assigned licenses?

The dial-out minute pool for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU is calculated based on the number of licenses assigned to users.

33. Can customers have a mix of paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN users?

Yes. In this case, the included dial-out minutes are pooled separately by offer.

34. Do customers with a mix of paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN users need a separate communications credit account for each pool?

No. Customers use a single Communications Credits account for any related charges.

35. Will customers encounter a service disruption when transitioning users from the paid legacy Audio Conferencing and Audio Conferencing with dial-out to USA/CAN?

Customers can avoid service disruption by assigning the new licenses to users at the same time they unassign the previous license. Otherwise, the user might end up being disabled and the re-enabled. If there are any existing meetings scheduled to happen in the future (the meeting invite was sent last week, but the meeting occurs next week) which do not have the correct dial-in information, they can be rescheduled manually or by using the [meeting migration service](#). Please note that meetings that happened in the past (the meeting invite was sent last week and it occurred last week) are not updated.

36. Were there any changes to Communications Credits?

No, please continue to set up Communications Credits to pay for the following:

- Pay-as-you-go model
- Toll-free minutes
- Dial-out beyond the 60 dial-out minutes/user/month pool
- Dial-out minutes to countries not included in their subscription (this includes dial-out to any non-Zone A country for Microsoft 365/Office 365 E5 or legacy paid Audio Conferencing and dial-out to any country other than USA/CAN for \$0 Audio Conferencing with dial-out to USA/CAN customers)

Learn more at [Audio Conferencing subscription "Dial-Out"/"Call Me At" minutes benefit](#).

37. Does the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU include the ability to request dedicated dial-in numbers?

Yes, but only **one** dedicated dial-in number per tenant regardless of the number of licenses.

38. How does the limit of one dedicated dial-in number per tenant for the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU impact existing customers that have enabled multiple dedicated dial-in numbers and are transitioning from the paid Audio Conferencing SKU to the \$0 Audio Conferencing SKU?

Existing dedicated dial-in numbers will not be removed from customers that already have dedicated dial-in numbers, but the customer will not be able to add more dedicated dial-in numbers if the customer already meets or surpasses the limit of one dedicated dial-in number per tenant (regardless of the number of licenses) of the \$0 Audio Conferencing add-on SKU.

39. Were there any changes to Extended dial-out minutes to the US/CAN SKU?

Audio Conferencing with dial-out to USA/CAN is a prerequisite for Extended Dial-out Minutes to the US/CAN SKU. Audio Conferencing (standalone or via Microsoft 365 E5/Office 365 E5) will continue to also be a valid prerequisite for the offer.

40. Are customers with the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU eligible for On-network conferencing?

Yes, customers with the \$0 Audio Conferencing with dial-out to USA/CAN add-on SKU are eligible for On-network conferencing.

To learn more about On-network Conferencing, please visit: [On-network Conferencing for Audio Conferencing](#).

41. What about an external user that requests a call back, or an outbound call to a non-licensed user – are those minutes subtracted from the meeting organizer?

All outbound calls will consume the organizer's minutes. For example, if two external users are called into an audio conference for one hour, the customer would use 120 minutes of the organizer's pool.

42. How many Domestic Dial-in (DID) numbers will a user be assigned per license?

An end-user will be assigned one DID number per license – one license, one number. If for any reason a customer would like to have additional DID numbers for their organization, they would have to pay for those additional licenses.

43. What will be the experience for customers who will not get a Domestic conferencing tolled dial-in number, but will be provisioned with the service?

Users licensed to use the Audio Conferencing service who do not have a domestic tolled dial-in number will be able to invite others to Teams meetings and have a domestic dial-in number available to them in their domestic area if they are located in the same domestic geography as a dial-in number. If not, these invitees can connect to audio using VoIP from their PC, tablet, or mobile phone or by dialing a number in a relatively inexpensive international geography. The organizers who do not have a domestic dial-in number will have the same choice of options-- connecting to audio using VoIP from their PC, tablet, or mobile phone or by dialing a number in a relatively inexpensive international geography.

44. How does the dial-out service work? Is there a difference between "domestic" and "international"?

The service works by calling out from the meeting to a phone number of a participant ("call-me-back") or a participant instructing the meeting to dial-out to another participant. In the service, the only relevant location

is that of the participant receiving the dial-out, meaning that there is no distinction between “domestic” and “international” dial-out for usage. This has not always been clearly articulated in previous content.

45. Can Calling Plan minutes be used in any Audio Conferencing Dial-Out scenarios?

No. The ability to dial-out from a conference does not resemble a call. There is no construct of ‘from → to’ for Audio Conferencing Dial-Out as there is with a call. All that matters from the perspective of the service is the location of the participant receiving the dial-out. It is the service placing the call, not the organizer. Because it is the service placing the call out, it does not use the Calling Plan minutes of the organizer. Thus, for Audio Conferencing Dial-out specifically, Calling Plans are not relevant from a licensing standpoint. These are two separate services.

46. What is a Zone A/Included Dial-out country and what is a Pay as You Go Dial-out country?

For Audio Conferencing services, there is a distinction between two types of countries. Countries that are considered *Zone A/Included Dial-out* will have some Dial-Out Conferencing included as part of their service plan.

Countries that are considered *Pay as You Go Dial-out* will not have Dial Out Conferencing included in their services plans. For these latter countries to use Dial Out Conferencing services, they will need to establish a [Communication Credits](#) account (or [Pay-as-you-go consumption](#) depending on purchasing channel) and will be charged by the minute for all Dial-Out Conferencing usage.

47. How do customers pay for dial-out calling to Zone A countries once the subscription minutes are consumed?

There are two consumption models depending on the customer’s purchasing channel. Both consumption models will utilize Microsoft’s per minute country rates that can be found [here](#) (scroll to ‘See rates for where you want to call’ section):

1. [Communication Credits](#): Available to commercial customers purchasing through Enterprise Agreement (EA)/Enterprise Agreement Subscription (EAS), legacy CSP, and legacy Buy Online channels; and to education customers purchasing via Enrollment for Education Solutions (EES), SCP, or Buy Online.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts). If the customer has not enabled their Communications Credits account and they reach either their Domestic or International calling limits, their service will be suspended for the remainder of the month.

2. [Pay-as-you-go consumption](#): Available to commercial customers purchasing through CSP or Buy Online channels. Customers will be billed in arrears based on their monthly usage.

48. What if a customer fails to set up Communications Credits?

Users will be unable to use the “Call-me-back” functionality or dial-out from a meeting after they hit their cap for Zone A destination countries or be unable to complete any dial-out calls to non-Zone A countries.

49. What is the availability of the Audio Conferencing Pay-Per-Minute SKU?

Audio Conferencing Pay-Per-Minute is available via EA, EAS and EES (GCC high and DOD do not have Audio Conferencing Pay-Per-Minute at this time, as Microsoft Teams services are not yet apart of the Defense Cloud). The SKU is available to all Audio Conferencing Sell-To countries excluding Russia, South Korea, and Taiwan.

50. Where can I point my customers to learn more about Audio Conferencing?

You can direct them to the [Audio Conferencing subscription "Dial-Out"/"Call Me At" minutes benefit](#) article.

Extended Dial-Out Minutes to USA/CAN

51. What is Extended Dial-Out Minutes to USA/CAN?

Extended Dial-Out Minutes to USA/CAN is an add-on SKU that provides extended dial-out minutes to the US and Canada to any Microsoft Teams Audio Conferencing Standalone, Audio Conferencing with dial-out to USA/CAN, or Microsoft/Office 365 E5 suite.

52. What is the channel availability for Extended Dial-Out Minutes to USA/CAN?

EA/EAS, EES, CSP, and Buy Online.

53. What is the segment availability to purchase the Extended Dial-Out Minutes to USA/CAN SKU?

The new add-on SKU is available for Commercial (including WW Commercial Public Sectors), Education, Nonprofit, and US GCC (availability for GCC-High and DOD remains TBD).

54. Are there any prerequisites to purchasing the Extended Dial-Out Minutes to USA/CAN add-on SKU?

Yes, users must have either Microsoft 365/Office 365 E5 or any standalone that includes Audio Conferencing, Business Voice, or Audio Conferencing with dial-out to USA/CAN.

55. What is the minute limit for the new Extended Dial-out Minutes to USA/CAN add-on SKU?

The extended dial-out excess use limit to the US and Canada will be 50,000 minutes per licensed user per month.

56. What if a customer exceeds the dial-out minute limitation?

Users will be charged the per minute dial-out conferencing rate depending on country destination via their Communications Credits account.

57. Why is the Extended Dial-out Minutes to USA/CAN add-on only intended for dialing out to the US and Canada? Will the offer be extended to include other geos at a later date?

Our Audio Conferencing customers have provided feedback that the current allocated 60 minutes per user per month is not enough to support their business needs when dialing out to the US and Canada. This new add-on SKU was created to remain competitive in the US and Canada marketplace. There is currently no intention of extending to other dial out geos at this time.

58. What are the sell-to markets in which you can purchase the Extended Dial-out Minutes to USA/CAN add-on SKU?

The add-on SKU is available to any geo where Audio Conferencing can be purchased.

59. Are the minutes pooled? If so, how?

No. Minutes are based per licensed user per month.

60. Will the new Extended Dial-out Minutes to USA/CAN add-on SKU replace the 60 minutes included with Audio Conferencing?

No. The existing Audio Conferencing 60 minutes per user per month will continue to apply to all Zone A dial-out conferencing countries.

61. How are minutes consumed if a user has both Audio Conferencing and the Extended Dial-out Minutes to USA/CAN SKU?

The Extended Dial-out Minutes to USA/CAN will take precedence and will be consumed first before utilizing the 60 minutes of pooled dial-out Audio Conferencing minutes.

62. Can both meeting organizers and meeting attendees dial-out to local US and Canadian phone numbers utilizing the licensed meeting organizer's allocated extended dial-out minutes?

Yes, both meeting organizers and attendees will have the ability to dial-out to local US and Canadian numbers from any meeting using the Extended Dial-Out Minutes to USA/CAN. If excess use limits of 50,000 monthly minutes are exceeded, then the licensed customer will be charged the standard per minute dial-out conferencing rate depending on country destination via their Communications Credits account.

63. What if a user with Extended Dial-out Minutes to USA/CAN is located in the US and travels to another country outside of an Audio Conferencing sell-to market? Will their dial-out service work?

Yes. If a user based in the US (meaning their Office 365 license is assigned in the US) travelled to Zimbabwe (a market currently not in a sell-to location for Audio Conferencing), all dial-out minutes made to the US (or

Canada) would continue to apply to their Extended Dial-out Minutes to USA/CAN add-on regardless of where the call takes place.

64. Can you host a meeting from France and utilize the Extended Dial-out Minutes to USA/CAN for meeting attendees in the US and Canada?

Yes, the meeting organizer can be located in any geo where Audio Conferencing is available. The new Add-on will allow both organizers and participants the ability to dial-out to local US and/or Canadian phone numbers bringing additional attendees into the meeting when necessary.

Audio Conferencing for India-based Users

65. What is Audio Conferencing for India-based Users?

Audio Conferencing for India-based Users is a user subscription license (USL) specifically for licensing users located in India.

66. When is the Audio Conferencing for India-based Users USL required?

The USL is required for multinational customers purchasing Audio Conferencing under a new or renewal enrollment with an effective date of February 1, 2020 or after, to license any of their users physically based in India.

67. Are there any differences in the capabilities provided with Audio Conferencing for India-based users?

No. The only difference is the price of the SKU. It provisions the exact same product license as the regular Microsoft 365 Audio Conferencing SKU.

Operator Connect Conferencing

68. What is Operator Connect Conferencing?

Operator Connect Conferencing is a service that allows customers to add operator dial-in numbers to a Microsoft Audio Conferencing bridge while using the same administrator interface as Operator Connect.

Operator Connect Conferencing is an operator-managed service that provides the following benefits:

- Bring your own operator for conferencing, for operators participating in the program: Customers can maintain their preferred operator contracts as they migrate existing PSTN infrastructure to the cloud.
- Variety of operators available at your fingertips: Diversify PSTN infrastructure to include additional qualified operators.
- Expanded geographic dial-in coverage: Additional dial-in locations available to support customer multi-national needs.
- Enhanced support and reliability: The tight partnership with operators provides enhanced technical support and service level agreements to address reliability.

69. What channels is the Operator Connect Conferencing standalone SKU offered through?

Enterprise Agreement (EA)/Enterprise Subscription (EAS), Enrollment for Education Solutions (EES), or CSP.

70. What segments is the Operator Connect Conferencing standalone SKU offered in?

Commercial (including WW Commercial Public Sector), Education, Non-profit, and GCC.

(Not available in GCC-High and DoD).

71. Are there any prerequisites to license Operator Connect Conferencing?

Any Microsoft 365 or Office 365 suite that includes Teams, Teams Enterprise, Teams EEA, or Teams Essentials (Purview ID).

72. Which Operator Connect Conferencing users need to be licensed?

Only meeting organizers are required to be licensed with Operator Connect Conferencing.

73. Why might a customer want to use Operator Connect Conferencing instead of or in conjunction with Microsoft's Audio Conferencing service?

Operator Connect Conferencing might be the right solution for an organization if:

- Your preferred operator is a participant in the Microsoft Operator Connect Conferencing program.
- You require expanded geographical dial-in coverage to support multi-national needs.
- You want to find a new operator to enable audio conferencing in Teams.

74. Can Operator Connect Conferencing be used for both dial-out and dial-in purposes?

Yes.

75. What is the difference between Operator Connect and Operator Connect Conferencing?

Operator Connect is an operator-managed service for bringing PSTN calling to Teams, whereas Operator Connect Conferencing is an operator-managed service that allows customers to add operator dial-in numbers to a Microsoft Audio Conferencing bridge. Operator Connect and Operator Connect Conferencing are two separate services, however they will use the same administrator interface. Please note that the initial wave of partners participating in each program might differ. Qualified partners can be found through the [Microsoft 365 Operator Directory](#).

76. What will be included in the existing Audio Conferencing subscription once Operator Connect Conferencing has launched?

Audio Conferencing will continue to include unlimited toll dial-in minutes, 60 dial-out minutes/user/month pooled at the tenant level to [Zone A countries](#), with the addition of Operator Connect Conferencing.

77. Are there any changes to Communications Credits?

No changes, Communications Credits must be used for the following:

- Customers with Audio Conferencing must use Communication Credits to pay for dial-out minutes that go beyond the 60 dial-out minutes/user/month pooled at the tenant level to 44 Zone A countries, dial-out minutes to countries not in the 44 Zone A country list or to pay for toll free minutes.
- Customers with the new Audio Conferencing with dial-out to USA/CAN SKU must use communication credits to pay for dial-out minutes beyond the 60 dial-out minutes/user/month pooled at the tenant level to the United States and Canada, dial-out minutes to countries that are not the United States or Canada, or to pay for toll free minutes.

78. Where can I learn more about Operator Connect Conferencing?

Please refer to the [Introducing Operator Connect Tech Community blog](#).

Calling Plan

79. Where is the Microsoft Teams Calling service available?

Calling Plan services by geography may be found [here](#).

80. What is included with Calling Plans? What is additional paid based on consumption?

For Calling Plans, inbound Domestic calls, outbound Domestic calls, and International calls are included with the service in accordance with our excessive use limit policy. If the customer exceeds the excessive use limits, the excess minutes will be billed on a per-minute basis.

81. What is considered Domestic Calling?

Domestic calling in the context of a meeting is based on the Microsoft 365 assigned country location of the meeting organizer. An organizer whose assigned location is in France will have Domestic calling for French numbers, and International calling for all other numbers.

82. What if a Calling Plan user makes a Domestic or International call to another user in the same tenant?

Calls placed to other users whose license resides in the same Microsoft 365 tenant, domestic or international, will not count towards the excessive use limits for their Calling Plan service. When calls are placed within the same tenant, reverse number lookup functionality will validate that the call originated in the same tenant and it will be placed as a peer to peer call on the Voice Over IP network, if available.

83. What if a customer exceeds their Calling Plan minute allocation?

If a customer exceeds either their domestic or International Calling Plan minute allocation, then the customer will be charged per minute for their usage. Thus, if a US-based tenant exhausts their pool of 3,000 domestic

calling minutes of their Calling Plan, they will be charged by the minute for any domestic or international dial-out calls made in excess of the 3,000 domestic minutes, regardless of how many minutes were left in their International plan.

There are two consumption models depending on the customer’s purchasing channel. Both consumption models will utilize Microsoft’s per minute country rates that can be found [here](#) (scroll to ‘See rates for where you want to call’ section):

1. [Communications Credits](#): Available to commercial customers purchasing through Enterprise Agreement (EA)/Enterprise Agreement Subscription (EAS), legacy CSP, and legacy Buy Online channels; and to education customers purchasing via Enrollment for Education Solutions (EES), SCP, or Buy Online.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts). If the customer has not enabled their Communications Credits account and they reach either their Domestic or International calling limits, their service will be suspended for the remainder of the month.

2. [Pay-as-you-go consumption](#): Available to commercial customers purchasing through CSP or Buy Online channels via NCE. Customers will be billed in arrears based on their monthly usage.

84. Where can I learn more about the new commerce experience overages for telco pay-as-you-go consumption?

Please refer to the [Introduction: New commerce overage for telco pay-as-you-go](#) article.

85. What if an individual user’s Calling Plan usage exceeds the allocation limit in a monthly period, is customer be charged?

Not necessarily – overage charges are only applied if the customer’s overall usage in a monthly period exceeds the tenant-pooled limits. If an individual user goes beyond their user limit of 3,000 Domestic minutes, for example, but the overall tenant-pooled limit threshold wasn’t breached, then no, the customer will not be charged for any overages.

86. Are unused Calling Plan minutes rolled over to the next month’s billing cycle?

No, domestic and international minute allocations are based on a monthly cycle. Any minutes that were unused during the month do not roll over to the next month.

87. Are all Calling Plan minutes pooled together at the tenant level?

No, minutes included in a Calling Plan are pooled by plan and geographical type. For example, if a customer licenses 10 users with a full Domestic Calling Plan, they would have 30,000 pooled minutes for domestic calling use between those 10 users.

If that same customer licensed 5 users with an International Calling Plan in the US, they would have 3,000 pooled minutes for international calling use and 15,000 minutes of domestic calling use between those 5 users.

Calling Plan	Users Licensed	Minutes Allowed	What happens when pooled minutes expire?
Domestic Calling	10	30,000 Domestic	All additional Domestic calls made will be charged based on consumption using Communications Credits. No other plan type limits are affected.
Domestic and International Calling	5	3,000 International 15,000 Domestic	If either Domestic or International minute limits expire, all additional Domestic and International minutes used will be charged based on consumption using Communications Credits. No other plan type limits are affected.

88. What are the excessive use limits for Microsoft Teams Calling Plans?

The total minutes of use for the excessive use threshold is calculated at the tenant level based on the number of users licensed for the tenant.

For Microsoft Teams Calling Plans, excessive use is defined as follows:

- For Domestic Calling Plans in the United States, Puerto Rico and Canada, each licensed user is allocated 3,000 Domestic dial-out minutes that are pooled at the tenant-level. For all other markets each user is allocated 1,200 Domestic dial-out minutes that are pooled at the tenant-level.
- For International Calling Plans, each licensed user is allocated the aforementioned Domestic dial-out minutes and 600 International dial-out outbound minutes that are pooled at the tenant-level.

89. What if a Calling Plan user is in the US but travels to another country?

If a US based user (meaning their license is assigned in the US) travelled to London, any calls they make back to the US would be considered a Domestic call.

90. Does Microsoft provide phone numbers for Calling Plan users?

Yes, it is possible to assign users phone numbers directly through the Microsoft Teams admin center. For additional information, refer to the [Getting phone numbers for your users](#) article. If your users already have phone numbers assigned by another telecommunication provider, it is possible to transfer those existing phone numbers from your service provider or phone carrier.

Customers can acquire 10% additional new telephone phone numbers for which they have licenses. For example, if a customer purchases 100 licenses, they can acquire up to 110 new telephone numbers.

Please note: the aforementioned applies only to acquiring NEW telephone numbers through Microsoft 365 and Microsoft Teams; there is no limit on porting/transferring in telephone numbers to our service; if the customer owns the telephone number, they can port in any quantity of telephone numbers regardless of the number of licenses they possess.

91. Is there any guidance available to customers and partners on how to port over existing phone numbers to the Microsoft Teams Calling Plan service?

Yes, there is a self-service form on the Microsoft Admin portal. Customers who have more than 150 users are able to engage with a FastTrack engineer to assist with the process.

For additional information, refer to the [Transfer phone numbers to Microsoft Teams](#) article.

Yes, users can make and receive phone calls using Microsoft Teams IP phones, PCs and mobile devices. For additional information, refer to the [Supported phones for Microsoft Teams Online](#) article.

92. Can a customer purchase Calling Plan licenses for users in a country where it is available under an agreement in a country where it is not available?

No. Customers can purchase Calling Plan licenses via agreements where the billing address is in a country where Calling Plans are available.

Teams Phone with Calling Plan

93. What is Teams Phone with Calling Plan?

Microsoft Teams Phone with Calling Plan (previously Teams Calling Essentials) is a standalone bundle of Teams Phone and full Domestic Calling Plan.

94. In which countries is Teams Phone with Calling Plan available for purchase?

Availability to **purchase** Teams Phone with Calling Plan pay-as-you-go SKUs/offers is based on the **purchasing entity's location ("Sell-to" location)**:

- Zone 1- US/PR: All Calling Plan [Sell-to countries](#)
- Zone 1- UK/CA: All Calling Plan [Sell-to countries](#) (*except US/PR*¹)
- Zone 2: All Calling Plan [Sell-to countries](#) (*except US/PR*¹)

¹Not available due to tax and regulatory reasons.

95. How many minutes are included with Teams Phone with Calling Plan?

The full Domestic Calling Plan includes:

- 3,000 min/user/month – US/PR/CA/UK
- 1,200 min/user/month - All Other Zone 2 Markets

96. Will all Teams Phone with Calling Plan minutes be pooled at the tenant level?

No. Minutes included in a Teams Phone with Calling Plan are pooled by plan and geographical type. For Domestic Calling Plans in the United States, Puerto Rico, Canada, and UK, each licensed user is allocated 3,000 Domestic dial-out minutes that are pooled at the tenant-level. For all other zone 2 markets each user is allocated 1,200 Domestic dial-out minutes that are pooled at the tenant-level.

97. Can unused Calling Plan minutes be rolled over to the next month's billing cycle?

No, domestic minutes are based on a monthly cycle. Any minutes that were unused during the month do not roll over to the next month.

98. What if a US user with Teams Phone with Calling travels to another country outside of their Domestic Calling plan market? Will their Domestic Calling Plan service work?

Yes. If a US based user (meaning their Microsoft/Office 365 license is assigned in the US) travelled to Australia, any calls they make back to the US would be considered a Domestic call regardless from where the call took place.

Microsoft Teams Calling Plan pay-as-you-go

99. What is Microsoft Teams Calling Plan pay-as-you-go and when did it become available?

The Microsoft Teams Calling Plan pay-as-you-go SKUs provide the ability for customers to pay for outbound domestic and international PSTN calling on a per-minute basis. Each user subscription includes one phone number with unlimited dial-in minutes and with dial-out minutes subject to usage rates on a per-minute basis. New commerce experience (NCE) customers will be billed for all dial-out minutes in arrears through the new pay-as-you-go consumption model, while legacy commerce customers will need to enable a Communications Credits account for dial-out usage.

100. Where are the Teams Calling Plan pay-as-you-go service offers available for purchase?

The offers may be purchased by customers located in any country where [Audio Conferencing and Calling Plans are available for purchase](#) (sell-to countries), excluding the US/PR. US and Puerto Rican customers have license geo restrictions due to tax inclusivity and regulatory reasons, therefore US/PR customers may only purchase Teams Calling Plan PAYG Zone 1 US for end users in the US/PR (beginning July 1, 2023).

101. What are the prerequisites for Teams Calling Plan pay-as-you-go?

Teams Phone (standalone or via Microsoft 365/Office 365 E5).

102. Through what channels can Teams Calling Plan pay-as-you-go be purchased?

Commercial: Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), CSP, and Buy Online channels.

Education: Enrollment for Education Solutions (EES), Buy Online.

Non-profit: Buy Online.

103. What customer segments can purchase Teams Calling Plan pay-as-you-go?

Commercial (including WW Commercial Public Sector), Non-profit, Education, and GCC.

104. Why are we introducing a new Zone pricing model for Teams Calling Plan pay-as-you-go?

The economics for providing Teams Calling Plan services vary across countries. Competitive market conditions support pricing differences depending on the calling zone and specific market environments.

105. Can customers based outside of a Calling Plan market purchase Teams Calling Plan pay-as-you-go services?

Yes, customers may purchase Teams Calling Plan pay-as-you-go in any geo where Audio Conferencing is available (regardless of if the purchasing entity is within the Calling service market). Please note that Calling Plans may only be assigned to users that reside in a Calling service market. Existing business rules will remain in place for all other geos.

106. Can a UK-based customer purchase Teams Calling Plan pay-as-you-go Zone 1 and assign licenses to users located in the US?

Yes. A multinational customer in the UK can purchase Teams Calling Plan pay-as-you-go Zone 1 and assign users who reside in the US. This scenario is appropriate for any multinational customer within a valid sell-to country who wishes to assign the service to a user(s) physically based in the US.

107. Can customers purchase multiple Teams Calling Plan pay-as-you-go offers in varying calling Zones?

Yes. Multinational customers in valid purchasing markets have the ability to purchase any number of Teams Calling Plan pay-as-you-go licenses across different zones to service their unique dial-out pay-as-you-go needs.

108. What if a Teams Calling Plan pay-as-you-go customer located in Canada travels to another country? Will their service still work?

Yes. Any Calling Plan user may travel outside of their assigned Calling Plan service country and continue to utilize their service (regardless of where the call takes place).

109. How do customers pay for their minute consumption for Teams Calling Plan pay-as-you-go?

There are two consumption models depending on the customer's purchasing channel. Both consumption models will utilize Microsoft's per minute country rates that can be found [here](#) (scroll to 'See rates for where you want to call' section):

1. [Communications Credits](#): Available to customers purchasing through Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), and "legacy" Buy Online customers.

Customers must enable their Communications Credits account and will be charged per minute for their usage using a pre-paid balance (with the ability to enable auto-recharge amounts).

2. [Pay-as-you-go consumption](#): Available to commercial customers purchasing through CSP or Buy Online channels. Customers will be billed in arrears based on their monthly usage.

110. Is the Pay-as-you-go consumption model replacing Communications Credits consumption model?

Only for Commercial CSP and Buy Online customers at this time. All other customers using legacy purchasing channels will continue to utilize Communications Credits to pay for consumption minutes.

111. Can customers track their Teams Calling Plan pay-as-you-go minute usage?

Yes. Please see the [Microsoft Teams PSTN usage report](#) for detailed guidance on viewing usage through the Microsoft Teams Admin Center.

112. Will minute rates be the same through the new voice service Pay-as-you-go consumption model?

Yes. Additional PAYG minute usage will continue to be charged based on Microsoft's rates per market published [here](#) (scroll to 'See rates for where you want to call' section).

Teams Phone Standard (previously Phone System)

113. What are the options for licensing user with Teams Phone?

Enterprise:

- Microsoft 365 E5 or Office 365 E5
- Microsoft 365 (no Teams) or Office 365 E5 (no Teams) + Teams Enterprise
- Microsoft 365 E5 EEA (no Teams) or Office 365 E5 EEA (no Teams) + Teams EEA
- Office 365 E1/E3 (no Teams) or Microsoft 365 E3 (no Teams) + Teams Enterprise + Teams Phone Standard
- Office 365 E1/E3 EEA (no Teams) or Microsoft 365 E3 EEA (no Teams) + Teams EEA + Teams Phone Standard
- Teams Enterprise or Teams EEA + Teams Phone Standard

Frontline:

- Microsoft 365 F1/F3 or Office 365 F3 + Teams Phone Standard for Frontline

Business:

- Microsoft 365 Business Basic/Business Standard/Business Premium + Teams Phone Standard
- Teams Essentials + Teams Phone Standard

114. What are the licensing requirements for users who want to setup a call sharing or group call pickup using Teams?

All users who intend to use call sharing or group call pickup features in Microsoft Teams will be required to have the Teams Phone (Phone System) license. For more details, please see the [Call sharing and group call pickup in Microsoft Teams](#) article.

Teams Premium

115. What is Microsoft Teams Premium?

Teams Premium is for organizations that want to get the most out of their virtual meetings by making them more personalized, intelligent, and secure.

116. Are there any pre-requisites for purchasing Teams Premium?

Microsoft 365 F1/F3/E3/G3/A3/E5/G5/A5/Business Basic/Business Standard/Business Premium, Office 365 F3/E1/A1/E3/G3/A3/E5/G5/A5, Teams Essentials (Entra ID) Teams Essentials (Entra ID), Teams Essentials, Teams EEA.

117. Through which channels is Teams Premium available?

Enterprise Agreement (EA)/Enterprise Subscription (EAS), Enrollment for Education Solutions (EES), CSP, Buy Online.

118. To which customer segments is Teams Premium available for purchase?

Teams Premium is available to Commercial (including WW Commercial Public Sector), Non-profit, Education, and GCC customers.

119. Where can I learn more about Teams Premium?

Please refer to the [Microsoft Teams Premium licensing](#) Learn article.

Microsoft Teams Rooms

120. What is Microsoft Teams Rooms and what changed on September 1, 2022?

We replaced the existing Microsoft Teams Rooms Standard and Microsoft Teams Rooms Premium per-device offers with the following:

1. **Microsoft Teams Room Basic** provides core meeting experiences at no additional cost. This includes scheduling, joining, content sharing, collaborative whiteboarding, as well as essential security and management capabilities out-of-the-box. Each no-cost license enables one device per room. Customers can have up to 25 active Basic licenses at a time.
2. **Microsoft Teams Room Pro** delivers everything in Basic, plus enhanced in-room meeting experiences and advanced management and security to help customers operate devices at scale.

121. How do customers enable the Teams Rooms Basic functionality for their devices?

Customers acquire a \$0 Teams Rooms Basic license and assign it to the device via their Microsoft Admin portal.

At a future undetermined time, licenses will be automatically assigned when the device logs-in.

122. Does the one-time Teams Rooms Basic device license have an expiry date?

The license will expire after 6 years.

123. What services are included in the Teams Rooms offers?

	Basic	Pro
Microsoft Teams	•	•
Audio Conferencing ¹	•	•
Whiteboard	•	•
Microsoft Teams Rooms Pro Management		•
Teams Phone Standard		•
Microsoft Intune ²		•
Entra ID Plan 1		
Microsoft Defender for Endpoint Plan 2		
Skype for Business Plan 2 ³		

¹To verify service availability, refer to [Country and region availability for Audio Conferencing and Calling Plans](#). Communication Credits may apply for additional services, such as toll-free, international minutes for domestic plans, etc. Customers can disable these features to avoid additional billing. [Conference Phones with Meeting Interface](#) requires MTR Pro License.

²Microsoft Intune Plan 1 and Plan 2.

³Included to enable certain legacy authentication methods. Effective October 1, 2023, Teams Rooms no longer supports connections to the Skype for Business server.

124. Through what channels are Teams Rooms licenses available?

Teams Rooms Basic (\$0): Buy Online (Add and assign via Microsoft Admin portal)

Teams Rooms Pro: Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), CSP, and Buy Online channels.

125. What is the segment availability for purchasing the Teams Rooms offers?

The offers will be available for Commercial, WW Commercial Public Sector (non-US), Education (faculty only), GCC, GCC-High, and Non-profit customers.

126. Are there any pre-requisites for purchasing Teams Rooms offers?

No.

127. Are there any restrictions on what rooms/devices can be assigned the Teams Rooms licenses?

Teams Rooms licenses are applicable to certified Teams Rooms Systems that include a compute device. See certified devices [here](#).

128. Why is there a limit of 25 licenses maximum for Teams Rooms Basic?

The limit is to avoid poor customer experience. Customers with more than approximately 20 devices need the management and other capabilities of Teams Rooms Pro.

129. Does this mean that Teams Rooms Standard customers will need to move Teams Rooms Pro at renewal to keep all their current capabilities?

Yes, because Teams Rooms Basic includes a subset of Teams Rooms Standard capabilities, they will need to move to Teams Rooms Pro at renewal to continue to receive all their current capabilities (and much more).

130. Can Microsoft 365/Office 365 suite user licenses be used for licensing Teams Rooms devices?

No, Teams Rooms devices require Teams Room device licenses. User subscription licenses cannot be assigned to devices.

131. Where can customers learn more about planning, deploying, and managing Microsoft Teams Rooms?

Please refer to the following resources:

- [Teams Room marketing website](#)

- [Plan Microsoft Teams Rooms](#)

Teams Shared Device license (previously Common Area Phones)

132. What is a Teams Shared Device license?

The Microsoft Teams Shared Devices add-on license allows offices to designate devices as shared devices, including common area phones, Teams displays for hot-desks, and Teams panels for meeting spaces.

133. Is the Teams Shared Device license appropriate for licensing functionality other than making and receiving voice calls?

No. The Microsoft [Product Terms Teams page](#) defines a Common Area Communications Device as follows:

“A Common Area Communication Device (“CACD”) is a device shared by multiple users who do not log into the device with their Office 365 credentials and which supports calls, meetings and/or conferencing over voice, Voice over IP, and/or video. Microsoft’s Common Area Phone and Teams Rooms offerings are Device SLs that may only be assigned to a CACD. Each CACD Licensed Device may be accessed and used by any number of users.”

This specifically means that if the device (e.g., Polycom Trio or Surface Hub) is doing anything other than making and receiving voice calls, they will be violating the license terms.

Please note that Teams Phone requires E1/E3 to add (or included in E5), hence its inclusion in the Teams Shared Device license that is assigned to devices whose purpose is to make and receive voice calls only.

134. Is the Teams Shared Device license all that a customer needs to use a common area phone?

No. The Teams Shared Device license provides the features that are required to enable a device to have a phone assigned to it and to make and receive telephone calls (call answer and forwarding, call park and retrieve, group call pickup and forwarding rules, call queue, auto attendant, and cloud voicemail (EXO P2), however, it does not include any Calling service. Customers must either connect their existing telephony provider to our service or purchase a Calling Plan for the device licenses with the Common Area Phone.

135. Where can I learn more about Teams Shared Device license?

Please refer to the following Microsoft Learn articles:

- [Microsoft Teams Shared Devices licensing](#),
- [Set up common area phones for Microsoft Teams](#)
- [Microsoft Teams panels](#)
- [Microsoft Teams displays](#)