



Telstra Calling for Office 365

Complimentary service packages for a better experience

We've introduced a range of Customer Experience Packages to help you get the most out of your new service. This is our continuous commitment to work with you to create better experiences for your people.

Our packages are included with selected purchases of Telstra Calling for Office 365. Find out if you are eligible today.

What is Telstra Calling for Office 365?

Get Telstra's leading voice capability from the Microsoft Cloud.

Make calls to landline or mobile within Skype for Business and Microsoft Teams – leading tools you know and trust.

For more information, visit telstra.com/calling365

Types of Customer Experience Packages

Our Service Packages	What we do	What you get
Call Performance Analysis	A review of all call usage and performance data details, presented to you by a qualified partner in an easy-to-understand format. Includes a one hour phone call to discuss the results.	Call Performance Report Includes a summary of call performance (% of calls dropped/jitter), ratio of good vs. poor quality calls by site, full details of each poor quality call, top users, activity by site, sites with best/poor quality.
Network Voice Health Check	A network review and assessment. This will examine a variety of items within the network that could effect voice services including bandwidth, jitter, QoS, routing, network load, firewalls, other real time traffic considerations.	Network Report Based on activities completed within the customer network environment, with a focus on Telstra Calling for Office 365 voice services. Includes Call Performance Report above.
Medium Consulting Package	A standard three day on-site consulting package conducted by a Microsoft UC voice qualified specialist. Includes time allocated to create a report.	Key Findings - Medium Business-led consulting engagement. Includes an assessment of business needs and analysis of areas related to user adoption or user personas.
Large Consulting Package	A standard five day on site consulting package conducted by a Microsoft UC voice qualified specialist. Includes time allocated to create a report.	Key Findings - Large Medium Consulting Package above, plus the option to deep dive into an additional area of focus, such as Modern Workplace or Meeting Room Collaboration.

Your Complimentary Customer Experience Packages

Included with Telstra Calling for Office 365 purchases of 50 seats or more.

Our Service Packages	Originally valued at (ex GST)	Volume of Seats				
		1-49 seats	50-499 seats	500-999 seats	1000-1999 seats	2000+ seats
Call Performance Analysis	\$1,600	No included package for under 50 seats	✓	✓	✓	✓
Network Voice Health Check	\$5,000			✓	✓	✓
Medium Consulting Package	\$10,700				✓	
Large Consulting Package	\$15,000					✓

Things you need to know:

- Eligibility for complimentary Customer Experience Packages is dependent on the volume of Telstra Calling for Office 365 calling plan seats purchased at the time you invoke the use of the package for that year. We will advise you on request of the included packages at the time of the purchase, although this may change depending on any changes in calling plans you have made since the original purchase.
- If you are eligible, you may request a complimentary Customer Experience Package after your Telstra Calling for Office 365 service has been provisioned.
- You have an option to purchase additional service packages as required.
- You will receive Telstra Calling for Office 365 Customer Experience Packages on an annual basis for the duration of the contact and any contract extensions.
- Telstra reserves the right to change the scope of Customer Experience Packages and the right to remove them all together.