

A black and white photograph of a city skyline with several tall skyscrapers, positioned in the top right corner of the slide. The image is partially obscured by a blue diagonal shape that cuts across the top left and bottom right of the slide.

Telstra Calling for Office 365

Small Business Rapid Deployment

19 May 2021

Customer_Company



Summary 3

- Discovery 3
- Rapid Plan 3
- Rapid Deployment 3
- Deliverables 4

Add on Services 4

- New Office 365 Tenancy 4
- Additional Sites 4
- Auto Attendant and Call Queues 4

Acceptance 5

- Acceptance 5
- Your Jasco Account Team 5

Appendix A: Terms & Conditions 6

- Terms & Conditions 6
- Telstra Business Rules 7

Appendix B: What Else Will I Need? 8

- Microsoft Licensing 8
- Telstra Calling Plans 9
- Certified Devices 9





Summary

As Australian businesses move to a cloud-first focus, moving telephony has often remained the final hurdle. Our experience and longstanding partnership with Microsoft, has allowed Jasco to develop a comprehensive methodology to successfully move your telephony to Telstra Calling for Office 365. While Telstra initially precluded customers without assigned Telstra Account Managers they are currently trialling opening TCO365 to small businesses.

To facilitate expanding TCO365 to smaller businesses Jasco have worked with Telstra to define this low touch, rapid deployment methodology to meet the needs of smaller, non-Telstra managed companies.

Discovery

During the discovery phase we will deliver a remote workshop over a Skype for Business / Teams meeting. The workshop will be aimed at articulating the overall solution, discovering the details around the current telephony solution, establishing key contacts and discussing the requirements of the complete solution.

Rapid Plan

From the results of the Discovery phase we will build a solution design, including any remediation and pre-requisites required to “ready” your environment for the planned delivery.

Rapid Deployment

The global Skype for Business and Microsoft Teams systems require configuration to match regional phone usages. As part of our standard deployment we will configure Skype for Business and Microsoft Teams to match your existing PBX usage wherever possible to reduce your training requirements. This means that if users are used to dialling “0” for an outside line, “123” for reception and “987654321” for a local number we will configure the solution to meet these business requirements. Where services such as “group pickup” are in use we will show you how to meet that business need in different ways, with options such as team calling and Call Queues. We will also configure the service to match your business hours and voice mail requirements.

The deployment of Microsoft Phone System and enabling your users for TCO365 often progresses quickly following the design phase. We pre-configure SfB Online, or Microsoft Teams based on the designed solution before moving your number ranges to the new solution. This will allow you to familiarise your staff with the client and start to receive the collaboration benefits of the solution before number porting.

After we have configured Skype for Business and Microsoft Teams for you users we will assist you to arrange with your carrier to migrate your number ranges to TCO365. The number porting phase of the deployment is often the slowest, if you need to move your number range between carriers this can take up to six months. You will need to confirm the process and the timeframe with the carrier you are leaving and Telstra. If you are an existing Telstra customer Telstra will be able to advise you of the number range migration timeframe. We will work with you and Telstra to choose a go live date for your new phone system and support you during your activation.





Deliverables

The primary delivery of the TCO365 Rapid Deployment is a cloud based phone system that meets your business requirements. As well as this most tangible result we will also provide the following documentation:

- Design overview
 - Detailing the configuration that will be applied to TCO365, and Skype for Business or Microsoft Teams.
- As Built
 - Detailing the final configured solution applied to TCO365, and Skype for Business or Microsoft Teams.

Add on Services

New Office 365 Tenancy

By default, the readiness assessment includes activation in to an existing Microsoft Office 365 Tenancy where your staff identities are already synchronised to the Microsoft Cloud. In the event that you don't have an existing tenancy, or require an additional tenancy, this add-on service allows you to include the tenancy establishment and simple identity integration.

Additional Sites

If you have more than one site, then this service addresses the requirements for you to include additional sites to the rapid deployment and ensure that all of your sites are first class citizens. Skype for Business and Microsoft Teams configuration is required for your additional sites, as well as the co-ordination of moving your number ranges to TCO365 and testing the solution.

Auto Attendant and Call Queues

Call queues are often the centre of many business processes and vital to the business. This add-on allows us to review your Call Queues, Hunt Groups or Voice Auto Attendants and migrate them to Microsoft Phone System with the greatest business benefit.



Acceptance

The below table provides the cost and details for the Jasco TCO365 Small Business Rapid Deployment.

Proposed Services	Unit Price	Quantity	Price (ex GST)
Rapid Deployment TCO365, SfBO, Teams configuration Initial Site, 50 users or less Single ISDN / SIP trunk	\$5,000.00	1	\$5,000.00
Additional Site 20 users or less Single ISDN / SIP trunk	\$3,000.00	0	\$ 0.00
New Office 365 Tenancy	\$3,000.00	0	\$ 0.00
Auto Attendant and Call Queues Per Workflow	\$500.00	1	\$ 500.00
Total			\$5,500.00

Acceptance

If you would like to proceed with this agreement, please complete this acceptance form.

Acceptance of TCO365 Small Business Rapid Deployment for Customer_Company	
For Jasco Consulting Signature	For Customer_Company Signature
Printed Name	Printed Name
Title	Title
Date	Date

Your Jasco Account Team

Account Executive	Support	Pre-sales Specialist
Sales_Name		Alan Smith
Sales_Phone	+61 3 9095 1600	+61 3 9095 1672
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Sales_Email	support@jasco.net.au	AlanS@jasco.net.au





Appendix A: Terms & Conditions

Terms & Conditions

This proposal is subject to the following Terms and Conditions:

- To facilitate this Rapid Deployment at the lowest cost to you we will configure and deploy your cloud solution remotely.
- Should an on site visit be required travel and on site time will be charged at the standard Jasco rate.
- Unless otherwise stated in this proposal, all work will be performed during normal business hours (8.30am to 5:00pm Monday through Friday excluding gazetted public holidays).
- All Jasco resources are subject to availability at the time of signing.
- The customers staff and stakeholders will be made available as and when required for interviews, meetings, workshops and data gathering.
- The customer will ensure that Jasco's requests for information or documentation needed for the project are met in a timely manner to complete the project.
- Jasco will not be responsible for any delay caused by the customer in the provision of assistance, information or documentation as required for the duration of the engagement.
- Any option listed as an Add-On service is out of scope of the standard deployment, unless the applicable addition has been added to the scope.
- As part of the call queue service you will be made aware of the limitations of the Call Queues and their appropriate usage.
- The Rapid Deployment is based on a Small Business primary site, of less than 50 users located at one address on one level, with a single inbound hundred number range.
- Rapid Deployment additional sites are based on a site of less than 20 users located at one address on one level, with a single inbound hundred number range.
- You will need to establish a Microsoft CSP relationship with Telstra to purchase TCO365.
- Jasco will work with you to find certified handsets, headsets and meeting room devices for your Rapid Deployment. Any configuration or customisation of these devices will be charged at the standard Jasco rates.
- Microsoft Phone System, Skype for Business and Teams licenses will be required for all users, Conferencing licenses are also recommended.
- The standard Telstra TCO365 activation process includes accepting Telstra as your CSP partner, assigning Phone System licenses and assigning Telstra Calling Plans to all users.
- All Telstra Calling for Office 365 deployments are subject to the current Telstra TCO365 Customer Terms available at <https://www.telstra.com.au/customer-terms/business-government#other-voice-services>
- If this Rapid deployment model does not meet your business requirements Jasco can provide you with a more comprehensive TCO365 Planning and Readiness Assessment, followed by a TCO365 Full Plan Deployment.





Telstra Business Rules

These are the business rules currently required by Telstra for TCO365:

- Available in Australia only.
- Available for Australian Office 365 tenancies only.
- Each customer can only choose a single plan type across all their users.
- Not available for out bound contact centre functions.
- International calls are not included in the above plans and are charged at standard rates.
- Excludes Premium Calling numbers for included call types.
- Fair play policy applies.
- Only available to Telstra CSP or Microsoft EA customers.
- Requires separately purchased Office 365 Phone System license.
- Standard 12 month contract with rolling 12 month contract extension.
- Telstra reserves right to charge ETC under contract.
- Calling service is charged until a cancellation request with Telstra is raised, regardless of customer's dependent Microsoft Office 365 licensing status.
- Customer must have a Telstra Flexcab account for any call usage billing (Jasco will create this with Telstra).
- Not available for wholesale arrangements.
- Internet bandwidth is a mandatory requirement, calculated as per the Microsoft Bandwidth calculator for Skype for Business.
- This offering is newly released to Small Business and Unassigned Telstra customers. Due to this some of the processes have not yet been built and some capabilities will not be able to be offered. This includes:
 - Porting of number ranges from third party telecommunications providers.
 - Internal migration of numbers from products Digital Office Technologies (DOT), Telstra IP Telephony (TIPT), and the SIP Connect variants.
- Small Business and Unassigned Telstra customers are restricted to the Business Calling plan only. Details for this are outlined in the following pages.



Appendix B: What Else Will I Need?

This proposal outlines the Jasco professional services needed for a TCO365 Rapid Deployment, there are other Microsoft and Telstra requirements for a complete solution.

Microsoft Licensing

Telstra Calling for Office 365 requires that your users are assigned an Office 365 license, a Microsoft Phone System license, and optionally an Office 365 Conferencing license. These licenses must be purchased through Telstra as your Microsoft Cloud Services Provider (CSP). If you are using CSP licensing with another licensing partner Telstra require that you switch your CSP licensing over to them. As an overview, these are some ways of meeting the licensing requirements:

- **Microsoft 365 Business Phone System and Microsoft Phone System**
 - Microsoft Teams cloud-based phone system (PABX) with features including call transfer, multi-level auto attendants, and call queues
 - (Price per user per month (ex GST): \$ 11.00)

- **Microsoft Conferencing**
 - Optional Addition to Microsoft Phone System
 - Audio Conferencing: Microsoft PSTN Dial-in and out audio conferencing for up to 250 people per meeting.
 - Price per user per month (ex GST): \$ 5.48

- **Microsoft 365 Business Voice**
 - Includes Business Phone System
 - Audio Conferencing: Microsoft PSTN Dial-in and out audio conferencing for up to 250 people per meeting.
 - Price per user per month (ex GST): \$ 16.48

*Business Phone System and Business Voice are available for customers up to 300 seats. Microsoft Enterprise customers are enabled with the Microsoft Phone System and Conferencing licenses.

Microsoft Phone System and variants are available with the use of the below subscriptions:

- Microsoft 365 Business Basic, Standard or Premium
- Microsoft and Office 365 Enterprise E1, E3 or E5
- Microsoft 365 F1, F3 or Office 365 F3

As is often the case with Microsoft, the licensing needs can be met in many ways, so this is only indicative.

As part of your deployment Jasco will assist you to choose the correct licensing model for your business, activate your Telstra CSP agreement and purchase the required licenses through Telstra.

When budgeting, it can often be easy to overlook non-user assigned accounts such as voice-mail enabled shared accounts. When moving to Teams Voice these accounts will required to be licensed also.



Telstra Calling Plans

Telstra provide three calling plan options; you must choose one of the three calling plan options for your entire business:

Plan	Plan Details	Target Segment	Price Per User Per Month (ex GST)
Standard Calling	No included minutes, usage paid per minute.	Enterprise & Premium Business	\$8.00
Essentials Calling	Unlimited Local and National Long distance calling within Australia included.	Enterprise & Premium Business	\$14.00
Premium Calling	Unlimited Local, National Long distance and calling to mobile within Australia included.	Enterprise & Premium Business	\$18.00
Business Calling	Unlimited Local, National Long distance and calling to mobile within Australia included.	Small Business Segment	\$18.00

The Standard, Essential, and Premium Calling plans are available for Telstra Enterprise and Premier Business customers only. If your company does not fall into these segments, the Business Calling plan will be your only option

Certified Devices

Microsoft and Telstra require that devices connecting to the service are Microsoft certified. The use of certified devices will ensure that your users receive the best experience with and greatly reduce help desk calls. Jasco will work with you to find the best selection of certified devices to meet your business requirements.

