



# Introducing Teams Calling.

The convenience and immediacy of your  
business landline, right inside Microsoft Teams.

A black and white photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a Microsoft Teams video call interface with a circular profile picture of a man. The person is wearing glasses and a dark jacket. The background is a wooden desk.

Teams Calling

# Everyone loves desk phones. Just not on desks.

The landline phone.  
You give out your number, you  
receive a call. It's beautifully simple.

But today, we're not always sitting  
behind a desk. We've moved into  
a world where our mobiles and  
laptops are at the centre of how we  
communicate.

Macquarie Telecom Teams Calling  
brings the two together. Give out one  
number – your business landline –  
and answer the call on your mobile or  
your laptop, wherever you're working.

**Simple.**

## Teams Calling

### Landlines that aren't tied to your desk. Or to your PABX, either.

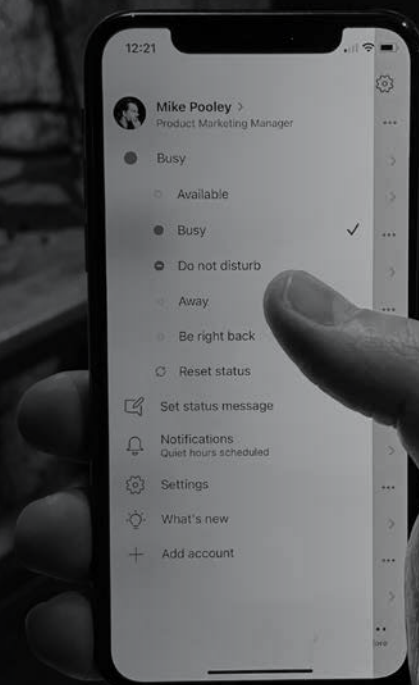
It's time to say goodbye to the expensive maintenance and complex on-premises equipment at the heart of your traditional PABX phone system. Teams Calling integrates your business landline numbers with Teams, so every device you work with becomes your landline. Minus the curly cord, of course.

## An environment you already know (and love).

Wherever your work takes place, the chances are you're already using Microsoft Teams for file sharing, group chats, and virtual meetings. We've put your landline calls inside the same environment – they'll come through directly within Teams. Of course, you can make calls directly from Teams too: to mobiles, landlines and overseas numbers.

### Choose when you're contactable. Always. Or never. Or anything in between.

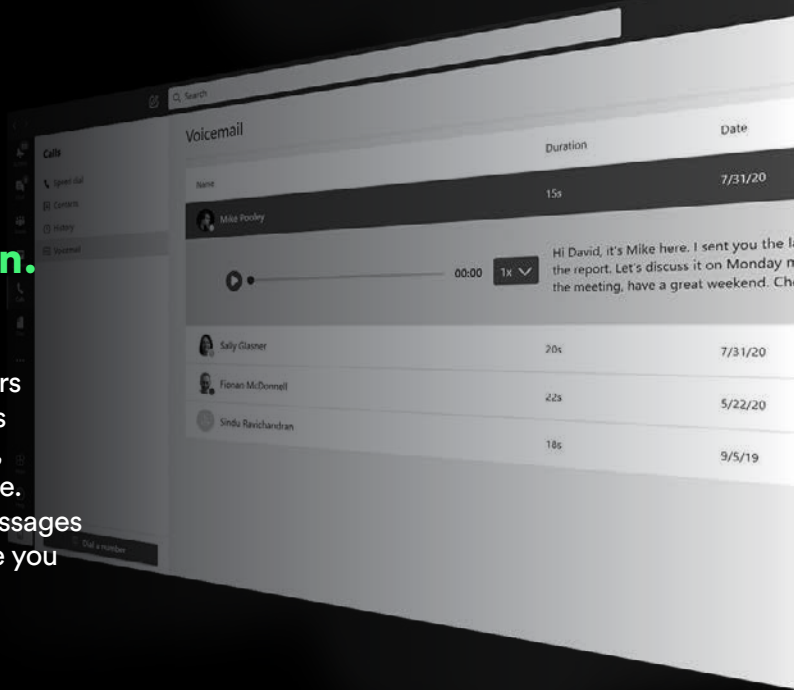
Teams Calling makes it easy for your people to be contactable on any device with one number. But it also makes it easy for them to choose when they're not free, too. Teams Calling lets you control when you're free to take calls, with a simple menu on your phone. So now you can miss calls by choice, not by accident.



## Teams Calling

### Visual voicemail with transcription. The smart way to be unavailable.

When you decide it's time not to be contactable, callers won't be met with a busy signal. Whether a call comes in via the landline number or from another teams user, visual voicemail collects all your messages in one place. It does much more than traditional voicemail, too. Messages are laid out in a list, making it easy to find play the one you need. It even transcribes voice messages as text.

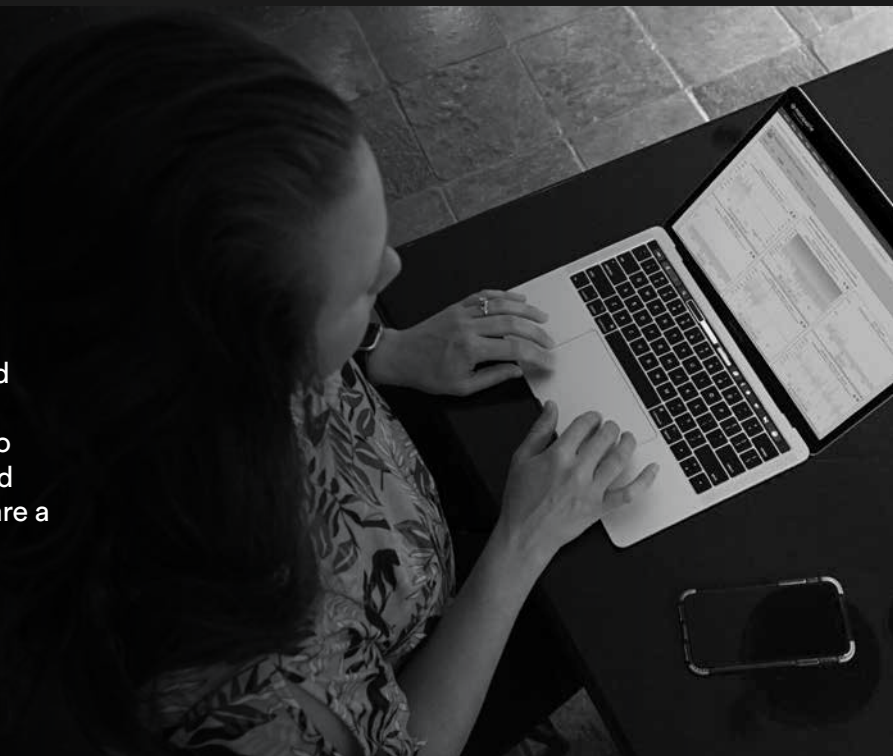


## Now privacy can follow you everywhere.

Until now, providing your personal mobile number was often a part of doing business. We're bringing privacy right back: from now on, your landline's the only number you'll ever need to give out to customers and colleagues. Your smartphone and laptop will still be at the centre of doing business, but your mobile number can stay private.

### Control everything through the cloud: MacquarieView.

You can now manage your phone numbers and associated features from anywhere, using any device - instead of depending on technicians to make equipment changes on site. The time and cost of manually configuring PABX hardware are a thing of the past.



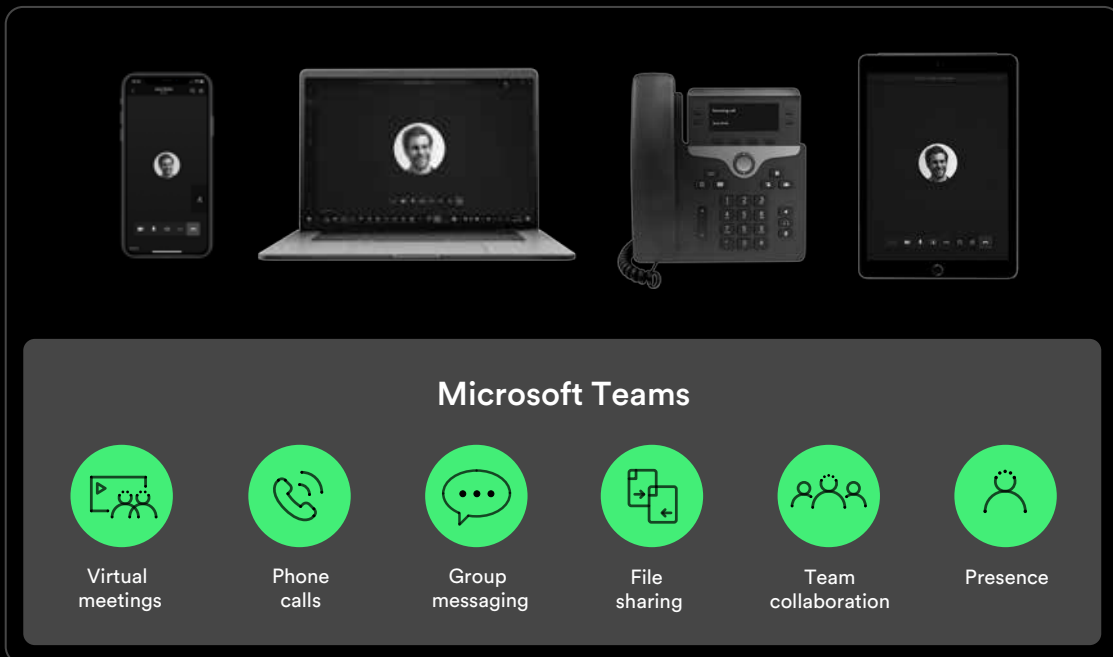
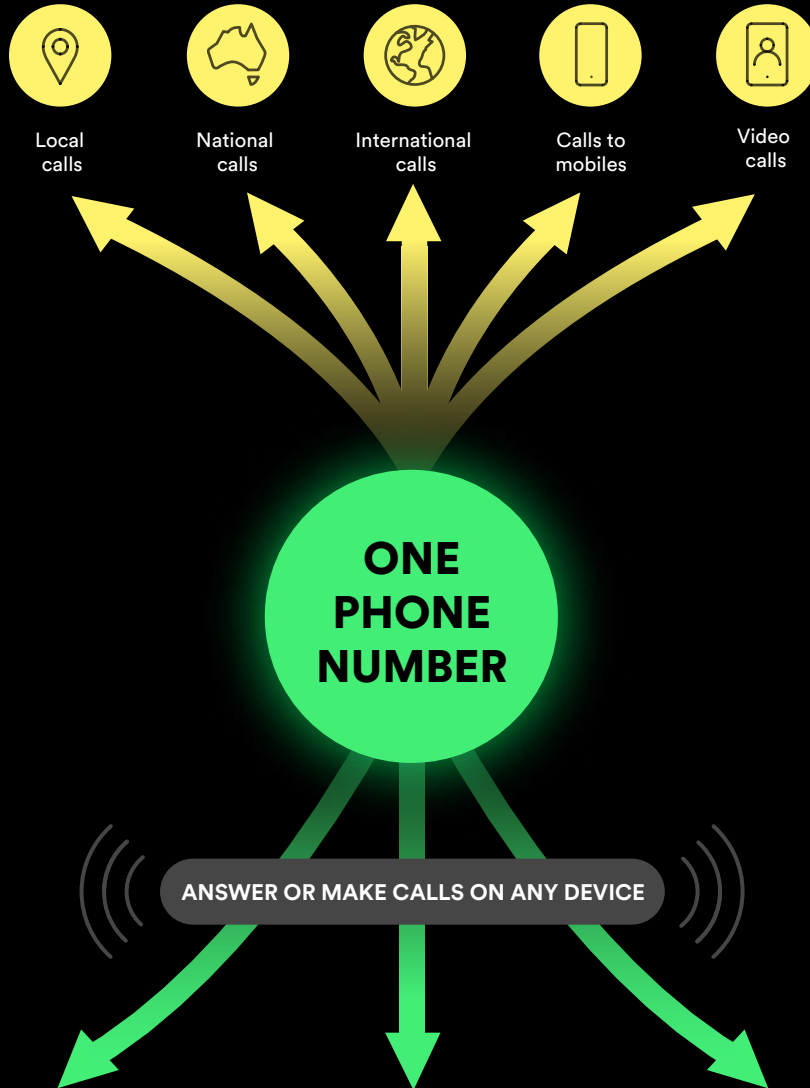


# Your work landline. Built right into your laptop and mobile.

We've turned your landline phone number into the only number your customers and colleagues need. When they call it, you'll receive the call on your mobile and laptop - and even your tablet.

You can choose to keep your desk phone hardware and integrate it with Teams Calling, or say goodbye to your old-school equipment for good.





Microsoft Teams

Virtual meetings

Phone calls

Group messaging

File sharing

Team collaboration

Presence

This section shows a Microsoft Teams interface on four devices: a smartphone, a laptop, a desk phone, and a tablet. Below the devices is a dark grey bar with the text "Microsoft Teams" and six green circular icons representing features: a meeting with a screen (Virtual meetings), a telephone handset (Phone calls), a speech bubble (Group messaging), two overlapping documents (File sharing), three people icons (Team collaboration), and a person icon with a status indicator (Presence).

# SIP trunking: the future of telephony.

**Integrating your traditional landline numbers with Microsoft Teams is all possible because of SIP trunking.**

SIP trunking brings your voice and data networks together. By doing this, you can lower your costs, increase your business continuity, and make deployment and scaling quick and simple.

## **Utilisation up. Cost down.**

When you replace traditional voice telephony with SIP trunking, all your existing phone numbers stay, but line rentals and hardware costs go.

We've deployed SIP trunking into a lot of businesses. On average, line rental costs decrease by over 25%. Fully-fledged SIP trunking takes traditional PABXs out of the equation too, so setup and maintenance costs come tumbling down when you make the move.

And crucially, SIP trunking reduces under-utilised network capacity by combining your data and voice network, which lowers your recurring costs.

## **Network outages won't catch you out.**

These days, business continuity plans often focus on data and applications: making sure fall-back systems are in place to keep your customers connected. But fallback for voice is just as important.

How long would your business survive if your customers couldn't reach you on the phone?

SIP trunking means your business continuity plan can be extended to include voice. By ensuring service resilience, even during major network failures, SIP trunking is a highly redundant service.

# Local support. Always.

## An easy transition, supported by real people.

Whether you're already a SIP customer, or upgrading your old PABX services currently supplied by another telco, you'll have your own Sydney-based project manager to make the transition easy. We don't expect you to fend for yourself or leave things to chance.

## Our Sydney-based call centre is here to help.

When businesses need help, they need well-qualified call centre people based right here in Australia. We don't outsource any calls to offshore providers – instead, we have our own highly trained support team in the centre of our head office in Sydney.


All our solutions are easy to deploy and use, but if you need support, our call centre is available 24/7 to answer any questions you have.

Our call centre's current Net Promoter Score (NPS) is +71, and we continuously strive to make it even higher.

## Account managers who build lasting relationships.

Every one of our customers is looked after by a local account manager. We believe that when the unexpected happens, you need an expert within your telco who knows your business inside out.

Our account managers build a strong relationship with every business they work with.



Lyle  
Sydney call centre  
team member





**To find out more about Teams Calling, please call us on 1800 004 943 or visit [macquarietelecom.com](https://www.macquarietelecom.com).**

