

MICROSOFT TEAMS PHONE · AUSTRALIA · 2026

Teams Phone Australia: Direct Routing vs Calling Plans

Microsoft never launched its domestic Calling Plans here, so every Australian business that wants real phone calls in Teams has to add a local carrier.

Microsoft's own domestic Teams Calling Plans are not sold in Australia, so a Teams Phone licence alone will never let you dial an outside number. To add PSTN calling you need a local carrier, delivered through Direct Routing (your own or a provider's SBC) or Operator Connect (a Microsoft-listed carrier provisioned inside Teams). Direct Routing is the most flexible and usually the cheapest at scale because your numbers and call charges stay with an Australian carrier. VOCPhone runs Direct Routing on a network we own and operate, not a reseller arrangement, so you keep your numbers, your call rates and Australian support, and can layer on AI Phone Agents, SMS and CRM integrations that Teams alone does not offer.

The short version

Factor	Direct Routing	Operator Connect	Calling Plans
Available in Australia?	Yes	Yes (listed AU carriers)	No domestic AU plan
Who is your carrier?	Any Australian SIP/SBC provider you choose	A Microsoft-listed AU carrier	Microsoft (where sold)
Keep existing numbers	Yes, no port needed	Usually via port	Port required
Setup effort	Moderate (SBC config, or hosted for you)	Low (provisioned in Teams admin)	Lowest, n/a here
Flexibility & call routing control	Highest	Moderate	Lowest
Typical cost at scale (illustrative)	~\$4.8/user/mo + calls	Often higher per-minute	n/a in AU
Best for	Cost control, existing carrier, complex routing	Fast rollout, minimal config	Not applicable in AU

■ Key points

- Direct Routing
- Operator Connect
- Microsoft Calling Plans
- No reseller margin stacked in
- We fix faults, not raise tickets
- Australian-owned and hosted
- Keep your numbers, keep control
- AI Phone Agents

The short version

A Teams Phone licence is the software key. Direct Routing or Operator Connect is the actual door to the phone network. In Australia you must supply that door yourself through a local carrier. Microsoft will not sell you a domestic Calling Plan to do it for you.

■ Questions the full guide answers

- ☐ Can I buy a Microsoft Teams Calling Plan in Australia?
- ☐ What is the difference between Direct Routing and Operator Connect?
- ☐ Do I still need a Teams Phone licence if I use Direct Routing?
- ☐ How much does Teams Direct Routing cost in Australia?
- ☐ Can I keep my existing phone numbers when adding calling to Teams?
- ☐ Is Teams Phone enough, or do I need a separate cloud phone system?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.