

**Microsoft CSP - Teams Audio Conferencing**

## In This Article

- Overview
- Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN
- Microsoft 365 Audio Conferencing
- Which Audio Conferencing Product Should I Purchase?
- How to Get the Free Audio Conferencing Licenses

## Overview

The Microsoft Teams audio conferencing products add a dial-in bridge to Teams meetings. The licenses are assigned to Teams meeting organizers, and allows meeting attendees to use a dial-in bridge (toll phone number) to join the meeting.

Microsoft has two audio conferencing products for Teams meetings:

- [Microsoft 365 Audio Conferencing](#) (\$2.50)
- [Microsoft Teams Audio Conferencing with dial-out to USA/CAN](#) (\$0.00)

## Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN

**Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** is a new \$0.00 add-on product SKU from Microsoft that provides the following features for free:

- Unlimited toll dial-in minutes. Toll-free dial-in is not included.
- 60 **dial-out minutes** per user, per month, pooled at the tenant level.
- The 60 **dial-out minutes** support dialing phone numbers in the United States and Canada only.
- The **dial-out minutes** cannot be used to dial the other **Zone A countries** that are included with the existing **Microsoft 365 Audio Conferencing** product.

**Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** can be added to any base plan that includes MS Teams, including, but not limited to:

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



### NOTE

**Microsoft 365 Audio Conferencing** is included with the **Office 365 E5** and **Microsoft 365 E5** base plans. Therefore, you would not add **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** to those plans.

## Microsoft 365 Audio Conferencing

**Microsoft 365 Audio Conferencing** is the existing per user, per month, add-on product SKU from Microsoft that provides the following features for \$2.50:

- Unlimited toll dial-in minutes. Toll-free dial-in is not included.
- 60 **dial-out minutes** per user, per month, pooled at the tenant level.
- The 60 **dial-out minutes** can be used to dial any **Zone A country**.

**Microsoft 365 Audio Conferencing** can be added to any base plan that includes MS Teams, including, but not limited to:

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



### NOTE

**Microsoft 365 Audio Conferencing** is included with the **Office 365 E5** and **Microsoft 365 E5** base plans.

## Which Audio Conferencing Product Should I Purchase?

If your users host Teams meetings with people in the US and Canada only, you should purchase the free **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** product.

If your users host Teams meetings with people outside the US and Canada, you should purchase **Microsoft 365 Audio Conferencing** for \$2.50.



#### NOTE

You can purchase both the **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** and **Microsoft 365 Audio Conferencing** products, and assign the licenses to your users based on their requirements.



#### NOTE

If you currently have **Microsoft 365 Audio Conferencing** licenses, and you want to switch over to **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN**, keep in mind that Microsoft does not allow mid-term quantity reductions or cancellations. Depending on the renewal date of your **Microsoft 365 Audio Conferencing** licenses, you may need to finish the term before you can cancel the licenses or reduce the quantity.

## How to Get the Free Audio Conferencing Licenses

If you want to add, or switch over to, the new **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** product, you will need to get licenses added to your 365 tenant.

There are 2 ways to do this:

- You can get licenses directly from Microsoft in the M365 Admin Center
- You can request Evolve IP add the licenses to your tenant

After you have the licenses in your tenant, you can assign those licenses to your user accounts. If you have user accounts assigned to the **Microsoft 365 Audio Conferencing** license, you will need to switch them to the **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN** license.



#### NOTE

If you currently have **Microsoft 365 Audio Conferencing** licenses, and you want to switch over to **Microsoft Teams Audio Conferencing with Dial-Out to USA/CAN**, keep in mind that Microsoft does not allow mid-term quantity reductions or cancellations. Depending on the renewal date of your **Microsoft 365 Audio Conferencing** licenses, you may need to finish the term before you can cancel the licenses or reduce the quantity.