PATRIOT CONSULTING

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Advisory Brief

Teams Voice PSTN Cost Optimization

Calling Plan vs. Pay-As-You-Go Analysis

Overview

Microsoft Teams Calling Plans provide pooled PSTN minutes per user, but many organizations significantly overpay because actual call volumes are far below the included pool. Using the **Teams Admin Center PSTN Usage Report**, Patriot Consulting can quickly quantify actual minutes consumed versus minutes purchased and model the cost impact of switching to a **Pay-As-You-Go Calling Plan** — where you pay only for outbound minutes used at ~$0.013/min (US domestic) with zero per-user license cost.

Case Study — National EV Charging Network

Patriot Consulting analyzed 27 days of Teams PSTN usage data for a national EV infrastructure company operating **43 licensed calling plan users** (42 Domestic + 1 International). The export revealed a dramatic mismatch between licensed capacity and actual consumption:

$528/mo	0.9%	$5/mo	$6,272/yr
Current Calling Plan cost	Pool utilization (1,147 of 126,000 min)	Projected Pay-As-You-Go cost	Annual savings after switch

Key findings: Only 5 of 43 users exceeded 60 minutes in the entire period. 25 users consumed fewer than 10 minutes. Nearly half of all outbound dialing went to toll-free numbers (free under any plan). The single international user called Korea for ~20 minutes/month — costing $1.00 at Pay-As-You-Go rates versus the $24/month International Calling Plan license.

Recommendation executed: Replace all Domestic Calling Plan (MCOPSTN1) and International Calling Plan (MCOPSTN2) licenses with Pay-As-You-Go Calling Plan licenses funded via Communication Credits. Phone numbers, inbound calling, and the existing auto-attendant configuration were fully preserved with no end-user disruption.

How to Analyze Your Own PSTN Spend

Step	Action
1	Open the **Teams Admin Center** > Analytics & reports > Usage reports. Select **"PSTN and SMS (preview) usage"** and set your date range (up to 90 days).
2	Click **"Export to Excel"**. The CSV includes every PSTN call record with user, direction, duration, destination, and the **Capability** field that identifies the license type (MCOPSTN1 = Domestic, MCOPSTN2 = International, MCOPSTNPP = Pay-Per-Minute).
3	Filter to **Capability = MCOPSTN1/MCOPSTN2** and sum **Duration Seconds** by user. Compare total consumed minutes against the pooled allocation (3,000 min/user for US Domestic). Pool utilization below 30% is a strong signal to switch to Pay-As-You-Go.
4	Estimate PAYG cost: sum only **Outbound** minutes to non-toll-free destinations and multiply by $0.013/min (US domestic). Inbound and toll-free outbound are free. Compare this to current per-user Calling Plan spend.

Decision Framework

Criteria	Keep Calling Plans	Switch to Pay-As-You-Go
Pool utilization	Above 50% consistently	Below 30% — most minutes are wasted
User call patterns	Most users make heavy outbound calls	Most users are low-volume or inbound-only
Cost predictability	Fixed budget is preferred	Variable is acceptable when savings are large
International needs	Heavy international volume (>200 min/mo)	Light international (<50 min/mo per user)

Ready to optimize your Microsoft 365 voice spend?
Patriot Consulting offers Teams Voice and licensing assessments that identify overspend, right-size your calling plans, and surface security gaps — typically delivering measurable savings within 30 days.

Contact Us
patriotconsulting.com
info@patriotconsulting.com

