

Number Hosting – 1300/1800 numbers

Number type	1300 number	1800 number
Monthly hosting fee (per number)	\$10.00	\$10.00
Inbound calls	8.5c/min	12c/min
Total minimum cost <small>(when attached to a PAYG 1 Line SIP Trunking service, excludes call charges)</small>	\$18.00	\$18.00

Information about this service

Breeze Connect Number Hosting allows you to host 1300 and 1800 virtual numbers on our platform as a direct indials (DIDs) for your existing Breeze Connect SIP Trunking service.

Minimum term

The minimum contract term is 1 month. You can cancel this service at any time by emailing help@breezeconnect.com.au.

What's included

This plan includes hosting of the 1300 or 1800 number only.

What's not included

This service is an add-on which must be used in conjunction with a Breeze Connect SIP Trunking service. It cannot be used as a standalone service to receive calls.

Inbound calls on your 1300 or 1800 number are not included in the monthly hosting fee and you'll be charged for these separately.

The Number Hosting service does not include:

- Any additional channels for your SIP Trunking service
- A broadband internet service
- A phone system (PABX)
- Any hardware (phones, adaptors, gateways, etc)

Important conditions and limitations of the service

Inbound only

You cannot present a 1300/1800 number as your Calling Line Identification (CLI) when making outbound calls with a Breeze Connect SIP Trunking service.

International callers

While 1300/1800 numbers may be compatible with international telephone networks we cannot guarantee a successful connection.

Maximum call duration

For security reasons all calls on our network have a 3 hour connection limit and will be automatically disconnected after 3 hours.

Other information

Number porting

Breeze Connect accepts telephone numbers ported from other providers. Porting numbers from other providers may attract a porting fee per request submitted. A list of current porting fees can be found at breezeconnect.com.au/rates.

If you wish to retain your numbers when cancelling your service then you will need to port them away from Breeze Connect before asking us to cancel the service.

Complex routing schemes

Location-based routing and barring configurations will generally incur an additional set-up and monthly charge.

Full terms

For our full legal terms please refer to our Standard Form of Agreement (SFoA) which can be found at breezeconnect.com.au/customer-terms.

We're here to help

Please visit breezeconnect.com.au/contact-us if you have questions about your plan, rates or technical support. You can also call us on 1300 127 339 or send us an email at help@breezeconnect.com.au. If you need to contact us while overseas you can call +61 8 7078 5300.

Complaints and disputes

If you are dissatisfied with the performance of a product or the service we provide please let us know so we can try to fix it. If we are unable to resolve your issue to your satisfaction please visit breezeconnect.com.au/complaints for more details about our dispute resolution process.

Further investigation

If we still cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Breeze Connect first and is an option of last resort. You can contact the TIO by phone on 1800 062 058 or by visiting tio.com.au/contact-us.