

Number Hosting – Fixed numbers

Quantity	1 number	10 numbers	50 numbers	100 numbers
Monthly hosting fee	\$1.00	\$10.00	\$45.00	\$75.00
Total minimum cost <small>(when attached to a PAYG 1 Line SIP Trunking service, excludes call charges)</small>	\$9.00	\$18.00	\$53.00	\$83.00

Information about this service

Breeze Connect Number Hosting allows you to host fixed (landline) 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 fixed numbers only. There is no cost to receive calls on your fixed number.

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 make or receive calls.

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

Emergency services

This service may not provide accurate location data to emergency call operators. Breeze Connect SIP Trunking can be accessed from anywhere with an internet connection and may be in use at an address which differs to that already registered with the Integrated Public Number Database (IPND). Emergency services rely on the IPND to obtain location information. We will make every effort to ensure the IPND database is kept up to date with the most recent address you provide to us.

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

Plan included DIDs

The plan you have selected for your Breeze Connect SIP Trunking service may include a number of DIDs. These included DIDs will be deducted before any monthly hosting fees are applied.

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.

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.