

Number Hosting – Mobile Numbers AU

Description	Per number
Setup fee (includes new number activation or porting of an existing number)	\$33.00
Monthly hosting fee	\$15.00
Total minimum cost (when attached to a PAYG 1 Line SIP Trunking service, includes setup fee, excludes call charges)	\$56.00

Information about this service

Breeze Connect Number Hosting allows you to host an Australian mobile service number (MSN) on our platform as a direct indial (DID) for your existing Breeze Connect SIP Trunking service.

Minimum term

The minimum contract term is 1 month. 30 days' notice is required for number cancellations. If you do not provide 30 days' notice we may continue to charge you for the service during the notice period. You can request cancellation of this service by emailing help@breezeconnect.com.au.

What's included

This plan includes hosting of the mobile number only. There is no cost to receive calls on your mobile 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

Voice calls only – no messaging (SMS/MMS)

This service supports voice calls only. This service does not support sending or receiving of messages such as SMS or MMS.

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 mobile service numbers ported from other providers. The cost of porting a number is included in the setup fee.

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 associated SIP Trunking 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.