

# SIP Trunking – NFR Plans

Plan	NFR 2 lines	NFR 4 lines
<b>Monthly Access Fee</b>	\$0	\$14.00
<b>Number of channels</b> (concurrent calls)	2	4
<b>Included fixed DIDs</b> (direct in-dials)	5	5
<b>Total minimum cost</b> (excludes call charges)	\$0	\$14.00

## Information about this service

Breeze Connect SIP Trunking provides you with an IP voice service delivered via your Internet connection. This allows you to connect a SIP compatible phone system (PABX) or other SIP compatible device to traditional telephone networks to make and receive calls.

### Minimum Term

The minimum contract term is 1 month. You can cancel this service at any time by emailing [help@breezeconnect.com.au](mailto:help@breezeconnect.com.au).

### What's included

This plan includes outbound calls to 1800 numbers and other numbers hosted with Breeze Connect.

Calls to	Cost
<b>1800 numbers</b>	Included
<b>Breeze Connect numbers</b>	Included

This plan also includes a number of fixed direct in-dials (DIDs). Other DID types (such as 1300/1800 numbers) and fixed DIDs in excess of those included will attract Number Hosting charges.

### What's not included

Calls from your service other than the call types listed above under the heading 'What's included' are not included in your plan and you'll be charged for these separately.

Calls to	Cost
<b>Local/national numbers</b>	9c/call
<b>Australian mobiles</b>	14c/min plus 14c connection fee
<b>13/1300 numbers</b>	28c/call

The SIP Trunking service does not include:

- A broadband internet connection

- A phone system (PABX)
- Any hardware (phones, adaptors, gateways, etc)

## Important conditions and limitations of the service

### Not for general sale – strict limits apply

The NFR plans are not available for sale to the general public. NFR plans are only available for use by Breeze Connect Partners. This plan is strictly limited to one per Breeze Connect Partner.

In the event where multiple NFR plans are assigned or NFR plans are assigned to other customer accounts, Breeze Connect reserves the right to apply charges for the equivalent PAYG plan (same number of included channels).

### No international calls

Calls to international destinations are not enabled for NFR plans. If you need to call international destinations you must use one of our retail plans.

### Service guarantee

Breeze Connect SIP Trunking is a standalone service which is delivered over an existing internet connection and does not come with guarantees in relation to voice quality.

Due to the nature and pricing of the service, we are not able to offer Breeze Connect SIP Trunking to customers who do not agree to waive the Customer Service Guarantee (CSG).

### Emergency services

This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Our service may not function in the event of a power failure. Priority Assistance is not available on this service.

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.

## Teletypewriter equipment

Teletypewriter (TTY) equipment is not supported on Breeze Connect SIP Trunking services.

## Premium rate services

Calls to 19/1900 numbers (aka "Premium Rate" services) are not available on the Breeze Connect network.

## 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

### Technical requirements

It is recommended that your broadband service (acquired separately) provides a minimum of 100Kbps uncontented symmetrical bandwidth (both upload and download) per channel to improve voice quality.

Whilst we have tested our SIP Trunking service with many different PABX vendors, we do not provide a free support service to assist you with the configuration of your PABX.

### Automatic credit card payments

We offer a service to make automatic payment of your account using a credit card. If you opt in for this service, the balance owing on your invoice will be deducted in full on the due date each month until you ask us to cancel this service.

### 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](https://breezeconnect.com.au/rates).

If you have an existing ISDN or PSTN service on the copper network and you port your numbers to Breeze Connect in an NBN network area you will not be able to switch back once the number port is complete.

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](https://breezeconnect.com.au/customer-terms).

## We're here to help

Please visit [breezeconnect.com.au/contact-us](https://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](mailto: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](https://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](https://tio.com.au/contact-us).