

# Teams Direct Routing – Unlimited Plans

Plan	Teams Unlimited 1 line	Teams Unlimited 2 lines	Teams Unlimited 4 lines	Teams Unlimited 8 lines	Teams Unlimited 16 lines	Teams Unlimited 32 lines
<b>Monthly Access Fee</b>	\$63.95	\$127.90	\$254.80	\$509.60	\$1,019.20	\$2,028.40
<b>Number of channels</b> (concurrent calls)	1	2	4	8	16	32
<b>Total minimum cost</b> (excl. call charges)	\$63.95	\$127.90	\$254.80	\$509.60	\$1,019.20	\$2,028.40

## Information about this service

Breeze Connect Teams Direct Routing provides you with a derived trunk for connecting to Microsoft Teams. This allows you to connect Microsoft Teams with Phone System 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 local/national numbers, 13/1300/1800 numbers and other numbers hosted with Breeze Connect. The plan also includes a capped amount of calls to Australian mobiles each month (up to the minute limit indicated in the pricing table above).

Calls to	Cost
<b>Local/national numbers</b>	Included
<b>Australian mobiles</b> (up to included minutes)	Included
<b>13/1300 numbers</b>	Included
<b>1800 numbers</b>	Included
<b>Breeze Connect numbers</b>	Included

## What's not included

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

All DID's will attract a monthly number hosting charge.

Calls to	Cost
<b>Australian mobiles</b> (in excess of included minutes)	14c/min plus 14c connection fee
<b>International destinations</b>	from 2.9c/min minimum charge 60 seconds

For international call rates please visit [breezeconnect.com.au/rates](http://breezeconnect.com.au/rates).

Number Hosting	Cost
<b>Direct In Dials</b>	50c each

This service must be used in conjunction with a valid Microsoft/Office 365 subscription providing access to Microsoft Teams with Phone System features. Breeze Connect Teams Direct Routing cannot be used as a standalone service to make or receive calls.

The Teams Calling service does not include:

- A broadband internet connection
- A Microsoft/Office 365 subscription or the required Microsoft Teams or Phone System features or add-ons
- Any hardware (phones, adaptors, gateways, etc)

## Important conditions and limitations of the service

### Service guarantee

Breeze Connect Teams Calling is delivered via Microsoft Teams 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 be able to offer Breeze Connect Teams Calling 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 Teams Calling can be accessed from anywhere via Microsoft Teams 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 Teams Calling 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 Teams Calling extensively, we do not provide a free support service to assist you with the configuration of your Microsoft Teams environment.

### 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).