

Breeze Fixed Wireless NBN - Plans

Plan	BREEZE Wireless 100	BREEZE Wireless 250	BREEZE Wireless 400
Speed	100/20	250/20	400/40
People online at the same time on multiple devices	1-4	5-9	10+
*Typical business download speeds (9am –5pm)	Up to 100Mbps	Up to 250Mbps	Up to 400Mbps
*Typical business upload speeds (9am –5pm)	Up to 20Mbps	Up to 20Mbps	40 Mbps
Business VoIP phone	✓	✓	✓
Emails and browsing	✓	✓	✓
Video Conferencing	✓	✓	✓
Cloud Computing	✗	✗	✗
Server Hosting#	✗	✗	✗
Total Minimum Cost	\$99.00	\$109.00	\$149.00

Information about this service

Breeze Fixed Wireless NBN is a broadband service delivered on the nbn® Fixed Wireless network.

The service includes:

- Unlimited monthly data.
- Fixed Wireless broadband connection.
- Australian-based support.
- Business-grade internet access.

#Onsite server hosting requires a Static WAN IP address which is an additional \$4.95 per month

Minimum Term

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

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff

Important conditions and limitations of the service

Service guarantee

NBN service will not work during power failures. This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.

Your speed or performance may be reduced by a range of other factors such as a poor-quality router, Wi-Fi interference from electrical goods or neighbours, or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them like where to place your modem/router to get the best performance and using an Ethernet cable as Wi-Fi is less reliable.

Requirements for accessing this service

- Where applicable NBN will need to install equipment on the outside & inside of your premises.
- You will also need an NBN-ready modem/router.

Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an NBN service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

Other information

What happens if I can't get this speed at my business? (Fixed Wireless)

Your Fixed Wireless service can never go faster than the maximum speed available at your business. If your connection cannot deliver the speed plan you have ordered, you can exit your plan at no cost or drop to a lower speed plan at no cost.

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 Setup & Exit fee.

There is no setup & exit fee for this 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 are 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.