

# SIP Trunking - Unlimited

We are proud to offer a range of voice services supplied via our carrier partners

## Information About The Service

Breeze Connect offers business grade SIP Trunking voice services. SIP Trunks connect to our 3CX solution along with SIP compatible PABX systems. SIP Trunks provide voice services to connect with traditional PSTN telephone networks.

Our trunks are available in various concurrent call capacities – from a minimum of 2 channels through to 64 channels.

SIP Trunking is a standalone service that is delivered over the customer's existing internet connection.

This connection must be a broadband service capable of handling SIP traffic. We do recommend you conduct a speed and jitter test prior to ordering this service. If you have any queries in relation to the technical requirements please speak to our customer support team prior to ordering the service.

## 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)

No cancellation fees apply.

## Information About Pricing (Unlimited Plans)

	2 CHANNELS	4 CHANNELS	8 CHANNELS	16 CHANNELS	32 CHANNELS	64 CHANNELS
Direct In-dials	2	5	10	20	50	100
Monthly Access Fee	\$118	\$232	\$456	\$896	Contact us	Contact us

Your minimum monthly charge is your monthly access fee. All charges include GST. The maximum you may be charged is the monthly access fee plus excluded call usage.

Local and National Landlines
Australian Mobile Networks
13/1300
1800
International

CALL CHARGES	
Local and National Landlines	unlimited
Australian Mobile Networks	unlimited
13/1300	unlimited
1800	unlimited
International	from 2.9c

Timed call types are billed per second in increments of one minute. International call rates are outlined on the BreezeConnect website.

## Set Up Fees

	2 channels	4 channels	8 channels	16 channels	32 channels	64 channels
Initial setup charge	NIL					

## Minimum Term

Local, National and 13/1300 call are included within the SIP Trunking access fee.

Whilst we have tested our SIP Trunking service with many different PBX systems we do not provide a free support service to assist you with the configuration. The SIP Trunking access fees are billed in advance and call charges are billed in arrears. Please refer to the Professional Services schedule listed in the Breeze Connect Configurator. i.e. \$500.00 for pre-configuration and assisted installation.

## Other Information

This information applies to call plans currently appearing on the Breeze Connect website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the Breeze Connect website.

## Billing Information

Your current account balance including details of your past and present usage is available online at <https://portal.breezeconnect.com.au>

## Customer Service Contact Details

You can contact Breeze Connect customer service via phone 08 7078 5300, email [help@breezeconnect.com.au](mailto:help@breezeconnect.com.au) or via the online enquiry form at <http://www.breezeconnect.com.au/contact-us/>

## No Early Termination Charges Apply

The Breeze Connect SIP Trunking plans are month to month services and therefore there are no early termination charges associated with the SIP Trunking service.

## Access Your Call Records

You can access your call usage information by logging into your customer account.

## Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see the Complaint Escalation Process.