

Mobile Packs for Capped Plans

Plan	Mobile Pack 5,000	Mobile Pack 10,000	Mobile Pack 15,000	Mobile Pack 25,000	Mobile Pack 50,000	Mobile Pack 100,000
Monthly Fee	\$250.00	\$500.00	\$750.00	\$1,250.00	\$2,000.00	\$3,500.00
Included mobile minutes (for calls to Australian mobiles each month)	5,000	10,000	15,000	25,000	50,000	100,000
Total minimum cost (when combined with <i>Capped 1 Line</i> SIP Trunking service, excludes call charges)	\$309.00	\$559.00	\$809.00	\$1,309.00	\$2,059.00	\$3,559.00

Information about this service

Breeze Connect Mobile Packs for Capped Plans allow you to add additional mobile minutes to an existing Breeze Connect SIP Trunking service using an eligible Capped Plan.

Minimum Term

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

What's included

This add-on product provides a number of included mobile minutes which can be used for calls to Australian mobiles each month.

What's not included

Once the included mobile minutes are consumed all calls to Australian mobiles will be billed at standard rates as defined by your chosen Capped Plan.

This service is an add-on which must be used in conjunction with a Breeze Connect SIP Trunking service using an eligible plan. It cannot be used as a standalone service to make or receive calls.

The Mobile Pack does not include:

- Any additional channels for your SIP Trunking service
- A broadband internet connection
- A phone system (PABX)
- Any hardware (phones, adaptors, gateways, etc)

Important conditions and limitations of the service

Capped plans only

This add-on product is strictly for use in conjunction with an eligible Breeze Connect Capped plan.

This add-on is not available for use with any other plan type (such as PAYG or NFR plans).

One Mobile Pack per SIP Trunking service

You can only add one Mobile Pack per SIP Trunking service at a time. You cannot combine/stack multiple Mobile Packs.

Other information

Capped Plan included mobile minutes

The Capped Plan you have selected for your Breeze Connect SIP Trunking service may include a number of minutes for calls to Australian mobiles. Included mobile minutes from Mobile Packs are in addition to the mobile minutes included with the Capped plan.

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.