

# Hosted PBX – PAYG Plans

Plan	PAYG per seat
<b>Monthly Access Fee</b>	\$5.50
<b>Included fixed DIDs</b> (direct in-dials)	1
<b>Total minimum cost</b> (excl. call charges)	\$5.50

*Disclaimer: Service for over 50 seats, please contact Breeze connect team*

### Information about this service

Breeze Connect Hosted PBX provides you with an IP voice service delivered via your Internet connection. This allows you to connect SIP compatible devices to traditional telephone networks to make and receive calls. Our Hosted

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
<b>International numbers</b>	from 2.9c/min minimum charge 60 seconds

PBX solution is designed to lower the cost you pay for a phone system for your business, whilst providing top notch features. This service is hosted in a fully redundant environment which is housed in the DC facility in Sydney, Australia.

### 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

There are no limitations in the features offered by our Hosted PBX solution. Customers will be able to access the online portal, which would allow them to make changes to the call flow configuration as per their requirement. There are no monthly charges for accessing features such as time-based routing, voicemail, voicemail to email, call barring, call screening and more.

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

This plan also includes a fixed number of 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

The customer will incur charges for the use following features:

Feature	Cost
<b>IVR (auto attendant)</b>	\$2.95 per IVR
<b>Call queue</b>	\$4.95 per Queue
<b>Call recording</b>	\$2.95 per handset

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.

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

The Hosted PBX service does not include:

- A broadband internet connection
- Any hardware (phones, adaptors, gateways, etc)

## Important conditions and limitations of the service

### Service guarantee

Breeze Connect Hosted PBX 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 Hosted PBX 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 Hosted PBX 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 Hosted PBX 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 uncontended symmetrical bandwidth (both upload and download) per channel to improve voice quality.

#### 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 are 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).