

Breeze SOHO NBN Service - Plans

Plan	BREEZE FAST	BREEZE SUPERFAST	BREEZE ULTRAFAST
Speed	100/20	250/25	1000/50
People online at the same time on multiple devices	1-4	5-9	10+
*Typical business download speeds (9am – 5pm)	95 Mbps	230 Mbps	811 Mbps
*Typical business upload speeds (9am – 5pm)	16 Mbps	21 Mbps	42 Mbps
Business VoIP phone	✓	✓	✓
Emails and browsing	✓	✓	✓
Video Conferencing	✓	✓	✓
Cloud Computing	✗	✓	✓
Server Hosting#	✗	✓	✓
Total Minimum Cost	\$99.00	\$119.00	\$139.00

Information about this service

The Breeze SOHO NBN is a Broadband service delivered on the nbn™ network using Fibre to the Premises (FTTP), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), or Hybrid Fibre Co-Axial (HFC) technologies.

*Typical business speed measures network speed to customer premises, it is not a measure of customers received in premises speed and based on results from Measuring Broadband Australia.

Tier speeds are the maximum possible download speeds available during off-peak periods.

#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.
- FTTC customers only will require a Network connection device & HFC customers will require a NBN termination device, provided free of cost by NBNCo.

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? (FTTN, FTTB, FTTC)

Your Fibre service can never go faster than the maximum line speed available at your business. If you're connected to the NBN via Fibre to the Node, Fibre to the Basement or Fibre to the Curb, we test what speed your NBN line is capable of once you are connected. We match this against the speed you have ordered and will email you within 1-2 days with the results. If your line 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**.