

## OPTI PRO Service - Plans

Plan	OPTI PRO 50	OPTI PRO 100	OPTI PRO 250	OPTI PRO 500	OPTI PRO 1000
<b>Cost per Month</b>	\$85.00	\$105.00	\$135.00	\$175.00	\$205.00
<b>Speed</b>	50/20	100/40	250/100	500/200	1000/400
<b>*Typical business download speeds (9am – 5pm)</b>	48 Mbps	97 Mbps	240 Mbps	491 Mbps	600 Mbps
<b>*Typical business upload speeds (9am – 5pm)</b>	16 Mbps	33 Mbps	84 Mbps	168 Mbps	336 Mbps
<b>Business VoIP phone</b>	✓	✓	✓	✓	✓
<b>Emails and browsing</b>	✓	✓	✓	✓	✓
<b>Video Conferencing</b>	✓	✓	✓	✓	✓
<b>Cloud Computing</b>	✗	✓	✓	✓	✓
<b>Server Hosting#</b>	✗	✗	✓	✓	✓
<b>Setup</b>	\$109.00	\$109.00	\$109.00	\$109.00	\$109.00
<b>Total Minimum Cost</b>	\$194.00	\$214.00	\$244.00	\$284.00	\$314.00

### Information about this service

The Opti Pro is a Broadband service uses OptiComm equipment to deliver fibre broadband to your premises.

\*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 \$7.50 per month

### Where is it available?

This service is available anywhere where OptiComm has been rolled out

### 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).

### 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
- You breach our terms and conditions or our fair use policy, available at <https://breezeconnect.com.au/our-policies/>

# Important conditions and limitations of the service

## Service guarantee

OptiComm service will not work during power failures. This service does not include a battery backup power supply for either OptiComm 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

- You will need specific OptiComm equipment installed at your property.
- You will also need a modem/router that is compatible with your Fibre to the Premise (FTTP), Fibre to the Basement (FTTB) or Hybrid Fibre Coaxial (HFC) service.

### 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).

## New development fee

The OptiComm may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an OptiComm connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

## 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 Opticomm service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.

## Other information

### 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](https://breezeconnect.com.au/customer-terms).