

Critical Information Summary

All prices and charges listed are inclusive of GST

Information about this service

Breeze Connect SIP Trunking provides you with an IP voice service delivered via your Internet connection. This allows you to connect a SIP compatible phone system (PABX) or other SIP compatible device to traditional telephone networks to make and receive calls.

Aussie Broadband provides a connected NBN service that provides your internet connection via Orbitel Pty Ltd.

Minimum Term

The minimum contract term is 1 month.

| Details | Description | Amount |
|-------------------|-------------------------|------------------|
| Phone line Rental | Monthly | \$40.00 Per Line |
| 1300 Phone Number | Monthly | \$10.00 |
| 1800 Phone Number | Monthly | \$10.00 |
| NBN - Standard | 50/20 Speeds Unlimited | \$110.00 |
| NBN - Bix Max | 100/40 Speeds Unlimited | \$130.00 |

Call Costs

| Details | Amount |
|-----------------------------|----------------------------------------|
| Phone line Rental | All Local and National called included |
| 1300 Phone Number - Inbound | 8.5 cents per minute |
| 1800 Phone Number - Inbound | 12 cents per minute |

We're here to help

Billing Information

Your current account balance including details of your past and present billings are available online at **Orbitel website to be added.**

Customer Service Contact Details

You can contact Orbitel customer service via phone 08 8348 3339, email sales@mvoice.com.au or via the online enquiry form at <https://www.orbitel.com.au/>

Access your call records

You can access your call and data usage information by requesting a monthly call log from support@orbitel.com.au.

Complaint Escalation Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing via email to adam@orbitel.com.au.

Telecommunications Industry Ombudsman

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.

This document is a summary only, for Full Terms and Conditions please visit our website at <https://www.orbitel.com.au/t-c>.