

# ARGYLE COMMUNICATIONS

Trusted communications specialists

## Breeze Connect VoIP

### PAYG “Pay As You Go” Sip Trunks

#### Information About The Service

Argyle Communications offers business grade SIP Trunks via Breeze Connect. SIP Trunks can connect to your hosted or on-premise phone systems and many other compatible PABX systems. SIP Trunks provide voice services to connect with traditional PSTN telephone networks.

Breeze Connect trunks are available in various concurrent call capacities – from a minimum of 2 channels through to 64 channels.

SIP Trunking is a standalone service that is delivered over your existing internet connection.

This connection must be a broadband service capable of handling SIP traffic. We do recommend you conduct a speed and jitter test prior to ordering this service.

<http://argyle.speedtestcustom.com>

If you have any queries in relation to the technical requirements please speak to our customer support team prior to ordering the service.

#### Minimum Term

The minimum contract term is 1 month. You can cancel this service at any time by emailing [accounts@argyle.com.au](mailto:accounts@argyle.com.au) No cancellation fees apply.

#### Information About Pricing (PAYG Plans)

BreezeConnect Trunks	2	4	8	16	32	64
Direct Indials	2	5	10	20	50	100
Monthly Fee	\$14	\$24	\$28	\$48	\$90	\$160
Setup Charge	Nil					
	<b>Call Charges</b>					
Local and National Landlines	9c					
Australian Mobile Networks	14c per minute + a 14c connection fee					
13/1300	28c					
1800	Free					
International	From 2.9c billed per minute					

*Timed call types are billed per second in increments of one minute.  
International call rates are outlined on our website.*

## Set Up Fees

There are no setup fees associated with these services, however a service call may be required to physically connect the service to your equipment or to program the new services into your PABX.

## Minimum Term

No outbound calls are included within the SIP Trunking access fee.

Whilst we have tested our SIP Trunking service with many different PBX systems, we do not provide a free support service to assist you with the configuration.

The SIP Trunking access fees are billed in advance and call charges are billed in arrears.

## No Early Termination Charges Apply

The Breeze Connect SIP Trunking plans are month to month services and therefore there are no early termination charges associated with the SIP Trunking service.

## Configuration Charges

Please refer to our website for charges relating to any onsite or remote access required to configure your equipment to work with our services.

## Other Information

This information applies to Breeze Connect call plans currently appearing on the Argyle Communications website. The information contained herein does not apply to grandfathered plans or to plans not advertised on the Argyle Communications website.

## Billing Information

Your current account balance including details of your past and present usage is available online at

<https://portal.breezeconnect.com.au>

## Customer Service Contact Details

You can contact Argyle Communications customer service via phone 02 8064 2566, email [support@argyle.com.au](mailto:support@argyle.com.au) or via the online enquiry form at [www.argyle.com.au/contact-us/](http://www.argyle.com.au/contact-us/)

## Access Your Call Records

You can access your call usage information by logging in to your customer account.

## Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website

[www.argyle.com.au/complaints/](http://www.argyle.com.au/complaints/)

### Contact Details

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