



## Critical Information Summary

- Monthly Access Fee: \$299.95
- Minimum Term: 12 Months
- Calls to Australian Local and National Numbers: 11c Per Call
- Call to Australian Mobile Numbers: 19c Per Minute in 1 minute increments
- Calls 13 & 1300 Numbers: 35c per call
- Calls to 1800 Numbers: Free
- International Call Charges: <https://callcentral.com.au/wp-content/uploads/2019/05/Call-Central-International-Rates.pdf>
- 2 DID's (Phone Numbers) Included
- Unlimited Support Included (within business support hours 9am to 5pm Monday-Friday excluding all QLD and national Public Holidays)
- Channels Included: 8
- Account setup Fee: \$99.00

## INFORMATION ABOUT THE SERVICE

### Minimum Term: 12 Month

Your Call Central Business Plan allows you to make and receive phone calls, like using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection.

- Plan/Access fees are charged in advance on sign up, you will receive your monthly invoice via email
  - Direct debit is optional, this can be via credit card or bank account, with payments deducted 14 days after your email invoice is issued
  - If payment is dishonoured services will be suspended until payment is corrected, a \$15 fee may apply
  - Other payment options are **pay online** through our website <http://callcentral.com.au/pay-online/> BPay or via **direct debit transfer** (EFT) and are due 14 days from the date of the issued invoice.
  - A late payment fee of \$15.00 applies to all accounts paid after the due date.
  - All payment options except direct debit will incur a \$2.00 non-direct debit fee.
  - A separate internet connection is required for use of Call Central's SIP Trunk Business Plan, with a minimum of 100/100 Kbps per concurrent call required, the quality of service may be affected by the internet connection, firewall and other matters outside of the control of Call Central
  - Whilst calls to 000 can be made, the Call Central SIP trunk service cannot be relied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be used with Call Central SIP Trunk service
  - The main PSTN number may be ported to Call Central, a one off porting charge of \$14.95 per PSTN number \$145.00 for a 1-5 CATC (complex number range) or \$350.00 per 100 number in dial range will apply, PLUS a monthly hosting fee of \$44.95 per 100 in dial number range. Additional single numbers PO Box 4716 Robina Town Centre, QLD 4223 T: 1300 788 869 F: 07 5630 6665 W: [www.callcentral.com.au](http://www.callcentral.com.au) ABN: 35 155 859 340
- are charged at \$3.50 per month. Your former carrier may also charge a 'porting out' fee.

- This service is available for Business customers with a valid ABN only.
- If a service is disconnected, the recurring monthly access fee is charged until the end of the billing cycle in which the service is discontinued along with any calls made up to the time of disconnection.
- If the service is not on a contract and is provided on a Month-to-Month contract basis, call rates may be changed at any time by Call Central. A notification will be issued to you on your next invoice advising of a price rate change for commencement on the next following billing month.

**Information About Pricing:**

A connection fee of \$99.95 applies, unless a 24-month contract is agreed to.

- The minimum monthly amount payable is \$25.00 per month.
- If a 24-month contract is agreed to the \$99.95 connection fee is waived and the total minimum charge will be \$600.00.
- If the service disconnected before the 24-month term expires, the early termination fee is equal to the number of months remaining times \$25.00
- International calls are charged in 1 minute increments.
- For full list of international call rates visit <http://callcentral.com.au/wp-content/uploads/2016/03/CallCentral-International-Rates.pdf>
- Up to date usage of the service can be obtained by visiting <http://centbill.com.au/> . Your login details are the username and password sent to you in your welcome email.
- Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

**1300 Numbers:**

Set up fee: \$0.00

Porting fee per number: \$69.00

Incoming call rates:

- Local to fixed 10 cents per minute
- National to fixed 10 cents per minute
- Mobile to fixed 10 cents per minute
- Calls charged per second

**1800 Numbers:**

Set up fee: \$0.00

Porting fee per number: \$69.00

Incoming call rates:

- Local to fixed 12 cents per minute
- National to fixed 12 cents per minute
- Mobile to fixed 12 cents per minute
- Calls charged per second

**Additional Information:**

To find out more about this plan please contact our customer service department on 1300 788 869 and press 3, or you can email [accounts@callcentral.com.au](mailto:accounts@callcentral.com.au)

- To make a complaint please contact us on 1300 788 869 or email us on [contactus@callcentral.com.au](mailto:contactus@callcentral.com.au)
- Customers are advised to make a complaint in writing via email as the preferred method so both parties have a copy for their records.
- If you are unable to resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [www.tio.com.au](http://www.tio.com.au). The TIO will only investigate complaints if you have already attempted to resolve your issue with Call Central and is an option of last resort.