



## Critical Information Summary

### 1800 Special Number

- Monthly Access Fee: \$15.00
- Inbound Local, National & Australian Mobile Calls 10c Per Minute in 1 second increments.

### Information About the Service:

#### Minimum Term: 1 Month

- Plan/Access fees are charged in advance on sign up, you will receive your monthly invoice via email
- Direct debit is mandatory, 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
- A separate internet connection is required for use of Call Central's Hosted PBX service, 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
- Call Central shall endeavour to provide the highest quality uptime we reasonably can on all our services, service delivery and products but we do not explicitly specify any guaranteed uptimes, or SLA, on uptimes on any of our services, or the delivery of any products and services we provide. This should be taken into consideration upon evaluating Call Central as your potential VoIP phone provider.
- A porting Fee of \$75.90 applies to port your existing 1300 number to Call Central.
- This service is available for Business customers with a valid ABN for standard business usage 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
- 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.
- A Call Central Hosted PBX or 3CX Plan is required to use this service. Please visit either <https://callcentral.com.au/hosted-pbx-plans/> or <https://callcentral.com.au/3cx-plans/> for information about those plans.

### Information About Pricing:

- The minimum monthly amount payable is \$15.00 per month per 1800 Number – excluding inbound call costs.
- Up to date usage of the service can be obtained by visiting <https://centbill.com.au> your login details are the username and password sent to you in your welcome email.
- Information and pricing is correct at time of printing. All pricing is inclusive of GST.

**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 [sales@callcentral.com.au](mailto:sales@callcentral.com.au)

- To make a complaint please contact us on 1300 788 869 or email us at [support@callcentral.com.au](mailto:support@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.