



## Critical Information Summary

### Call Central Hosted PBX Basic Plan - \$10.00 per month per extension.

- Monthly Access Fee: \$10.00
- Local Calls: 12 cents per call
- National Calls: 12 cents per call
- Calls to Australian Mobiles: 20 cents per minute charged in one minute increments
- Calls to 13 & 1300: 35 cents per call
- Calls to 1800 numbers: FREE
  
- For international destinations call rates please visit <http://callcentral.com.au/wpcontent/uploads/2019/05/Call-Central-International-Rates.pdf>
  
- \$3.50 per Month Per Extra DID
  
- Call forwards are not included in the call cap and are charged at basic plan rates
- 2 DID's (phone numbers) supplied per account.
- Hosted Extension set up fee \$29.95 per extension of FREE on a 24-month contract.

### INFORMATION ABOUT THE SERVICE

**Minimum Term:** 1 Month Or 24 Months if on a 24 Month Contract

#### Information About The Service:

This is an IP Voice service which requires the outright purchase of approved IP handsets and or software phones, IP Handsets can purchased directly from Call Central or any other IP handset vendor that sells A & C tick approved products for use in the Australian market.

- 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 suitable internet connection, purchased separately (not from Call Central) from an Internet service provider is required for use of Call Centrals 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.
- Whilst calls to 000 can be made, the Call Central Hosted PBX service cannot be relied upon as an emergency service. Calls to 1900, back to base alarms, fax services, and EFTPOS systems cannot be guaranteed to work with Call Central Hosted PBX.

- PSTN numbers may be ported to Call Central, a one off porting charge of \$19.95 per PSTN number and \$99.00 for a 1-5 CATC (complex number range) or \$299.00 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 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 for standard business usage only. Not available for commercial or non-standard business use, i.e. telemarketers or call centres
- 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
- Offer subject to the Call Central fair use policy, for full details visit [www.callcentral.com.au](http://www.callcentral.com.au)
- 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 \$29.95 per handset applies, unless a 24-month contract is agreed to.

- The minimum monthly amount payable is \$10.00 per month per handset.
- If a 24-month contract is agreed to the \$29.95 connection fee per Hosted extension is waived and the total minimum charge per Hosted extension will be \$240.00.
- If the phones are disconnected before the 24-month term expires, the early termination fee is equal to the number of months remaining times \$10.00 times the number of Hosted extensions
- International calls are charged in 1 minute increments.
- For full list of international call rates visit <http://callcentral.com.au/wp-content/uploads/2019/05/Call-Central-International-Rates.pdf>
- 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 [accounts@callcentral.com.au](mailto:accounts@callcentral.com.au)

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