



## Critical Information Summary

### 3CX 16 Line \$100.00 Per Month Plan

Call Central's 3CX 16 Line \$100.00 Per Month Plan is a post-paid Voice only service that requires a 3CX (Purchased separately through Call Central or directly from 3CX) 16 Line Annual or Perpetual software license. Pricing can be found at the 3CX website directly: <https://www.3cx.com/ordering/pricing/>

- Monthly Access Fee: \$100.00
- Minimum Term: 12 Months
- Total minimum cost over the 12-month minimum term: \$1200.00
- Minimum Charge for early termination: Remainder months of the contract term multiplied by \$100.00
- Calls to Australian Local and National Numbers: 11c Per Call
- Calls to Australian Mobiles: 16 cents per min charged in one minute increments.
- Calls to 13 & 1300 numbers: 30 cents per call
- Calls to 1800 numbers: FREE
- Allows 16 concurrent phone calls (includes internal extension to extension calls)
- International calls are charged in 1 minute increments, call charges are available at <https://callcentral.com.au/wp-content/uploads/2019/05/CallCentral-InternationalRates.pdf>
- 2 DID (phone number) supplied per account and is included in the Monthly Cost.
- Installation of 3CX and configuration of 3CX is provide by Call Central at a cost of \$120 per hour, Charged in 15 minute increments.
- This plan includes 30 Days of 3CX configuration, management and training of the 3CX product from Call Central's support team. The 30 days begins from the date of your 3CX installation. After the 30-day period expires Call Central's standard ADHOC support charges apply. More information about support charges can be found here: <https://callcentral.com.au/fees-charges/> After 30 days from the date of your 3CX installation any and all 3CX support is charged at \$120 in 15-minute increments. More information regarding our support offering can be located here: <https://callcentral.com.au/support-terms-conditions/>

#### Information About the Service:

##### Minimum Term: 12 Months

This is a voice IP service that requires the purchase of 3CX software licensing either from Call Central or directly from 3CX. To use this service a client must have a valid 3CX license and the 3CX software running on a hosted platform or physical server. Call Central can recommend a hosting provider and or supply hardware to run the required 3CX software. 3CX also requires either desktop IP Phones, the 3CX smart phone app or any softphone application to work.

- Plan/Access fees are charged in advance on sign up, you will receive your monthly invoice via email in PDF format on the 2<sup>nd</sup> day of each month.
- Direct debit is optional but a non-direct debit charge of \$2.00 per month will be charged if you choose not to go on direct debit.
- Payment options are: direct debit, bank transfer, credit card via our credit card processing facility.

<https://callcentral.com.au/3cx-plans/>

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- A late payment fee of \$15 fee may apply for all invoices not paid on or before the due date.
- Payment terms are 14 days from the date of invoice issue.
- 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)
- A separately purchased internet connection is required for use of Call Central's 4 line 3CX Call 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
- A PSTN number may be ported to Call Central, a one off porting charge of \$19.95 per PSTN number \$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 only available for Business customers with a valid ABN.
- 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 following billing month.
- Up to date usage of the service can be obtained by visiting <https://centbill.com.au/> . Login details are provided in a welcome email.
- All pricing is inclusive of GST.
- 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.