



## Critical Information Summary

### 1 x Australian Virtual Mobile Number Per Month Plan

Call Centrals Virtual Mobile Number is billed per Month as a post-paid Voice only service

- Monthly Access Fee: \$14.95
- Minimum Term: 12 Months
- \$15 Set up fee per Virtual Mobile Number payable on the date of first invoice
- Total minimum cost over the 12-month minimum term: \$174.40
- Minimum Charge for early termination: Remainder months of the contract term multiplied by \$14.95
- Calls to Australian Local and National Numbers: Standard call rates for your chosen 3CX, Hosted PBX or Call Centre Plan apply.
- Calls to Australian Mobiles: Standard call rates for your chosen 3CX, Hosted PBX or Call Centre Plan apply..
- Calls to 13 & 1300 numbers: Standard call rates for your chosen 3CX, Hosted PBX or Call Centre Plan apply.
- Calls to 1800 numbers: FREE
- 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>
- 1 Virtual Australian Number is included in the monthly fee.

#### Information About the Service:

##### Minimum Term: 12 Months

- 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.
- 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.