



Critical information Summary – Call Central 1300 & 1800 Inbound Monthly Call Plans

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ABN: 35 155 859 340

Information about the service

Call Central's 1300 & 1800 are special number inbound services. Calls to these numbers are charged in per second increments and a monthly hosting fee is applicable. The charges below are incurred when a call is made to your 1300, or 1800 number and calculated per second.

Plan Options

Number Type	Monthly Hosting Fee	Call From Local/National	Call from Au mobiles
1300 Number	\$15	10c P/M in 1 second Increments	10c P/M in 1 second Increments
1800 Number	\$15	12c P/M in 1 second Increments	12c P/M in 1 second Increments

- Prices inclusive of GST

Minimum Term non contract

The minimum monthly amount payable is \$15.00 per month per 1300 Number – excluding inbound call costs

Termination and termination fee

You must provide us with 1 month notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated.

Porting fees

The Porting of phone numbers to the Call Central network will incur a fee. Fees can found at our [Fees & Charges](#) page.

Payment options

Direct debit is the preferred option. All customers not on direct debit will incur a charge of \$2.00 per month.

Payment options are:

- Direct Debit
- Bank Transfer
- Credit Card via our credit card processing facility which can be found [here](#) and is provided by Ezipcode

Late Payment

All late payments paid past the invoice due date will incur a \$15 late payment fee on the following invoice. If you encounter trouble paying your invoice, please get in touch with Call Central and we can refer you to a free financial counsellor. Our financial Hardship Policy can be located [here](#)

SLA

Call Central offers no guarantee of service uptime on any Call Plan or Hosted 3CX PBX instance. Customers should consider this before purchasing a Call Central 3CX Pay as You Go Call Plan.

Priority Assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

Acceptable Use Policy

You must comply with our [Acceptable Use Policy](#) and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

Complaints or disputes

If you have a problem or complaint about your service, visit [Company Policies page where](#) you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the TIO Website.

Discounts & promotions

This summary does not reflect any discounts or promotions that may apply from time to time. It also does not reflect any additional services that you select whilst you have this plan.

Telecommunications Consumer Protections (TCP) Code

Telecommunications Consumer Protections (TCP) code. Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.