



Critical information Summary – Call Central SIP Trunk Monthly Call Plans

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Information about the service

Call Central's Sip Trunk Plans are a post-paid Voice calling plan to accompany a BYO phone system. Pay as You Go refers to the total cost of calls incurred in each 1-month billing period for the term of the service and the monthly plan fee.

Plan Options

Month to Month Plan cost	Local/National Call costs	Call Cost to Au mobiles	Call Cost to 13 /1300	Phone numbers included	Concurrent calls
\$39.95 Business	13c per call	21c per minute	35c per call	2	Unlimited
\$59.95 Corporate	12c per call	20c per minute	35c per call	5	Unlimited
\$99.95 Enterprise	11c per call	19c per minute	35c per call	10	Unlimited

- Prices inclusive of GST

International Calling Rates

Call Central's International Call Rates can be located [here](#). Rates may change from time to time, no notice will be provided of rate changes on our international calling rates table, customers should periodically check the rates table for the most up to date calling rates.

Minimum Term non contract

1 Month. The Call Central 3CX Pay as You Go Call Plans are offered on a Month-to-Month basis. Or a contract basis

24 Month Contract

If on a 24-month contract, the \$99 setup fee will be waived.

Installation

A SIP Trunk plan is a full self-installation plan. All configuration on your phone system must be performed by yourself or your chosen technician. Call Central cannot assist you in the setting up of your trunk in your phone system. Nor will Call Central assist in any configuration or troubleshooting of, but not limited to, your phones and or network. All onsite customer equipment remains the sole responsibility of the customer.

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.

Contract Cancellation

If you cancel before the end of your contract term, you must pay the remaining monthly plan value multiplied by the remaining months on the contract.

Concurrent Calls

Unlimited. Your phone system may have a limit, please consult your phone system vendor to obtain more information.

Calls to 1800 Numbers

Calls to 1800 numbers are free on all plans.

Additional Phone numbers

All Call Central SIP Trunk Plans include a certain amount of phone numbers. If you require more phone numbers these can be purchased as single numbers or in blocks of 100. Charges for additional numbers and special number services can be found at our [Fees & Charges](#) page.

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 Ezipay

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.