Critical information Summary – Call Central

Unlimited Monthly Call Plans

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ABN: 35 155 859 340

Information about the service

Call Central's Unlimited Monthly Call Plans are a post-paid Voice calling plan to accompany a Cloud based PBX installation. These call plans require a Phone System software license to be purchased directly through Call Central Communications Pty Ltd as a licensed reseller of Various PBX software vendors. Unlimited refers to the total amount of included Call types in your Monthly Plan fee. Not all call types are included in the Unlimited offer, please refer the table below to see which call types are included in your Monthly Call Plan. Vendor Phone System Software licensing is charged annually and is subject to change based on the vendors yearly review of RRP.

Plan Options

Plan Name	Month to Month Plan cost	Local/National Call costs	Call Cost to Au mobiles	Call Cost to 13 /1300	Phone numbers included	Concurrent calls
4 Line Unlimited	$190	$0 included	$0 included	30c per call	1	4
8 Line Unlimited	$350	$0 included	$0 included	30c per call	2	8
16 Line Unlimited	$639	$0 included	$0 included	30c per call	2	16
24 Line Unlimited	$939	$0 included	$0 included	30c per call	2	24

- 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

1 Month. The Call Central Cloud unlimited Call Plans are offered on a Month-to-Month basis.

Installation

Call Central charges an onsite installation fee of $120 per hour charged in 15-minute increments. Travel time to your place of business is also charged at $120 per hour, charged in 15-minute increments. Customers can choose a self-installation option. If customers opt to self-install, Call Central will send all hardware to the customer's primary place of business. A fee for postage will be applied to the customers next calendar month invoice. Courier fees are calculated by Couriers Please. Customers who require assistance with a self-installation can then contact Call Central's support staff on 1300 788 869 to seek assistance and advice on connecting hardware.

Setup

Call Central provides 30 days fee free included support and configuration assistance of all phones and phone software configurations. The 30 days begins from the date the first handset, or phone software app is configured at the customer's site. During this 30-day period Call Central will work with customers to configure and provision their phone software phone system to the customers desired needs. Training on phone system usage and configuration will be provided during this 30-day period via our support queue line and remote-control software TeamViewer. Any site visits requested by customer's during this 30-day period, or after, will incur a site visit fee of $120 per hour, charged in 15-minute increments, this includes travel time from our primary place of business on the Gold Coast.

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. Phone software licensing for remaining months cannot be refunded.

If you opt to cancel your Call Central Cloud Call Plan, your phone system software hosting will also be cancelled, your phone system software hosted instance will be destroyed. Call Central will cease to be your phone system software reseller and cease to provide any and all assistance with your phone system software license, your phone system software and any accompanying phone software products and services. Call Central only remains your phone software reseller while you still have an active Call Central Cloud Call Plan.

Concurrent Calls

Call Central's Cloud Unlimited Call Plans limit the amount of simultaneous calls that be made/received. Concurrent calls include internal phone software calls that do not transit the wider telephone network (Extension to Extension). Customers should take into account their total amount of active calls they expect at peak usage when selecting a Call Central Cloud Unlimited plan. Plans can be upgraded/downgraded at any stage by contacting Call Central sales on 1300 788 869.

Calls to 1800 Numbers

Calls to 1800 numbers are free on all plans.

Hosting of your Cloud PBX

All Cloud PBX instances are hosted in the Cloud in Amazon LightSail. Hosting costs is included in your Month-to-Month Plan fee.

On-going support and Cloud Phone System configuration

After the 30-day included configuration and support, all configuration, troubleshooting, new app installation and training will incur a fee, charged at $120 an hour, charged in 15-minute increments. Service faults and other faults do not incur charges. Fees and charges can be viewed at the our Fees & Charges page. Our Phone System Software configuration and support is limited to the telecommunication network products we provide to you. Call Central will not provide support for another carrier's service.

Additional Phone numbers

All Call Central Cloud Unlimited You Go Call 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.

Access to Plan, Billing & Call Detail Information

Customers can access their Plan information, Call Detail Records and previous/current invoices by using the following URL https://centbill.com.au A link to this is also provided on our website at the very top under the heading My Account.

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 Ezidebit

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 Cloud PBX instance. Customers should consider this before purchasing a Call Central Cloud Unlimited 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.