Critical information Summary – Call Central Virtual Mobile Inbound Monthly Call Plans

1300 788 869

support@callcentral.com.au

ABN: 35 155 859 340

Information about the service

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

Plan Options

- Monthly Access Fee: $14.95.
- Minimum Term: 12 Months (From the date of provisioning on the Call Central network).
- $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.
- Inbound call costs: free. There is no charge for inbound call costs on a Virtual Mobile number.

- Prices inclusive of GST

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. The cost to cancel before your contract term expires will be: Remainder months of the contract term multiplied by $14.95

Hiya & Other Spam Detection Apps

If your Virtual Mobile Number is flagged by Hiya, or similar SPAM detection Apps, you will need to seek a resolution directly from Hiya, or the SPAM detection App provider in question. Call Central has no control over SPAM detection Apps installed on Samsung, iPhones or other mobile phone providers. The flagging of your Virtual Mobile number by one of these Apps is not grounds to be released from your contract.

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 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.