Critical information Summary – Call Central Business Fibre

1300 788 869

support@callcentral.com.au

ABN: 35 155 859 340

About Call Central's Service

Call Central's business grade symmetrical internet service provides super-fast connectivity speeds over fibre networks. The service is available in enabled fixed line service areas and networks, subject to local availability and is delivered over Enterprise Ethernet network. Service qualification may be required.

Inclusions

• Unlimited Data Allowance (Subject to our Acceptable Use Policy)

• Static IP Address
• Local Support

Termination Fees

Charges apply for any cancellation that occurs once our wholesale partner has accepted a new order. The charge for each delivery phase is set out below.

• Cancellation during Order Acceptance $750

• Cancellation during Design $2,050

• Cancellation during Build or Pre-Delivery $15,000 + fibre build contribution (if applicable and accepted at order) If you cancel your service during the lock-in contract term, you will be liable for the relevant service fee for the remaining months of the contract.

Requirements and availability

Available to addresses in NBN Fixed Line service areas. You will require an compatible router that can be configured with your Call Central Business account settings. We can provide a router as part of your order for an additional charge.

Bundling

You are not required to bundle any other services with Call Central Business Fibre services, but you can optionally addon other products from our Business range.

Minimum and Maximum Charges

Minimum and maximum charges will vary depending upon the service plan and contract term. The following contract terms are available on all service plans:

• 12-month lock-in contract with $5,000 activation fee

• 24-month lock-in contract with $1,250 activation fee

• 36-month lock-in contract with $0 activation fee

Pricing includes standard installations. Non-standard installations will be charged on a labour rate and materials basis. Please see Plan Options table below for monthly and minimum charges.

Plan Options

Service Speed		nbn™	Installation Charge			Monthly Charge			Total Minimum Cost		
Up	Down	Zone	12 Mths	24Mths	36Mths	12Mths	24Mths	36Mths	12Mths	24Mths	36Mths
100 Mbps	100 Mbps	CBD	$5,000	$1,250	$0	$349	$319	$299	$9,188	$8,906	$10,764
250 Mbps	250 Mbps	CBD	$5,000	$1,250	$0	$499	$449	$429	$10,988	$12,026	$15,44
500 Mbps	500 Mbps	CBD	$5,000	$1,250	$0	$709	$699	$629	$13,508	$17,306	$22.644
1000 Mbps	1000 Mbps	CBD	$5,000	$1,250	$0	$959	$858	$799	$16.508	$21.866	$28.764
100 Mbps	100 Mbps	Zone 1	$5,000	$1,250	$0	$499	$439	$419	$10,988	$11,786	$15,084
250 Mbps	250 Mbps	Zone 1	$5,000	$1,250	$0	$649	$579	$549	$12,788	$15,146	$19,764
500 Mbps	500 Mbps	Zone 1	$5,000	$1,250	$0	$889	$789	$749	$15,668	$20,186	$26,964
1000 Mbps	1000 Mbps	Zone 1	$5,000	$1,250	$0	$1,089	$969	$919	$18,068	$24,506	$33,084

- Prices exclusive of GST

Other Information

This service does not depend on a bundling arrangement with any other Telecommunications services. Any cabling beyond the network end point that is required within the customer's premises is the customer's responsibility.

Billing

The amounts in the Plan Options table are for a full billing cycle, however your first bill will be a pro-rata charge from the activation date until the last day of the month. All subsequent regular invoices will be issued on the 2nd day of the month and will be for the full period of the calendar month.

Hardware Options

Hardware is not included. You may purchase a router from Call Central or provide your own router if you prefer (subject to its suitability).

Service Speeds

Service speeds shown in Plan Options are the theoretical maximums attainable by the Enterprise Ethernet connection at the highest transmission rate of the network. Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

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.

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.

Changing Plan

Please contact Call Central Business through your Account Manager or on the above number should you wish to change your plan. Note plan changes may incur additional charges.

Customer Service

Please visit Our Website if you have any questions about this service. If you would like to talk to our technical support about our services or your connection, please call us on 1300 788 869. Business support is available from 9am to 5pm Monday to Friday.

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.

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.

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.