Critical Information Summary

Business 3CX Services

Service Description

3CX is a software-based Business Phone System (PBX) that provides Voice over Internet Protocol (VoIP) services, enabling businesses to manage voice, video, and messaging communication over the internet. It supports both on-premises and cloud-hosted deployments, offering flexibility and advanced features for businesses of all sizes.

Key Features

- Unified Communications: Combines voice, video, and messaging on one platform.
- Remote Work Support: Mobile and desktop apps enable work-from-anywhere solutions.
- Scalability: Easily add users or expand call capacity as your business grows.
- CRM Integration: Integrates with popular CRM systems (e.g., Salesforce, HubSpot) for call tracking and automation.
- Call Centre Capabilities: Features such as call queues, call reporting, and wallboards for performance monitoring.
- Security: Encrypted calls and secure remote management.

Plan Inclusions

- Voice Features:
    - Unlimited or metered VoIP calling (local, national, and mobile).
    - Call forwarding, transfer, hold, and conference calling.
    - Auto-attendant (IVR), call queuing, and call recording.
- Video Features:
    - Integrated video conferencing for up to 250 participants (dependent on plan).
    - Screen sharing and remote collaboration tools.
- Messaging Features:
    - SMS integration, live chat, and instant messaging capabilities.
- Devices Supported:
    - Softphones (PC/Mac), mobile apps (iOS/Android), and SIP desk phones.

Limitations & Exclusions

- Internet Dependence: Requires a stable, high-speed internet connection for VoIP services.
- Hardware Compatibility: SIP-compatible phones or headsets are required for desk-based calling.
- Hosting Costs: On-premises setups require server infrastructure, and cloud hosting may incur extra fees.
- Call Costs: International calls and non-standard call types may be billed separately by your SIP provider

Critical Information Summary

Business 3CX Services

Deployment options

- Cloud-Hosted: Managed in a cloud environment for ease of use.
- On-Premises: Installed on your local server, providing greater control but requiring maintenance.

Minimum Requirements

- SIP-compatible desk phones, headsets, and devices are required.
- Mobile and desktop softphones are included at no extra cost.

Application for Business

- Small Businesses: Cost-effective phone solutions with essential voice and video features.
- Medium to Large Businesses: Scalable solutions with advanced call centre and CRM integration tools.
- Remote Teams: Mobile apps and video conferencing enable effective communication for distributed workforces.

Bundle Requirements

- This service requires cloud hosted or on prem hosting platform.
- This service requires a SIP trunk and DIDs (BYO or Centra supplied)

Plan and Pricing Information

- License Types:
  - Professional Plan: Advanced features like call recording and CRM integration.
  - Enterprise Plan: Includes additional redundancy and advanced call centre tools.
- Costs:
  - Annual Subscription: Based on the number of simultaneous calls (e.g. 4, 8, 16, 32, 64 or more). The annual subscriptions are amortised over 12 monthly payments for billing purposes.
- Setup Fees: Installation costs may apply, depending on deployment (on-premises or cloud).
- Hosting Costs: If cloud-hosted, additional fees may apply for hosting infrastructure.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
3CX - Monthly - Professional - 4SC - 12M/Auto renew	$28.35	$340.20	$680.40	$1,020.60
3CX - Monthly - Professional - 8SC - 12M/Auto renew	$42.95	$515.40	$1,030.80	$1,546.20
3CX - Monthly - Professional - 16SC - 12M/Auto renew	$100.44	$1,205.28	$2,410.56	$3,615.84
3CX - Monthly - Professional - 24SC - 12M/Auto renew	$143.75	$1,725.00	$3,450.00	$5,175.00

Critical Information Summary

Business 3CX Services

3CX - Monthly - Professional - 32SC - 12M/Auto renew	$195.00	$2,340.00	$4,680.00	$7,020.00
3CX - Monthly - Professional - 48SC - 12M/Auto renew	$302.50	$3,630.00	$7,260.00	$10,890.00
3CX - Monthly - Professional - 64SC - 12M/Auto renew	$397.10	$4,765.20	$9,530.40	$14,295.60

Prices exclude GST.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
3CX - Cloud Storage Add On - 100GB Block	$34.00	$408.00	$816.00	$1,224.00

Prices exclude GST.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
3CX - Call Centre Dashboard - 4SC - 12M/Auto renew	$25.00	$300.00	$600.00	$900.00
3CX - Call Centre Dashboard - 8SC - 12M/Auto renew	$48.00	$576.00	$1,152.00	$1,728.00
3CX - Call Centre Dashboard – 16SC - 12M/Auto renew	$96.00	$1,152.00	$2,304.00	$3,456.00
3CX - Call Centre Dashboard - 24SC - 12M/Auto renew	$144.00	$1,728.00	$3,456.00	$5,184.00
3CX - Call Centre Dashboard - 32SC - 12M/Auto renew	$240.00	$2,880.00	$5,760.00	$8,640.00
3CX - Call Centre Dashboard - 48SC - 12M/Auto renew	$360.00	$4,320.00	$8,640.00	$12,960.00
3CX - Call Centre Dashboard - 64SC - 12M/Auto renew	$480.00	$5,760.00	$11,520.00	$17,280.00

Prices exclude GST.

Contract Terms

- Contracts terms available for services range from 12 to 36 months.
- Monthly service charges may vary depending on your terms chosen.
- Early termination fees apply for terminating the contract before its expiry.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.
- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.
- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Critical Information Summary

Business 3CX Services

December 2024

Accessibility & Installation

- Installation fees depend on location, internal and external infrastructure and customisation requirements. Installation fees will be provided before contract period begins.
- Custom installations might involve significant lead times and physical modifications to the premises.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.

We're here to help, if you have any questions, please call our office and speak with one of our friendly staff on 1300 130 410 or email our support at help@centra.com.au so we can serve you better. You can also visit us at www.iptelco.com.au for additional information.

Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.