

Critical Information Summary

Business 4G Mobile Services

December 2024

Service Description:

4G Mobile Services provide high-speed mobile connectivity for voice, text, and data usage. These services are powered by 4G LTE technology, offering reliable and fast internet access for smartphones, tablets, and other mobile devices. Plans are tailored to suit personal or business needs, with a variety of data, call, and text inclusions.

Plan Inclusions

- Network Coverage: Access to a 4G LTE network with extensive coverage across metropolitan, regional, and rural areas.
- High-Speed Data: Fast internet speeds suitable for browsing, streaming, and downloading.
- Voice & SMS Services: Unlimited or capped call and text options, depending on the plan.
- Flexible Plans: Choose between SIM-only (BYO device) or device-included plans.
- All Centra 4G mobile services operate on the Telstra Mobile Network

Plan Exclusions:

- International roaming and calls (unless specified).
- Premium SMS and services.

Key Features:

- Network Coverage: Access to a 4G LTE network with extensive coverage across metropolitan, regional, and rural areas.
- High-Speed Data: Fast internet speeds suitable for browsing, streaming, and downloading.
- Voice & SMS Services: Unlimited or capped call and text options, depending on the plan.
- Flexible Plans: Choose between SIM-only (BYO device) or device-included plans.

Plan and Pricing Information:

- Monthly Costs varies based on speeds and contract length.
- Setup Costs: Activation fees may apply.
- Excess Charges: Additional fees for exceeding data limits or out-of-plan usage.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Mobile - 4G - BYO Data Plan 5GB	\$ 15.00	\$ 180.00	\$ 360.00	\$ 540.00
Mobile - 4G - BYO Data Plan 10GB	\$ 18.00	\$ 216.00	\$ 432.00	\$ 648.00
Mobile - 4G - BYO Data Plan 22GB	\$ 23.00	\$ 276.00	\$ 552.00	\$ 828.00
Mobile - 4G - BYO Phone Plan 5GB	\$ 20.00	\$ 240.00	\$ 480.00	\$ 720.00
Mobile - 4G - BYO Phone Plan 10GB	\$ 24.00	\$ 288.00	\$ 576.00	\$ 864.00



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Mobile - 4G - BYO Phone Plan 22GB	\$ 29.00	\$ 348.00	\$ 696.00	\$ 1,044.00
Mobile - 4G - Data Plan 10GB	\$ 23.00	\$ 276.00	\$ 552.00	\$ 828.00
Mobile - 4G - Data Plan 30GB	\$ 34.00	\$ 408.00	\$ 816.00	\$ 1,224.00
Mobile - 4G - Phone Fleet Plan 10 GB	\$ 29.00	\$ 348.00	\$ 696.00	\$ 1,044.00
Mobile - 4G - Phone Fleet Plan 30 GB	\$ 42.00	\$ 504.00	\$ 1,008.00	\$ 1,512.00
Mobile - Fleet Management Core Plan	\$ 15.00	\$ 180.00	\$ 360.00	\$ 540.00

Prices exclude GST.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Mobile - BYO Plan 3GB	\$ 20.00	\$ 240.00	\$ 480.00	\$ 720.00
Mobile - BYO Plan 32GB	\$ 39.00	\$ 468.00	\$ 936.00	\$ 1,404.00
Mobile - BYO Plan 90GB	\$ 54.00	\$ 648.00	\$ 1,296.00	\$ 1,944.00
Mobile - BYO Plan 130GB	\$ 69.00	\$ 828.00	\$ 1,656.00	\$ 2,484.00

Prices exclude GST.

Plan Options

- BYO Data Plans: Includes only data for mobile devices or hotspots.
- BYO Phone Plans: Includes data, calls, and SMS for smartphones.
- Fleet Plans: Tailored for businesses with multiple users.

Benefits

- Flexible Usage: Options for both light and heavy users.
- Cost Efficiency: Affordable options for BYO plans or shared fleet plans.
- Add-ons: Additional data or international roaming can be added.
- Mobile Hotspot: Enables tethering for other devices to access the internet.

Limitations

- Data Speeds: Speeds may be impacted during peak times or in low-coverage areas.
- Data Caps: Exceeding data allowances may incur additional charges.
- Coverage Limitations: Rural or remote areas may have limited or no 4G access.

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.



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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.

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.



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