

Critical Information Summary

Business 5G Mobile Services

December 2024

Service Description:

Business 5G Mobile Services provide ultra-fast internet connectivity, enhanced voice, and text services tailored for business users. These services leverage the latest 5G technology to deliver high-speed data, low latency, and robust network performance, suitable for mobile and remote business operations.

Plan Inclusions

- Network Coverage: Access to a 5G 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.
- Allocated monthly data (as per the chosen plan).
- Access to voicemail and call management features.
- All Centra 5G services operate on the Telstra Mobile Network

Plan Exclusions:

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

Key Features:

- 5G Network Access: Ultra-fast speeds and low latency for seamless data-intensive activities.
- Enhanced Connectivity: High-speed internet suitable for video conferencing, large file transfers, and cloud applications.
- Scalable Plans: Options for individual users or shared business fleet plans.
- Secure Communication: Advanced network security features for business data protection

Pricing:

- 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 - 5G - BYO Data Plan 120GB	\$ 59.00	\$ 708.00	\$ 1,416.00	\$ 2,124.00
Mobile - 5G - BYO Data Plan 150GB	\$ 65.00	\$ 780.00	\$ 1,560.00	\$ 2,340.00



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Mobile - 5G - BYO Data Plan 180GB	\$ 71.00	\$ 852.00	\$ 1,704.00	\$ 2,556.00
Mobile - 5G - BYO Data Plan 32GB	\$ 33.00	\$ 396.00	\$ 792.00	\$ 1,188.00
Mobile - 5G - BYO Data Plan 45 GB	\$ 45.00	\$ 540.00	\$ 1,080.00	\$ 1,620.00
Mobile - 5G - BYO Data Plan 50GB	\$ 39.00	\$ 468.00	\$ 936.00	\$ 1,404.00
Mobile - 5G - BYO Data Plan 60GB	\$ 59.00	\$ 708.00	\$ 1,416.00	\$ 2,124.00
Mobile - 5G - BYO Data Plan 90GB	\$ 48.00	\$ 576.00	\$ 1,152.00	\$ 1,728.00
Mobile - 5G - BYO Phone Plan 32GB	\$ 39.00	\$ 468.00	\$ 936.00	\$ 1,404.00
Mobile - 5G - BYO Phone Plan 50GB	\$ 44.00	\$ 528.00	\$ 1,056.00	\$ 1,584.00
Mobile - 5G - BYO Phone Plan 90GB	\$ 54.00	\$ 648.00	\$ 1,296.00	\$ 1,944.00
Mobile - 5G - BYO Phone Plan 120GB	\$ 64.00	\$ 768.00	\$ 1,536.00	\$ 2,304.00
Mobile - 5G - BYO Phone Plan 150GB	\$ 69.00	\$ 828.00	\$ 1,656.00	\$ 2,484.00
Mobile - 5G - BYO Phone Plan 180GB	\$ 75.00	\$ 900.00	\$ 1,800.00	\$ 2,700.00
Mobile - 5G - Data Plan 45 GB	\$ 46.00	\$ 552.00	\$ 1,104.00	\$ 1,656.00
Mobile - 5G - Data Plan 60 GB	\$ 59.00	\$ 708.00	\$ 1,416.00	\$ 2,124.00
Mobile - 5G - Phone Fleet Plan 45 GB	\$ 48.00	\$ 576.00	\$ 1,152.00	\$ 1,728.00
Mobile - 5G - Phone Fleet Plan 60 GB	\$ 69.00	\$ 828.00	\$ 1,656.00	\$ 2,484.00
Mobile - Fleet Management Core Plan	\$ 15.00	\$ 8,640.00	\$ 17,280.00	\$ 25,920.00

Price excludes GST

Plan Options

- BYO Data Plans: Designed for data-only usage on devices like tablets or hotspots.
- BYO Phone Plans: Includes data, calls, and SMS for smartphones.
- Fleet Plans: Shared data and voice allocations for business teams.

Benefits

- High Speed: Ideal for business-critical applications requiring fast internet.
- Low Latency: Improved real-time responsiveness for tasks like video calls.
- Flexible Options: Choose between individual or shared business plans.
- Future-Proof: Access to the latest 5G technology for growing business needs.

Limitations

- 5G Coverage: Available in areas with 5G network support; limited or no access in rural areas.
- Device Compatibility: Requires a 5G-compatible device.
- Data Caps: Plans have set data allocations; exceeding limits incurs additional charges.

Contract Terms

- Contracts terms available for services range from 12 to 36 months.



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- 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.

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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