

Critical Information Summary

Business DID (Direct Inward Dialling) Number Services

December 2024

Service Description

DID (Direct Inward Dialling) numbers allow businesses to assign unique phone numbers to individual users, departments, or devices within a phone system. DID numbers enable external callers to directly reach specific employees or extensions without operator intervention. They are commonly used with VoIP (Voice over IP) systems, PBX platforms, and cloud telephony services.

Key Features and Applications

- Ideal for businesses needing efficient call routing, internal communications, and external customer contact.
- Supports call centres, remote teams, and multi-branch operations.
- Integrates with business tools like CRMs and helpdesk software for improved workflow.

Plan Inclusions

- DID Number Assignment:
 - Local, national, mobile, or toll-free numbers.
 - International DID numbers for global reach.
- Call Routing:
 - Direct incoming calls to specific extensions, departments, or individuals.
- Compatibility:
 - Integrates with cloud PBX, SIP trunks, VoIP systems, and traditional phone services.
- Optional Features:
 - Call forwarding to mobile or external numbers.
 - Voicemail, call recording, and caller ID

Limitations & Exclusions:

- Internet Dependence (VoIP): VoIP PBX requires a stable, high-speed internet connection for call quality.
- Hardware Costs: On-premises PBX systems require significant upfront investment for equipment.
- Power Outages: Cloud and VoIP systems may require backup power for uninterrupted service.
- Call Charges: Premium numbers and international calls may incur additional fees.

Deployment options:

- On-Premises PBX: Hardware installed at your location, offering greater control but higher upfront costs.
- Cloud PBX: Hosted online with lower upfront costs, managed by the provider.
- Hybrid PBX: Combines on-premises hardware with cloud services for flexibility.



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Bundle Requirements

- Voice services require:
 - Minimum 1 Voice Service Plan (Single PAYG, Multi Line PAYG, Capped Plan)
 - Minimum 1 Direct in Dial/ Number (Included DID, Add on DID, Add on Mobile)
- Voice Service and Phone system require:
 - Voice services minimum requirement above
 - 3CX License suitable for business needs
 - Cloud PBX/ On Prem PBX.

Plan and Pricing Information

| Plan name | Monthly cost | Min cost over month terms | | |
|-------------------------------------|--------------|---------------------------|------------|------------|
| | | \$12.00 | \$24.00 | \$36.00 |
| Add On DID - Temp number - 1 Number | \$4.50 | \$54.00 | \$108.00 | \$162.00 |
| Add On DID - PAYG - 1 Number | \$4.50 | \$54.00 | \$108.00 | \$162.00 |
| Add On DID - PAYG - 10 Numbers | \$22.50 | \$270.00 | \$540.00 | \$810.00 |
| Add On DID - PAYG - 100 Numbers | \$67.50 | \$810.00 | \$1,620.00 | \$2,430.00 |
| Add On DID - 1300 Number | \$19.95 | \$239.40 | \$478.80 | \$718.20 |
| Add On DID - 1800 Number | \$19.94 | \$239.28 | \$478.56 | \$717.84 |
| Add On DID - Mobile Number | \$22.00 | \$264.00 | \$528.00 | \$792.00 |
| Add On DID - NZ DID - 1 Number | \$22.00 | \$264.00 | \$528.00 | \$792.00 |
| Add On DID - NZ DID - 10 Number | \$220.00 | \$2,640.00 | \$5,280.00 | \$7,920.00 |
| Add On DID - NZ Mobile Number | \$22.00 | \$264.00 | \$528.00 | \$792.00 |

Prices exclude GST.

- Call Rates:
 - Local/national calls: 10c per call or included in capped plans.
 - Mobile calls: 25c per minute or included in capped plans.
 - International calls: Charged per destination at variable rates.
 - Premium service calls: Not included.

| Call type | Cost |
|-----------------------------------|-------------------------|
| Local & National Calls (per call) | \$0.10 |
| Mobile Calls (per min) | \$0.20 |
| 1300 Calls | \$0.20 |
| 1800 Calls | \$0.00 |
| International Calls | Charged per destination |
| Premium Services Calls | Not included |

Price excludes GST



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Porting and Pricing information

If you wish to transfer any existing telephone numbers to Centra Networks from your current provider, a port request will be required. Port charges are priced on application.

Porting single numbers is usually a 4 to 6 week turn around (or 4 to 8 weeks for complex ports), however, these are requested once the application form is accepted, and this is in tandem with the setup, configuration and rollout of any systems and hardware.

| One-time Fees | Cost |
|---------------------------|----------|
| Porting - CAT A (Single) | \$22.50 |
| Porting - CAT C (Complex) | \$125.00 |
| Porting - CAT S (Special) | \$152.00 |

Price excludes 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.

Minimum Requirements

- VoIP-compatible desk phones or softphone applications may be required.
- Suitable technology and equipment to service plan chosen.
- Internet Dependence (VoIP): VoIP services require a stable internet connection; poor connectivity can affect call quality.
- Power Outages: VoIP systems may not work without a backup power source.
- VoIP PBX: Requires SIP-compatible phones, headsets, or softphones (desktop/mobile apps).
- On-Premises PBX: Physical hardware (PBX servers, desk phones) installed on-site.



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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.
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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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