Critical Information Summary

Business PBX Services

December 2024

Service Description

Business PBX (Private Branch Exchange) services provide a phone system for managing internal and external calls within a business. PBX can be delivered via on-premises hardware, cloud-hosted systems, or hybrid solutions, supporting Voice over IP (VoIP) and traditional phone lines.

Plan Inclusions

- Call Handling Features:
    o Auto-attendant (IVR) for automated call routing.
    o Call transfer, forwarding, hold, and voicemail.
    o Conference calling and call queuing.
- Scalability: Add or remove extensions and lines as needed.
- Connectivity:
    o Traditional landline connections (PSTN/ISDN).
    o VoIP (internet-based phone calls).
- Advanced Features (Depending on Plan):
    o Call recording and reporting.
    o Integration with CRM systems.
    o Unified communications (voice, video, messaging).

Key Features:

- Auto-Attendant (IVR): Directs calls automatically to the correct department or person.
- Multi-Line Support: Handles multiple calls simultaneously.
- Call Management: Voicemail, call transfer, forwarding, and hold music.
- Scalability: Flexible to add users, extensions, or locations as needed.
- VoIP Capabilities: Internet-based calls for cost-effective communication.
- Unified Communications: Voice, video conferencing, instant messaging, and email integration.
- Advanced Reporting: Call logs, analytics, and performance monitoring.

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.

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Application for Business:

- 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.

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.

Pricing:

- Monthly Costs:
    - On-premises PBX: Higher upfront costs for hardware and maintenance, with ongoing service fees.
    - Cloud PBX: Monthly subscriptions per user or line, ranging from $10 to $50 per user depending on features.
- Setup Fees:
    - Installation costs for hardware or cloud configuration ($0 to $1,000+).
- Call Costs:
    - Local and national calls: Often included in unlimited plans.
    - Mobile and international calls: Charged per minute or included in higher-tier plans.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Cloud PBX - T1 (2C/2G/16SSD)	$45.00	$540.00	$1,080.00	$1,620.00
Cloud PBX - T2 (4C/4G/32SSD)	$82.00	$984.00	$1,968.00	$2,952.00
Cloud PBX - T3 (6C/6G/64SSD)	$136.00	$1,632.00	$3,264.00	$4,896.00
Managed Cloud PBX Phone System	$10.00	$120.00	$240.00	$360.00

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.

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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.

Minimum Requirements

- Suitable technology and equipment to service plan chosen.
- VoIP PBX: Requires SIP-compatible phones, headsets, or softphones (desktop/mobile apps).
- On-Premises PBX: Physical hardware (PBX servers, desk phones) installed on-site.

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.