

Critical Information Summary

Business SD-WAN Solution Services

December 2024

Service Description

SD-WAN Solutions provide secure, intelligent, and optimized network connectivity across multiple sites or cloud services. They allow businesses to integrate and manage diverse connection types (e.g., broadband, MPLS, LTE) to ensure high performance, reliability, and cost efficiency.

Key Features and Applications

- Dynamic Traffic Routing: Automatically routes traffic over the most efficient connection to enhance performance.
- Quality of Service (ie. VoIP prioritisation)
- Fail-over and redundancy
 - If a leg goes down, it is taken out of the bond and data continues to flow resulting in a true zero down time solution

Plan Inclusions

- Secure SD-WAN gateway equipment.
- SD-WAN (2-Leg Solution): Connects two locations or services using optimized routing.
- SD-WAN (3-Leg Solution): Expands connectivity to three locations or services with the same performance benefits.

Plan and Pricing Information

- Pricing for monthly service charges and installation cost vary depending on district allocation.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
SD-WAN Solution (2 Leg)	\$150.00	\$1,800.00	\$3,600.00	\$5,400.00
SD-WAN Solution (3 Leg)	\$200.00	\$2,400.00	\$4,800.00	\$7,200.00

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.

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.ipstelco.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.



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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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