

Critical Information Summary

Business Voice (VoIP) Services

December 2024

Service Description

Business Voice Services provide reliable phone solutions for businesses, often delivered via Voice over Internet Protocol (VoIP) or traditional landline connections. These services are tailored for businesses that require high-quality voice communications, multi-line options, and advanced call features.

Key Features and Applications

- **VoIP Capability:** Internet-based calls for cost-effective communication.
- **Scalability:** Easily add or remove lines as business needs change.
- **Advanced Call Management:** Features like auto-attendant, call routing, and queue management for improved efficiency.
- **Unlimited Call Options:** Some plans offer unlimited local, national, and mobile calls for predictable costs.
- **Integration:** Compatible with business systems such as CRMs, email, and unified communications platforms.
- **Ideal for businesses** requiring clear, reliable voice communications.
- **Supports remote working** setups with VoIP softphones and mobile integration.
- **Suitable for call centres, customer support teams, and office phone systems.**

Plan Inclusions

- **Call Types:**
 - Local and national calls
 - Mobile calls
 - International calls (additional charges apply)
 - Premium Service calls (additional charges apply)
- **Service Options:**
 - Single-line or multi-line Pay-As-You-Go options
 - Capped line options
- **Features:**
 - Voicemail
 - Call forwarding, transfer, and hold
 - Conference calling
 - Caller ID and call waiting
 - Hunt groups (routing calls across multiple lines)

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



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- 3CX License suitable for business needs
- Cloud PBX/ On Prem PBX.
- Capped plans are charged PER CHANNEL
 - Minimum 2 channels
- Multi Line PAYG is unlimited channels
 - Charged per call based on current call rates

Plan and Pricing Information

Plan name	Monthly cost	Min cost over month terms		
		\$12.00	\$24.00	\$36.00
Voice Capped Plan 1 (Local/National/Mobile)	\$45.00	\$540.00	\$1,080.00	\$1,620.00
Included DID - Capped - 1 Number	\$0.00	\$0.00	\$0.00	\$0.00
Included DID - Temp number - Porting	\$0.00	\$0.00	\$0.00	\$0.00
Add On DID - Capped Plan 1 - 1 Number	\$4.50	\$54.00	\$108.00	\$162.00
Add On DID - Capped Plan 1 - 10 Numbers	\$22.50	\$270.00	\$540.00	\$810.00
Add On DID - Capped Plan 1 - 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.

Plan name	Monthly cost	Min cost over month terms		
		\$12.00	\$24.00	\$36.00
Voice Capped Plan 2 (Local/National/Mobile/13/1300)	\$45.00	\$540.00	\$1,080.00	\$1,620.00
Included DID - Capped - 1 Number	\$0.00	\$0.00	\$0.00	\$0.00
Included DID - Temp number - Porting	\$0.00	\$0.00	\$0.00	\$0.00
Add On DID - Capped Plan 2 - 1 Number	\$4.50	\$54.00	\$108.00	\$162.00
Add On DID - Capped Plan 2 - 10 Numbers	\$22.50	\$270.00	\$540.00	\$810.00
Add On DID - Capped Plan 2- 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.

Plan name	Monthly cost	Min cost over month terms		
		\$12.00	\$24.00	\$36.00
Voice Single Line PAYG	\$9.05	\$108.60	\$217.20	\$325.80



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Voice Multi Line PAYG	\$45.00	\$540.00	\$1,080.00	\$1,620.00
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
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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	\$0.10
1800 Calls	\$0.00
International Calls	Charged per destination
Premium Services Calls	Not included

Prices exclude GST.

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

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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.

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.



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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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