



Terms and Conditions

1	The Customer agrees that the agreement between Central Connect and the Customer for the supply of the selected service(s), consists of the relevant Standard Order Form (SOF) that will be emailed to the customer upon submitting and acceptance. If the Customer has not read all of the documents that constitute the agreement, they must tell Central Connect so that Central Connect can send the Customer these documents and the Customer can read them prior to agreeing to these terms and conditions.
2	By signing this the Customer confirms that they have read and agree to be bound by all of the terms and conditions of the agreement.
3	The Customer agrees that Central Connect has the authority to obtain from a credit reporting agency a credit report containing personal credit information about the employees, principals or directors of the Customer in relation to personal or commercial credit provided by Central Connect.
4	Unless otherwise stated, all prices quoted by Central Connect are exclusive of GST.
5	Where specified in the applicable service schedule, the Customer agrees that Central connect will provide only an electronic invoice for the selected products/services.
6	The Customer acknowledges that there are cancellation charges payable to Central Connect for early termination of any products/services before the expiry of any Minimum Period.
7	The Customer acknowledges that while Central Connect will use its best efforts to supply the selected product/service(s), for reasons beyond Central Connect's control or due to unforeseen events, (including but not limited to: available capacity, geographic and technical capability or other technical matters) the Customer may not be able to receive the product/service(s). If this becomes apparent during the installation process, Central Connect may cancel all or part of the agreement.
8	The Customer hereby appoints Central Connect to act as its agent and to do all things necessary, including without limitation, obtaining all information relating to the above product/service(s) which may be required from the Customer's current service provider, effecting customer authorisation(s) for the transfer of the selected product/service(s) and otherwise to act on the Customer's behalf, for the purpose of the transfer and/or provisioning of the above products/service(s) or for any other necessary related purpose. The Customer further acknowledges that it will notify Central Connect if the Customer chooses to appoint another telecommunications service provider as its agent and/or no longer requires Central Connect to act as its agent.
9	The Customer acknowledges that in relation to Direct Voice products only, porting may not be possible to complete due to technical or other difficulties. If this occurs, Central Connect on the Customer's behalf, may authorize the losing carrier to retain the relevant services or if not possible, to provide an alternative service.
10	If you require equipment to be connected at your premise, you agree to 1) have someone over the age of 18 present b) have obtained the owner or strata consent.
11	The Customer acknowledges that it must give Central Connect at least 30 days' notice before it moves, changes or cancels any product/service(s). The Customer further acknowledges that some services/products requiring a move may take longer than 30 days to Implement.
12	The Customer acknowledges that by agreeing, the Customer has entered into a legally binding agreement with Central Connect for the supply of telecommunications products/services.
13	The Customer acknowledges that it is the responsibility of the Customer to ensure that the information in the order forms are true, accurate and complete and Central connect is not liable for any loss suffered as a result of any inaccurate or incomplete information
14	The Customer confirms that it has the authority to provide Central Connect with all the information and enable Central Connect to do all things necessary for Central Connect to supply the product/service(s) set selected.
15	Future connections abide by all Terms and Conditions stated in this agreement unless written otherwise.
16	If there is an existing NBN connection at premise, you may be charged \$297.00 + GST for the additional connection.
17	You authorise Central Connect to debit your nominated credit card and acknowledge that the direct debit request agreement is binding on you.
18	Each bill will be due for payment at least 3 business days before the due date of payment.
19	You acknowledge that installation of NBN may disconnect your landline and impact existing services such as medical or security alarms/devices. By agreeing to these Terms and Conditions you or the owner consent for the installation by NBN co. If you have a medical or security alarm then you will need to contact your provider to check whether it is compatible and what alternatives may be available. You should register my medical alarm on the NBN Medical Alarm Register available on the NBN Co website.
20	If you have an existing NBN service, you do not need to request the provider disconnect your service unless advised by Central Connect. Central Connect will conduct migration testing to confirm the connection to NBN. If you use your own modem we may not be able to do testing and you must notify Central Connect as soon as possible if you experience any issues with the NBN service. For FTTB/N/C maximum speeds may not be attainable. If this occurs, Central Connect will contact you to move to a more suitable plan.
21	Central Connect bills a month in advance, upon disconnection any monies owed from the month in advance will be payable to the customer.
22	You have read, understood to Terms & Conditions and Privacy Policy and agree to receive marketing communications from Central Connect. Remember you can unsubscribe at any time.