

This Critical Information Summary (CIS) sets out the important information you need to know about your plan. It covers things like the length of contract, how much you need to pay, what's included in your plans and what's not.

ABOUT THE SERVICE

Your plan gives you access to a New Zealand 0800 Toll Free number service. This CIS sets out pricing and special conditions that apply to your 0800 New Zealand Toll Free Number Plan.

CONNECTION AND AVAILABILITY

New Zealand 0800 toll free numbers are a virtual phone number. They can only be used to receive inbound calls from a local New Zealand phone number or New Zealand mobile phone number and cannot be used to make outbound calls.

Calls made to your New Zealand 0800 toll free number can be answered on your MOVVOX phone or forwarded to another number.

CALLS TO 0800 NUMBERS

When calling a New Zealand Toll Free 0800 number the caller is not charged by their carrier for the call.

Calls answered on your New Zealand 0800 Toll Free number are charged to your account.

WHAT'S INCLUDED IN YOUR PLAN

- One (1) New Zealand 0800 toll free number

ABOUT PRICING

MINIMUM MONTHLY CHARGE

\$30.00

ACTIVATION CHARGE

\$50.00

MINIMUM PLAN COST

\$80.00

MINIMUM TERM

There is no minimum term

EARLY TERMINATION CHARGE

You can cancel your 0800 New Zealand Toll Free Number Plan at any time, there's no early termination charge.

CALL CHARGES

Call charges are not included in the Minimum Monthly Charge. The following call rates are charged to your account for calls answered on your New Zealand 0800 toll free number.

CALL TYPE	CHARGE
Call made and answered using a New Zealand fixed line service	11¢ per minute (charged in 60 second blocks)
Call made or answered using a New Zealand mobile phone, the other party uses a New Zealand fixed line service	22¢ per minute (charged in 60 second blocks)
Call made and answered using a New Zealand mobile phone	44¢ per minute (charged in 60 second blocks)

FAIR USE POLICY

You must comply with our Fair Use Policy available at movox.com.au/customer-terms/fair-use-policy. We may suspend or cancel your service if you breach our Fair Use Policy.

CONNECTION TIMEFRAMES

Once your application is accepted by us we will try to connect your service on the date you ask for however, this may not always be possible.

YOUR FIRST BILL

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Minimum Monthly Charge in advance. If you started or changed your plan part way through a billing period your bill will also include a pro rata charge based on your Minimum Monthly Charge divided by the number of days remaining in the current billing period.

MANAGE YOUR ACCOUNT ONLINE

You can update your contact details, order services, cancel existing services, create support tickets, view and download bills, charges and transaction history by signing into your online account portal 24 hours a day, 7 days a week available at movox.com.au/my-account.

CONTACTING MOVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at movox.com.au/contact.

COMPLAINTS OR DISPUTES

We will take all reasonable steps to resolve complaints within 21 days. If you need to make a complaint please call us on 1800 100 800 or send us a message online at movox.com.au/contact. If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at tio.com.au

TERMS AND CONDITIONS

This is a summary only – the full legal terms for your service are contained in our Customer Terms available at movox.com.au/customer-terms.