

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 call pack plan includes a Monthly Call Allowance of inbound calls to your 1300 or 1800 phone number for a discounted fixed monthly charge. This CIS sets out the pricing and special conditions that apply to 1300/1800 Inbound Call Packs.

CONNECTION AND AVAILABILITY

You may choose one or more 1300/1800 Inbound Call Packs if you have an 1300/1800 Inbound Phone Number Plan with us.

WHAT'S INCLUDED IN YOUR PLAN

- A Monthly Call Allowance (MCA) of inbound calls to your 1300 or 1800 phone number

YOUR MCA:

- Is allocated to one (1) 1300 or 1800 phone number
- Is reduced each time you receive a call made to your 1300 or 1800 phone number
- Expires at 12:00 PM on the last day of each month

UNUSED MCA BALANCE:

- Does not roll over to the next month
- Cannot be converted into or redeemed as cash, refunded; or credited toward another service that you have with us; and
- Is not credited or refunded where a service is unavailable for any period.

ABOUT PRICING

MINIMUM MONTHLY CHARGE

The Minimum Monthly Charge is determined by the Call Pack's MCA as detailed in the table below:

CALL PACK	MCA	CHARGE
1300/1800 Inbound Call Pack 10	10 hours	\$53.00
1300/1800 Inbound Call Pack 20	20 hours	\$103.00
1300/1800 Inbound Call Pack 50	50 hours	\$238.00
1300/1800 Inbound Call Pack 100	100 hours	\$381.00

EXCESS CALL CHARGES

The following call rates are charged to your account when you receive a call made to your 1300 or 1800 inbound phone number in excess of the your MCA.

CALL TYPE	CHARGE
Inbound 1300/1800 calls	15¢ per minute (charged in 30 second blocks)

FORWARDED CALLS

The following call rates are charged to your account in addition to excess call charges when calls made to your 1300 or 1800 inbound phone number are call forwarded to another phone number not on your MOVOK account.

CALLS FORWARDED TO	CHARGE
An Australian landline number that is not on your MOVOK account	20¢ per minute (charged in 30 second blocks)
An Australian mobile number	30¢ per minute (charged in 30 second blocks)
An International number	Destination rate per minute plus 20¢ call connection fee (charged in 30 second blocks)

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 Call Pack 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 by calling 1800 062 058 or go to tio.com.au

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TERMS AND CONDITIONS

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